

VML:MB  
Vicki Lukritz  
3810 6221

15 February 2018

Sir/Madam

Notice is hereby given that a Meeting of the **CITY MANAGEMENT FINANCE AND COMMUNITY ENGAGEMENT COMMITTEE** is to be held in the **Council Chambers** on the 2nd Floor of the Council Administration Building, 45 Roderick Street, Ipswich commencing at ***11.30 am or 10 minutes after the conclusion of the Economic Development and Digital City Committee, whichever is the earlier*** on **Tuesday, 20 February 2018**.

<b><u>MEMBERS OF THE CITY MANAGEMENT, FINANCE AND COMMUNITY ENGAGEMENT COMMITTEE</u></b>	
Councillor Wendt (Deputy Mayor) and <b>(Chairperson)</b> Councillor Antonioli (Mayor) <b>(Deputy Chairperson)</b>	Councillor Morrison Councillor Tully Councillor Silver Councillor Stoneman Councillor Bromage Councillor Martin Councillor Pisasale Councillor Ireland Councillor Pahlke

Yours faithfully

**ACTING CHIEF EXECUTIVE OFFICER**

**CITY MANAGEMENT, FINANCE AND COMMUNITY ENGAGEMENT  
COMMITTEE AGENDA**

11.30 am or 10 minutes after the conclusion of the Economic  
Development and Digital City Committee, whichever is the earlier on  
**Tuesday, 20 February 2018**  
Council Chambers

<b>Item No.</b>	<b>Item Title</b>	<b>Officer</b>
1	Report – Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018	--
2	Report – Employee Development Advisory Committee No. 2018(01) of 13 February 2018	--
3	Assessment on Ipswich City Council’s (ICC) Progress Towards Implementing the Annual Operational Plan	A/CEO
4	Executive Secretariat Update	A/CEO
5	Allocation of Community Donations to 31 January 2018	COO(ASDCE)
6	Ipswich Rural Fire Levy Committee – Change of Name and Structure	CFO
7	Councillor Travel and Training Requests	CFO
8	Customer Service Activities Status Report – January 2018	CFO
9	Month-End Performance – December 2017	CFO
10	**Queensland Urban Utilities Quarterly Report for the Quarter Ended December 2017	CFO
11	**Acquisition of Vacant Land – 84 Wards Road, South Ripley, Described as Lot 1 on RP24387 – Division 8	CFO
12	**Lease for Redbank Plains Community Centre to MDA (Multicultural Development Australia), 180 School Road, Redbank Plains, Lot 801 on SP264604 – Division 9	CFO
13	**Insurance Claims over \$15,000	A/CEO
14	**Transfer of Management of the North Ipswich Corporate Centre	COO(ASDCE)
15	**Supercars Agreement – FIA Track Upgrade Requirement	A/CEO

\*\* Item includes confidential papers

**CITY MANAGEMENT, FINANCE AND COMMUNITY ENGAGEMENT COMMITTEE NO. 2018(02)**

**20 FEBRUARY 2018**

AGENDA

1. **REPORT – POLICY AND ADMINISTRATION ADVISORY COMMITTEE NO. 2018(01) OF 13 FEBRUARY 2018**

With reference to the report of the Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018.

**RECOMMENDATION**

That the report of the Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018 be received, the contents noted and the recommendations contained therein be adopted.

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2. **REPORT – EMPLOYEE DEVELOPMENT ADVISORY COMMITTEE NO. 2018(01) OF 13 FEBRUARY 2018**

With reference to the report of the Employee Development Advisory Committee No. 2018(01) of 13 February 2018.

**RECOMMENDATION**

That the report of the Employee Development Advisory Committee No. 2018(01) of 13 February 2018 be received, the contents noted and the recommendations contained therein be adopted.

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3. **ASSESSMENT ON IPSWICH CITY COUNCIL'S (ICC) PROGRESS TOWARDS IMPLEMENTING THE ANNUAL OPERATIONAL PLAN**

With reference to a report by the Acting Chief Executive Officer dated 30 January 2018 concerning an assessment of Ipswich City Council's progress towards implementing the 2017–2018 Operational Plan.

**RECOMMENDATION**

That the report be received and the contents noted.

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4. EXECUTIVE SECRETARIAT UPDATE

With reference to a report by the Acting Chief Executive Officer providing an update on the Chief Executive's Office for the month of January 2018.

RECOMMENDATION

That the report providing the activities of the Office of the Chief Executive Officer be received and the contents noted.

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5. ALLOCATION OF COMMUNITY DONATIONS TO 31 JANUARY 2018

With reference to a report by the Community Grants Officer dated 1 February 2018 concerning the allocation of Community Donations.

RECOMMENDATION

That the report be received and the contents noted.

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6. IPSWICH RURAL FIRE LEVY COMMITTEE – CHANGE OF NAME AND STRUCTURE

With reference to a report by the Strategic Client Office Manager dated 7 February 2018 concerning the change of name of the Ipswich Rural Fire Levy Committee and subsequent restructuring in how the committee operates. Currently Councillors Pahlke and Bromage are nominated to represent Council on this committee.

RECOMMENDATION

- A. That Council note the change of name of the Rural Fire Levy Committee to the Rural Fire Service Local Area Finance Committee.
  - B. That Council determine the Councillor Representation on the Rural Fire Service Local Area Finance Committee.
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7. COUNCILLOR TRAVEL AND TRAINING REQUESTS

With reference to a report by the Chief Financial Officer dated 6 February 2018 concerning councillor travel and training requests.

RECOMMENDATION

That Council, in accordance with the "*Ipswich City Council Expenses Reimbursement*" Policy, approve the councillor training/conference/workshop travel as detailed in Attachment A to the report by the Chief Financial Officer dated 6 February 2018.

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8. CUSTOMER SERVICE ACTIVITIES STATUS REPORT – JANUARY 2018

With reference to a report by the Strategic Client Office Manager dated 7 February 2018 concerning customer service delivery activities for the period 1 January to 31 January 2018.

RECOMMENDATION

That the report be received and the contents noted.

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9. MONTH-END PERFORMANCE – DECEMBER 2017

With reference to a report by the Finance Manager dated 7 February 2018 concerning Council performance for the period ending 31 December 2017, submitted in accordance with *Section 204* of the *Local Government Regulation 2012*.

RECOMMENDATION

That the report be received and the contents noted

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10. \*\*QUEENSLAND URBAN UTILITIES QUARTERLY REPORT FOR THE QUARTER ENDED DECEMBER 2017

With reference to a report by the Development and Relationship Manager dated 31 January 2018 concerning Queensland Urban Utilities' (QUU) Quarterly Report for the quarter ended December 2017.

RECOMMENDATION

That the report be received and the contents noted.

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11. \*\*ACQUISITION OF VACANT LAND – 84 WARDS ROAD, SOUTH RIPLEY, DESCRIBED AS LOT 1 ON RP24387 – DIVISION 8

With reference to a report by the Senior Property Officer dated 29 January 2018 concerning the acquisition of vacant land at 84 Wards Road, South Ripley and described as Lot 1 on RP24387.

RECOMMENDATION

- A. That Council enter into a contract of sale with the registered property owners to acquire, for open space purposes, the area of vacant land located at 84 Wards Road, South Ripley described as Lot 1 on RP24387, as detailed in the report by the Senior Property Officer dated 29 January 2018.

- B. That Council authorise the Chief Executive Officer to negotiate a contract of sale with the registered property owners, for Council to acquire the land at 84 Wards Road, South Ripley described as Lot 1 on RP24387 and to do any other acts necessary to implement Council's decision to acquire this land in accordance with section 13(3) of the *Local Government Act 2009*.
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12. \*\*LEASE OF REDBANK PLAINS COMMUNITY CENTRE TO MDA (MULTICULTURAL DEVELOPMENT AUSTRALIA), 18 SCHOOL ROAD, REDBANK PLAINS, LOT 801 ON SP264604 – DIVISION 9

With reference to a report by the Senior Property Officer dated 6 February 2018 concerning a new lease to MDA Limited (MDA) also known as Multicultural Development Australia located at 180 School Road, Redbank Plains and described as Lot 801 on SP264604.

RECOMMENDATION

- A. That Council resolve pursuant to section 236(2) of the *Local Government Regulation 2012* (the Regulation) that the exemptions under sections 236(1)(b)(ii) of the Regulation apply to the disposal of the leasehold interest located at 180 School Road, Redbank Plains and described as Lot 801 on SP264604, by way of a new leasehold arrangement between Council and MDA Limited (Multicultural Development Australia) for a consideration sum of \$1.00, if demanded.
- B. That Council enter into a lease with MDA Limited (Multicultural Development Australia) ("the tenant") for a period of three (3) years plus an option period of three (3) years for a leasehold interest located at 180 School Road, Redbank Plains and described as Lot 801 on SP264604.
- C. That Council enter into a Management Agreement with MDA Limited (Multicultural Development Australia) ("the tenant") for a period of three (3) years plus an option period of three (3) years for the management of this facility located at 180 School Road, Redbank Plains and described as Lot 801 on SP264604.
- D. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the lease to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.
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13. \*\*INSURANCE CLAIMS OVER \$15,000

With reference to a report by the Acting Chief Executive Officer dated 29 January 2018 concerning a summary of insurance claims over \$15,000.00 currently being managed by Ipswich City Council's public, product and professional indemnity insurers, Local Government Mutual (LGM) Queensland/Jardine Lloyd Thompson Pty Ltd (JLT).

RECOMMENDATION

That the report be received and the contents noted.

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14. \*\*TRANSFER OF MANAGEMENT OF NORTH IPSWICH CORPORATE CENTRE

With reference to a report by the Civic Centre and Performing Arts Manager dated 31 January 2018 concerning the transfer of management of the North Ipswich Corporate Centre from the Works, Parks and Recreation Department to the Arts, Social Development and Community Engagement Department.

RECOMMENDATION

That the report be received and the contents noted.

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15. \*\*SUPERCARS AGREEMENT – FIA TRACK UPGRADE REQUIREMENT

With reference to a report by the Mayor's Executive Officer dated 12 February 2018 in regard to a contractual obligation to upgrade the Queensland Raceways track in accordance with the Agreement entered into with Supercars for the holding of events at the Raceway.

RECOMMENDATION

- A. That Council seek a revised event sponsorship arrangement with Supercars for a two (2) year agreement with the level of financial commitment to be further negotiated.
  - B. That the Chief Executive Officer and Mayor be authorised to continue negotiations in regard to the final costs for the FIA safety upgrade, with the final budget to be presented to council for approval.
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\*\* Item includes confidential papers

and any other items as considered necessary.

**POLICY AND ADMINISTRATION ADVISORY COMMITTEE NO. 2018(01)**

**13 FEBRUARY 2018**

REPORT

- COUNCILLORS' ATTENDANCE:** Councillor Wendt (Chairperson and Deputy Mayor);  
Councillors Antonioli (Mayor), Tully, Stoneman, Pahlke,  
Morrison (Observer), Bromage (Observer), Ireland  
(Observer), Pisasale (Observer) and Martin (Observer)
- COUNCILLOR'S APOLOGIES:** Councillor Silver
- OFFICERS' ATTENDANCE:** Gary Kellar (Acting Chief Executive Officer), General Counsel  
and City Solicitor (Dan Best), Chief Operating Officer (Arts,  
Social Development and Community Engagement)(Caroline  
McMahon), City Planner (John Adams), Chief Financial  
Officer (Andrew Roach), Chief Operating Officer (Economic  
Development and Marketing)(Ben Pole), Acting Chief  
Operating Officer (Works, Parks and Recreation)(Bryce  
Hines), Chief Operating Officer (Infrastructure  
Services)(Charlie Dill), Chief Operating Officer (Health,  
Security and Regulatory Services)(Sean Madigan),  
Community Engagement Manager (Abbey Richards)
- OFFICER'S APOLOGIES:** Nil

1. **[COMMUNITY GRANTS POLICY](#)**

With reference to a report by the Community Grants Officer dated 13 January 2018 concerning the Community Grants Policy.

**RECOMMENDATION**

- A. That Community Grant applications from eligible organisations be assessed based on proposed community outcomes, as detailed in Option 2 of the report by the Community Grants Officer dated 13 January 2018.
- B. That the policy titled 'Community Development Grants Policy for Ipswich', as detailed in Attachment C to the report by the Community Grants Officer dated 13 January 2018, as per Item No. 5 of the Policy and Administration Board No. 2017(08) of 5 September 2017 and adopted at Council on 19 September 2017, be amended as detailed in Attachment D to the report by the Community Grants Officer dated 13 January 2018.

- C. That the policy titled 'Grants, Donations, Bursaries, Scholarships and In-kind Assistance', as detailed in Attachment F, as per Item No. 8 of the Policy and Administration Board No. 2017(06) of 11 July 2017 and adopted at Council on 25 July 2017, be amended as detailed in Attachment G to the report by the Community Grants Officer dated 13 January 2018.
  - D. That the procedure document titled 'Community Grants Program Procedure' as detailed in Attachment J to the report by the Community Grants officer dated 13 January 2018, be noted.
  - E. That the draft guideline document titled 'Community Grants Program Guidelines' as detailed in Attachment L to the report by the Community Grants Officer dated 13 January 2018, be noted.
  - F. That the Chief Operating Officer (Arts, Social Development and Community Engagement) provide a report to a Policy and Administration Advisory Committee prior to the end of June 2019 on the operation on the new policy titled Community Development Grants Policy for Ipswich.
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2. [COMMUNITY CENTRE OPERATING MODEL POLICY](#)

With reference to a report by the Coordinator, Community Development dated 30 January 2018 concerning the Community Centre Operating Model Policy.

RECOMMENDATION

That the policy titled 'Community Centre Operating Model Policy' as detailed in Attachment A to the report by the Coordinator, Community Development dated 30 January 2018, be adopted.

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3. [IPSWICH LIBRARIES – POLICY UPDATES](#)

With reference to a report by the Library Services Manager dated 15 December 2017 concerning a review of the existing Library Services Policy and the introduction of two new Library Policies – Acceptable Behaviour Policy and Customer Exclusion Policy.

RECOMMENDATION

- A. That the policy titled 'Library Services Policy', as detailed in Attachment A to the report by the Library Services Manager dated 15 December 2017, as per Item 3 of the Policy and Administration Board No. 2014(09) of 30 September 2014 – City Management and Finance Committee No. 2014(10) of 8 October 2014 and adopted at the Council Ordinary Meeting of 14 October 2014, be amended as detailed in Attachment B to the report by the Library Services Manager dated 15 December 2017.

- B. That the policy titled 'Ipswich Libraries – Acceptable Behaviour Policy', as detailed in Attachment D to the report by the Library Services Manager dated 15 December 2017, be adopted.
- C. That the policy titled 'Ipswich Libraries – Customer Exclusion Policy', as detailed in Attachment E to the report by the Library Services Manager dated 15 December 2017, be adopted.

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4. [REFERRAL OF OUTSTANDING COMMITTEE MANAGER REQUESTS RELATING TO WASTE MATTERS TO THE SUSTAINABILITY ADVISORY BOARD](#)

With reference to a report by the Acting Chief Operating Officer (Works, Parks and Recreation) dated 4 January 2018 concerning the referral of outstanding Committee Manager Requests relating to waste matters to the Sustainability Advisory Board.

RECOMMENDATION

That the four outstanding Committee Manager Requests outlined below be referred to the Sustainability Advisory Board:

- Improvements to the domestic waste collection service
- Trial of meat and dairy scraps in the green waste service
- Waste fees comparison – transfer stations
- Comparison of waste disposal fees

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5. [CREDIT POLICY – POLICY REVIEW AND SUPPORTING PROCEDURE](#)

With reference to a report by the Strategic Client Office Manager dated 19 January 2018 concerning the review of the policy titled '*Credit Policy*' and the supporting Procedure.

RECOMMENDATION

- A. That the policy titled 'Credit Policy' as detailed in Attachment A of the report by the Strategic Client Office Manager dated 19 January 2018, as amended at the Policy Review Sub-Committee No. 2007(04) of 15 May 2007, City Management and Finance Committee No. 2007(05) of 22 May 2007 and adopted at the Council Ordinary Meeting of 30 May 2007, be repealed.
- B. That the policy titled 'Sundry Debt Credit and Recovery Policy' as detailed in Attachment C of the report by the Strategic Client Office Manager dated 19 January 2018, be adopted.
- C. That the procedure titled 'Sundry Debt Credit and Recovery Procedure' as detailed in Attachment D of the report by the Strategic Client Office Manager 19 January 2018, be noted.
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6. [REVIEW OF HEALTH, SECURITY AND REGULATORY SERVICES \(HSRS\) DEPARTMENT POLICIES](#)

With reference to a report by the Policy Officer dated 5 February 2018 concerning a review of the Health, Security and Regulatory Services (HSRS) Department Policies.

RECOMMENDATION

- A. That the policy titled 'Accessing Information Pursuant to the Telecommunications (Interception and Access) Act 1979 Policy', as detailed in Attachment A of the report by the Policy Officer dated 5 February 2018, as per Item 8 of the Policy and Administration Board No. 2014(11) of 18 November 2014, adopted at the Council Ordinary Meeting of 2 December 2014, be repealed.
- B. That the policy titled 'Asset Protection Camera Policy', as detailed in Attachment B of the report by the Policy Officer dated 5 February 2018, as per Item 3 of the Policy and Administration Board No. 2011(10) of 22 November 2011, adopted at the Council Ordinary Meeting of 6 December 2011, be repealed.
- C. That the policy titled 'Asset Protection Camera Policy' as detailed in Attachment D of the report by the Policy Officer dated 5 February 2018, be adopted.
- D. That the policy titled 'Bounty Payments for Wild Dog, Feral Dog, Hybrid or Dingo Scalps Policy', as detailed in Attachment E of the report by the Policy Officer dated 5 February 2018, as per Item 08.03 of the Health and Regulation Committee No. 2007(01) of 22 January 2007, adopted at the Council Ordinary Meeting of 31 January 2007, be repealed.
- E. That the policy titled 'Bounty Payments for Wild Dog, Feral Dog, Hybrid or Dingo Scalps Policy' as detailed in Attachment G of the report by the Policy Officer dated 5 February 2018, be adopted.
- F. That the policy titled 'Disabled Parking Scheme Policy', as detailed in Attachment H of the report by the Policy Officer dated 5 February 2018, as per Item 1 of the Policy and Administration Board No. 2011(03) of 5 April 2011, adopted at the Council Ordinary Meeting of 15 April 2011, be repealed.
- G. That the policy titled 'Disabled Parking Scheme Policy' as detailed in Attachment I of the report by the Policy Officer dated 5 February 2018, be adopted.
- H. That the policy titled 'Eat Safe Ipswich Inspection Frequency, Administrative Review and Regrade Policy' as detailed in Attachment J of the report by the Policy Officer dated 5 February 2018, be adopted.
- I. That the policy titled 'Environmental Protection Policy', as detailed in Attachment K of the report by the Policy Officer dated 5 February 2018, as per Item 1 of the Policy and Administration Board No. 2011(03) of 5 April 2011, adopted at the Council Ordinary Meeting of 15 April 2011, be repealed.

- J. That the policy titled 'Environmental Protection Policy' as detailed in Attachment L of the report by the Policy Officer dated 5 February 2018, be adopted.
- K. That the policy titled 'Fostering of Domestic Animals Policy', as detailed in Attachment M of the report by the Policy Officer dated 5 February 2018, as per Item 2 of the Policy and Administration Board No. 2010(05) of 3 August 2010, adopted at the Council Ordinary Meeting of 17 August 2010, be repealed.
- L. That the policy titled 'Fostering of Domestic Animals Policy' as detailed in Attachment O of the report by the Policy Officer dated 5 February 2018, be adopted.
- M. That the policy titled 'Parking Permits Policy', as detailed in Attachment P of the report by the Policy Officer dated 5 February 2018, as per Item 12 of the Policy and Administration Board No. 2015(01) of 10 February 2015, adopted at the Council Ordinary Meeting of 24 February 2015, be repealed.
- N. That the policy titled 'Parking Permits Policy' as detailed in Attachment R of the report by the Policy Officer dated 5 February 2018, be adopted.
- O. That the policy titled 'Requests received to withdraw Personal Infringement Notices (State Penalties Enforcement Act 1999 State Penalties Enforcement Regulation 2000.)', as detailed in Attachment S of the report by the Policy Officer dated 5 February 2018, as per Item B08.01 of the City Management and Finance Board No. 2006(01) of 17 January 2006, adopted at the Council Ordinary Meeting of 25 January 2006, be repealed.
- P. That the policy titled 'Requests received to withdraw Personal Infringement Notices (State Penalties Enforcement Act 1999 State Penalties Enforcement Regulation 2000.)' as detailed in Attachment U of the report by the Policy Officer dated 5 February 2018, be adopted.
- Q. That the policy titled 'Safe City Monitoring System Policy', as detailed in Attachment V of the report by the Policy Officer dated 5 February 2018, as per Item 4C of the Policy and Administration Board No. 2011(10) of 22 November 2011, adopted at the Council Ordinary Meeting of 6 December 2011, be repealed.
- R. That the policy titled 'Safe City Monitoring System Policy ' as detailed in Attachment X of the report by the Policy Officer dated 5 February 2018, be adopted.
- S. That the policy titled 'Toilet Allocation for Events Policy', as detailed in Attachment Y of the report by the Policy Officer dated 5 February 2018, as per Item 6 of the Policy and Administration Board No. 2015(12) of 17 November 2015, adopted at the Council Ordinary Meeting of 1 December 2015, be repealed.
- T. That the policy titled 'Toilet Allocation for Events Policy' as detailed in Attachment AA of the report by the Policy Officer dated 5 February 2018, be adopted.



- U. That the policy titled 'Use of Offence Detection Cameras and Devices Policy', as detailed in Attachment AB of the report by the Policy Officer dated 5 February 2018, as per Item 1 of the Policy and Administration Board No. 2013(08) of 9 July 2013, adopted at the Council Ordinary Meeting of 23 July 2013, be repealed.
  - V. That the policy titled 'Use of Offence Detection Cameras and Devices Policy' as detailed in Attachment AD of the report by the Policy Officer dated 5 February 2018, be adopted.
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### **PROCEDURAL MOTIONS AND FORMAL MATTERS**

The meeting commenced at 10.09 am.

The meeting closed at 11.24 am.

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<b>Policy and Administration Advisory Committee</b>	
Mtg Date: 13.02.18	OAR: YES
<b>Authorisation:</b> Caroline McMahon	

13 January 2018

**MEMORANDUM**

TO: CHIEF OPERATING OFFICER  
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT DEPARTMENT)

FROM: COMMUNITY GRANTS OFFICER

RE: COMMUNITY GRANTS POLICY

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**INTRODUCTION:**

This is a report by the Community Grants Officer dated 13 January 2018 concerning the Community Grants Policy.

**BACKGROUND:**

On 20 June 2016, the following CMR was requested by the Arts and Social Development Committee No. 2016(03):

*“Please review the criteria for community and cultural grants and the process surrounding these in relation to organisations receiving multiple funding and provide a report to a future meeting of the Policy and Administration Board for discussion.”*

On 4 April 2017, the Policy and Administration Board No. 2017(03) received and noted a report proposing to undertake a review of Council’s Community Grants Program.

On 11 July 2017, the Policy and Administration Board No. 2017(06) received a report detailing the findings of the review of Council’s Community Grants Programs (refer Attachment A) and adopted the proposed changes (refer Attachment B).

On 21 November 2017, the Policy and Administration Advisory Committee No. 2017(03) received a report proposing changes to the policies titled ‘Community Development Grants Policy for Ipswich’ and ‘Grants, Donations, Bursaries, Scholarships and In-Kind Assistance Policy’ (refer Attachments C and F). The suggested changes to these policies are outlined in Attachments D and G and updated policies are outlined in Attachments E and H. A draft procedure document titled ‘Community Grants Program Procedure’ and a draft guideline document titled ‘Community Grants Program Guidelines’ were also included with the report.

The Policy and Administration Advisory Committee No. 2017(03) amended a recommendation to that report as outlined below:

“That a Working Group be formed comprising of Councillors Tully, Silver, Morrison, Stoneman and Wendt to review the various Community Grants policies and procedures and provide a report on the outcome to a future meeting.”

The Working Group met on 16 January 2018, and reviewed the Community Grants Program Guidelines and the Community Grants Program Procedure. The recommended changes have been incorporated with tracked changes into the attached documents (Attachments I and K) and can be summarised as follows:

1. Bullet point 5 in ‘Ethics Framework’ on page 3 of the Community Grants Program – Procedure document (replicated at bullet point 5 on page 13 of the Community Grants Program – Guidelines document) which read *“Destroy or waste non-recurring resources”* has been deleted. Instead, the previous bullet point has been amended to now read *“Pollute land, air or water, or otherwise damage the natural environment.”*
2. The bullet point noted in ‘Exclusions’ on pages 3, 5, 7 and 11 of the Community Grants Program – Guidelines document which stated *“Initiatives that have been or are being funded by other parts of Council”* has been deleted. In relation to In-Kind Assistance, we have deleted part of the bullet point on page 9 of the Community Grants Program – Guidelines document. This bullet point now reads *“If the applicant group/organisation has been successful in receiving a grant for the initiative in question, In-Kind Assistance can only be provided out of the grant funding provided (not in addition to the grant funding provided).”*
3. The bullet point noted in ‘Exclusions’ on pages 3, 5, 8 and 11 of the Community Grants Program – Guidelines document which stated *“Organisations who have not satisfactorily acquitted Council funds by the due date will be deemed a low priority/ineligible for funding for 12 months”* has been deleted. Instead, this bullet point now reads *“Organisations who have outstanding acquittals or have not satisfactorily acquitted Council funds.”*
4. The bullet point noted in ‘Exclusions’ on pages 3, 5, 7, 9 and 11 of the Community Grants Program – Guidelines document has been amended to specifically note that P&Cs are eligible to apply. The bullet point now reads *“Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations (e.g. P&Cs), but the community organisation must be the applicant)”*.
5. The approval process for Quick Response Grants has been amended (see page 4 of the Community Grants Program – Procedure document). The approval process for Quick Response Grants allows for delegated approval of successful applications by the Chief Operating Officer. This approval process has been amended to reflect the timely nature within which these applications must be assessed and determined.

### **CONSULTATION:**

It is anticipated that the approved changes to the Community Grants Program will be implemented from 1 July 2018.

A Change Management Plan has been drafted to ensure that the community is well informed of the impending changes to Council's Community Grants Program. Council stakeholders will also be engaged throughout this process.

### **OPTIONS:**

Historically, some organisations have applied for community grants utilising different but affiliated entities as the applicant organisation. This presents Council with two options:





1. Place a monetary cap on the amount of funding available to one eligible organisation, or organisations which are affiliated/associated with each other, during a financial year period.
2. Assess grant applications from eligible organisations based on proposed community outcomes, thereby adopting a merit-based approach, regardless of the applicant organisation.









As the primary objective of the Community Grants Program is to attract innovative projects that address gaps in service to the community and for Council to invest in initiatives that produce measureable community outcomes, it is suggested that option 2 is appropriate.

### **FINANCIAL IMPLICATIONS:**

The amendment to Policies relevant to the Community Grants Program will not impact on existing 2017-2018 budget allocation.

### **ATTACHMENTS:**

Name of Attachment	Attachment
<a href="#">Attachment A - Memorandum titled 'Review of Community Development and Cultural Grants Program' submitted to the Policy and Administration Board No. 2017(6) on 11 July 2017</a>	 Attachment A
<a href="#">Attachment B - Policy and Administration Board No. 2017(6) Report dated 11 July 2017</a>	 Attachment B
<a href="#">Attachment C - 'Community Development Grants Policy for Ipswich' – current</a>	 Attachment C
<a href="#">Attachment D - 'Community Development Grants Policy for Ipswich' – tracked changes</a>	 Attachment D

Attachment E - 'Community Grants Policy'– clean skin	 Attachment E
Attachment F - 'Grants, Donations, Bursaries, Scholarships and In-Kind Assistance Policy' – current	 Attachment F
Attachment G - 'Grants, Donations, Bursaries, Scholarships and In-Kind Assistance Policy' – tracked changes	 Attachment G
Attachment H - 'Donations, Bursaries and Scholarships' – clean skin	 Attachment H
Attachment I - Draft procedure document titled 'Community Grants Program Procedure'	 Attachment I
Attachment J – Community Grants Program Procedure – clean skin	 Attachment J
Attachment K - Draft guideline document titled 'Community Grants Program Guidelines'	 Attachment K
Attachment L – Community Grants Program Guidelines – clean skin	 Attachment L

**RECOMMENDATIONS:**

Amended at PAAC No. 2018(01) of 13 February 2018

- A. That Community Grant applications from eligible organisations be assessed based on proposed community outcomes, ~~regardless of the applicant organisation,~~ as detailed in Option 2 of the report by the Community Grants Officer dated 13 January 2018.
- B. That the policy titled 'Community Development Grants Policy for Ipswich' as detailed in Attachment C to the report by the Community Grants Officer dated 13 January 2018, as per Item No. 5 of the Policy and Administration Board No. 2017(08) of 5 September 2017 and adopted at Council on 19 September 2017, be amended as detailed in Attachment D to the report by the Community Grants Officer dated 13 January 2018.
- C. That the policy titled 'Grants, Donations, Bursaries, Scholarships and In-kind Assistance', as detailed in Attachment F, as per Item No. 8 of the Policy and Administration Board No. 2017(06) of 11 July 2017 and adopted at Council on 25 July 2017, be amended as detailed in Attachment G to the report by the Community Grants Officer dated 13 January 2018.

- D. That the procedure document titled 'Community Grants Program Procedure' as detailed in Attachment J to the report by the Community Grants officer dated 13 January 2018, be noted.
- E. That the draft guideline document titled 'Community Grants Program Guidelines' as detailed in Attachment L to the report by the Community Grants Officer dated 13 January 2018, be noted.
- F. That the Chief Operating Officer (Arts, Social Development and Community Engagement) provide a report to a Policy and Administration Advisory Committee prior to the end of June 2019 on the operation on the new policy titled Community Development Grants Policy for Ipswich.

Josie Berry

**COMMUNITY GRANTS OFFICER**

I concur with the recommendations contained in this report.

Abbey Richards

**COMMUNITY ENGAGEMENT MANAGER**

I concur with the recommendations contained in this report.

Caroline McMahon

**CHIEF OPERATING OFFICER**

**(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)**

20 June 2017

<b>Policy and Administration Board</b>	
Mtg Date 11.07.17	OAR: YES
Authorisation: <i>Caroline McMahon</i>	

**MEMORANDUM**

TO: CHIEF OPERATING OFFICER  
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

FROM: COMMUNITY GRANTS OFFICER

RE: REVIEW OF COMMUNITY DEVELOPMENT AND CULTURAL GRANTS PROGRAMS

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**INTRODUCTION:**

This is a report by the Community Grants Officer dated 20 June 2017 concerning the proposed review and evaluation of the community and cultural grants programs.

**BACKGROUND:**

At Arts and Social Development Committee No. 2016(03) of 20 June 2016 the following CMR was requested:

*“Please review the criteria for community and cultural grants and the process surrounding these in relation to organisations receiving multiple funding and provide a report to future meeting of the Policy and Administration Board for discussion.”*

At the Policy and Administration Board No. 2017 (03) of 4 April 2017 a report on the proposal to undertake a review of Council’s Community Grants Programs was received and noted.

The Community Development Grants Program provides funding to incorporated community organisations, Churches and schools for projects and activities that respond to local needs and issues. The Cultural Grants Program provides small grants to Ipswich cultural/community based organisations with a focus on cultural development activities.

Both programs aim to improve the social, economic and environmental situation of the community by supporting projects and activities that encourage participation, support successful community partnerships and enhance community belonging and pride.

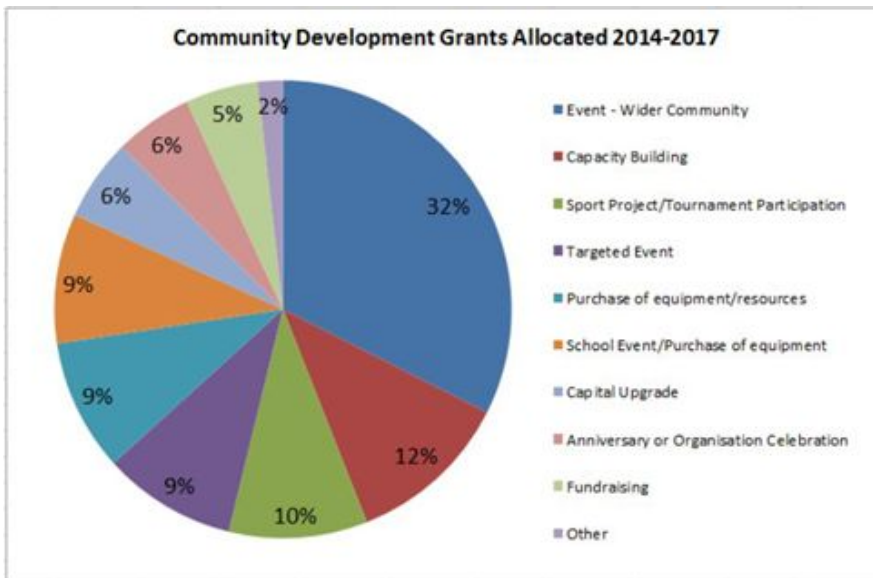
This review of the community and cultural grant programs aims to accommodate the changing needs of the community, improve the integrity and efficiency of the grants program management and facilitate improved community outcomes. Funding applications received through the Community Development and Cultural Grants Programs are currently considered and distributed on a monthly basis. The budget for the 2016–2017 and ensuing 2017–2018 financial years is \$160,000, which includes an allocation of \$100,000 for Community Development Grants, \$40,000 for Christmas Grants and \$20,000 for Cultural Grants.

**REVIEW SCOPE AND PROCESS**

The Community Development Grants and Cultural Grants programs were evaluated against the following process review objectives:

- Measure the effectiveness of each funding program, ensuring alignment with Council’s corporate documents
- Evaluate the effectiveness of the current financial ceiling threshold for one-off grants
- Consider the frequency of grant allocations
- Investigate the opportunity for Council to offer triennial funding
- Devise application and acquittal forms to reflect information that will draw data that demonstrates the impact of projects on the community
- Benchmark Council’s grants processes against other local governments within Australia
- Review current grant assessment process against best practice, as outlined by the Australian Institute of Grants Management, Queensland Treasury and the Australian National Audit Office.

Applications funded through the Community Development Grants Program in the past three (3) years have been grouped according to their purpose.





**CRITIQUE ISSUES:**

The critique of existing processes highlighted a number of issues as follows:

- Currently the Community Development and Cultural Grants Programs are a non-competitive, open process under which applications are submitted throughout the year and assessed individually. Each application is determined without reference to comparative merits of other applications.
- Applications for Cultural Grants have decreased, with fewer applications received over the past three (3) years as outlined below. Most applicants apply annually for funding to support their annual theatre productions.

Financial Year	Total No. of Applications Funded	Total Expenditure
2014-2015	6	\$9,440
2015-2016	7	\$9,878
2016-2017 (YTD)	4	\$5,727

- Maximum funding available under the Community Development and Cultural Grants programs is \$2,500 and \$2,000 respectively. These amounts support small projects with limited broader community outcomes. Maximum grant amounts available are insufficient to support long term sustainability of projects, and many applicants apply annually for the same projects.
- Applicants seeking funding to support community events often seek further Council assistance for in-kind support, including provision of rubbish bins and portable toilets, and community donations.
- The grants assessment matrix was developed in 2007-2008 and is ambiguous (Attachment A).

Council's administrative procedures are consistent with good practice in grants administration and many organisations reviewed use the SmartyGrants software to manage grant programs.

Of the fifteen (15) local governments reviewed (Attachment B), most undertake either annual or biannual funding rounds. The assessment of funding applications is therefore subject to a competitive process and organisations are required to address local priorities and outline how their project will become sustainable.

Some Councils provide triennial funding, which is a concept that supports organisations to pilot or trial innovative programs. Grants allocated over three (3) years support organisations to attract other funding and partners to assist project sustainability.

Notable differences are that, in the other benchmarked organisations,

- there are fewer funding rounds, either annual or biannual
- maximum grant amounts are higher
- funding cannot be sought for the same project or event annually and projects must be sustainable
- grant application forms / level of complexity in application process is proportionate to the size of the grant awarded and the expected outcomes of the grant program
- assessment criteria are robust
- grant applications for fundraising activities are ineligible for community grant funding
- quick response grants are available for small community initiatives

## **PROPOSED CHANGES**

### **Assessment Criteria**

New assessment criteria have been drafted which will allow assessment of applications against robust weighted criteria. This process will facilitate the consistent comparison of applications based on an objective, qualitative rating of their individual merits.

The proposed assessment criteria are as follows:

#### Alignment to the Community Development Grants outcomes (30 per cent weighting)

- Does the application support the Community Development Grants outcomes?
- Are the aims and outcomes clearly identified?
- Evaluation – how will the applicant measure the project achievements against the Community Development Grants outcomes?

#### Community need (30 per cent weighting)

- Is there a clearly identified and demonstrated local need for this application?
- Does the application and activities identified effectively address this need?
- Is there a clear link between the community need, community outcomes and the activities that will be delivered?
- Is there community support for the proposal?

#### Organisations (20 per cent weighting)

- Is the application well planned and achievable within the timeframe?
- Does the project/activity create links and develop partnerships with other organisations?
- Does the applicant have the expertise and capacity to successfully manage and evaluate the project or activity?
- Will the project be sustainable beyond Council funding?

Budget (20 per cent weighting)

- Does the budget accurately reflect the scope and scale of the application?
- Have other funding sources been identified?
- Have the resources that are required to deliver the project been clearly identified?
- Is the application financially viable and does it demonstrate sound management

**Proposed changes to the Community and Cultural Grants Programs**

The following options are offered for consideration with regard to grants criteria, budget and funding rounds per year.

**Option 1**

No changes to the Community Development Grants and Cultural Grants Programs.

- The Community Development Grants and Cultural Grants remain as two (2) separate funding streams.
- That the maximum funding available remain as:
  - \$2,000 Cultural Grants
  - \$2,500 Community Development Grants
- Applications continue to be accepted throughout the year

To ensure transparent and equitable process, applications should be reviewed against the new assessment criteria (see attachment A).

Application and acquittal forms are overly complex with extensive information requirements which disadvantage some potential applicants. It is proposed that these are updated and be proportionate to the size of the grant and expected outcomes, but still ensure sufficient information is available to satisfy assessment criteria.

**Option 2**

The primary objective of the Community Development Grants Program is to attract innovative projects that address gaps in service to the community.

In line with best practice in grants management, the following changes be applied:

- The Cultural Grants budget be absorbed into the Community Development Grants budget
- Applications for Community Development Grants are reduced to two (2) funding rounds per year. The budget to support Community Development Grants be capped at \$55,000 per round.
- That the maximum Community Development Grant available be increased from \$2,500 to \$5,000 to support strategic projects that address local needs and achieve community development outcomes.

- That Quick Response Grants for a maximum \$1,000 be available on an ongoing basis to support small community initiatives. The budget to support Quick Response Grants be capped at \$10,000 per financial year.
- That grant applications be assessed by a panel of three (3) staff members including the Community Grants Officer, and officers responsible for Event Sponsorships and Sporting Event Sponsorships.
- That the grant applications are assessed against the assessment criteria in Attachment A.
- Applications to support recurrent or fundraising projects are ineligible.
- Requests for in-kind assistance from Council are to be considered as part of the overall funding of the project, and if successful, the cost of in-kind assistance will be deducted from the grant.

### **Option 3**

This option allows for Option 2 *plus* the introduction of triennial grants.

Triennial grants allow organisations to pilot or trial innovative programs that address gaps in services within the community. Grants allocated over three (3) years supports organisations to attract other funding and partners to assist a project to become sustainable.

The proposed funding framework is as follows:

Year 1	maximum funding \$10,000
Year 2	maximum funding \$5,000
Year 3	maximum funding \$2,500

Successful applicants would be required to provide an annual report outlining the progress of their project, before further funding will be released.

Triennial grants are highly competitive and could reduce the number of successful grants allocated in each funding round. However the impact of this funding model on successive years' funding pool could generate a commitment against future years' grant applications through strengthening adequately supported projects. Triennial grants could also provide funding opportunities for small local community groups who must compete against large state wide organisations for other funding.

### **CHANGE MANAGEMENT**

Regardless of the option decided upon for the Community Development Grants and Cultural Grants Programs, the following will be implemented to ensure Council delivers the grants program/s efficiently, effectively and equitably.

Proposed changes to the funding programs will be completed and implemented by 1 January 2018 including:

- Development and adoption of a Community Development Grants Policy by 1 September 2017. Currently there is no specific policy in place.

- Design and approval of new application criteria, assessment, guidelines, application and acquittal forms completed by 1 October 2017.
- Communication strategy developed by 1 October 2017. The strategy will convey key messages on changes to Council's Community Development Grants Program and clearly outline funding priorities. Assistance for the strategy will be sought through Council's Marketing and Media and Communications Branches and will include a media release, inclusion in Councillors' newsletters, update to Council's website and correspondence to all past grant applicants.
- Applications will open in late January 2018 and close mid-March 2018 for projects that commence after 1 May 2018. A second round will open in July 2018, and close in August 2018 for projects which commence after 1 October 2018.
- Grant writing workshops will be held in February and July 2018.

### **RISK MANAGEMENT**

The following table outlines identified risks associated with proposed changes to the Community Development Grants program:

<b>Risk</b>	<b>Stakeholders</b>	<b>Mitigation</b>
High number of unsuccessful applications due to demand, resulting in complaints to Councillors and Council	Councillors, Divisional Officers, Community Engagement Branch, Customer Service Representatives, Call Centre Staff, Applicants – community organisations, schools, churches	Applicants are provided written feedback on their application – outlining reasons their submission was unsuccessful.  Community Development staff provide advice on alternatives to Council funding.  Key messages developed for Councillors' use when receiving complaints.  Availability of Quick Response Grants
Insufficient communication to community organisations of changes to grants criteria, funding rounds and priorities.	Councillors, Community Engagement Branch, Marketing and Media and Communications Branches, Applicants – community organisations, schools, churches	Development of a communications strategy  Information sent through Council's extensive email networks  Council's website has a clear link to the grants information page, which will include all key dates and links to relevant information.
Increased assistance required for potential applicants – address access and equity	Community Engagement Branch, Divisional Officers, Customer	Grant writing workshops to be held when funding rounds open.



barriers	Services Officers, Call Centre Staff	Community development staff available to provide one on one assistance to applicants.
Introducing too much change too quickly	Councillors, Community Engagement Branch, Finance Branch, Marketing and Media and Communications Branches, Applicants – community organisations, schools, churches	Communication strategy implemented at least four (4) months prior to opening of funding round.
Perception that small organisations will miss out, as larger agencies are able to co-fund large initiatives	Councillors, Community Engagement Branch, Marketing and Media and Communications Branches, Community Applicants	Where a high ratio of partnership contribution is available to support a grant application, this may be a strong indication that the project could proceed without funding assistance from Council.  Applications will be assessed against weighted criteria and will focus on the expected outcomes of the projects and the impact on the community.
Bad publicity – disgruntled unsuccessful applicants	Councillors, Community Engagement Branch, Community Organisations	Clear and defensible decision-making criteria, policies and expected outcomes.
Complexity of application process	Councillors, Community Engagement Branch, Finance Branch, Applicants – community organisations, schools, churches	Guidelines are easy to understand and will include: <ul style="list-style-type: none"> <li>• Eligibility criteria</li> <li>• Program priorities</li> <li>• Maximum amount available</li> <li>• Application procedures</li> <li>• Funding conditions</li> <li>• Timelines</li> <li>• Contact details for enquiries</li> </ul> <p>Application forms are logical</p> <p>Checklists are available to aide completions of forms</p>

**FINANCIAL IMPLICATIONS:**

Funding for Council’s grant and sponsorship programs is budgeted for in the annual budget. Process amendments will focus on increased equity in funding allocation, improved transparency and greater community benefits, but cannot control community demand.

Implementation of a new grants management process will require consideration in the 2018-2019 budget considerations.

**ATTACHMENTS:**

Name of Attachment	Attachment
<a href="#">Attachment A – Current Grants Assessment Criteria</a>	 Attachment A
<a href="#">Attachment B – Councils Reviewed</a>	 Attachment B

**RECOMMENDATION:**

[Amended Policy and Admin Board No. 2017\(06\) of 11 July 2017](#)

That ~~Council’s preferred option~~ [Option 3](#), as detailed in the report by the Community Grants Officer dated 20 June 2017, be ~~determined~~ [adopted](#).

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Josie Berry

**COMMUNITY GRANTS OFFICER**

I concur with the recommendations contained in this report.

Caroline McMahon

**CHIEF OPERATING OFFICER**

**(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)**

# Community Development Grant Assessment Form

## Form Preview

### Community Development Grant

#### Eligibility:

Organisations that apply for support under the Community Development Grant Program must meet the following criteria:

**Is the organisation:**

- An incorporated, not for profit organisation
- Unincorporated organisation sponsored by an incorporated organisation
- School
- Church

**Is the organisation based in Ipswich?**

- Yes  No

**Is the event/project to be held within the boundaries of Ipswich City Council?**

- Yes  No

**If not, was the applicant able to demonstrate the benefit to the Ipswich community?**

- Yes  No

**Has the organisation acquitted previous grants and donations?**

- Yes  No

**Has the organisation reached the maximum allowed for the financial year (\$2,000)?**

- Yes  No

**Will the project be delivered within 12 months?**

- Yes  No

**Is the organisation covered by relevant public liability insurance?**

- Yes  No

#### Pre Assessment Check:



# Community Development Grant Assessment Form

## Form Preview

**Is there a risk that the project could be dangerous, damage Council's reputation or offend others?**

Yes

No

**Is there sufficient budget for it?**

Yes

No

**Has the applicant attempted to source funding elsewhere within Council for the event?**

Yes

No

**If yes, outline.**

**Community Benefits:**

**No. of participants**

**Application reflects priority target groups**

0     1     2     3     4     5

**Score - Weight 3**

**Project contributes to achieving one or more of the funding objectives**

0     1     2     3     4     5

**Score - Weight 2**

**Project involves others in the development of the project, such as community consultation and project partners**

0     1     2     3     4     5

**Score - Weight 2**

**Comments**

**Project addresses identified needs in the community**

0     1     2     3     4     5

**Score - Weight 3**

# Community Development Grant Assessment Form

## Form Preview

**Comments**

**Project will benefit families and/or the broader community rather than just the members of the applicant organisation**

0     1     2     3     4     5

**Score - Weight 2**

**Comments**

**Project will continue to benefit families and or the broader community after its completion**

0     1     2     3     4     5

**Score - Weight 2**

**Comments**

**Is the project sustainable or will it require ongoing support**

0     1     2     3     4     5

**Score - Weight 2**

**Project budget is reasonable and provides value for money**

0     1     2     3     4     5

**Score - Weight 2**

**The project budget contains 'in-kind' support from the applicant organisation**

0     1     2     3     4     5

**Score - Weight 2**

Scoring of the Community Development Grant

# Community Development Grant Assessment Form

Form Preview

**Final assessor comments**

**Overall Score:**

**Decision:**

- Approved
- Declined

**Recommended Funding Amount:**

\$

**Assessing Officer:**

First Name	Last Name
<input type="text"/>	<input type="text"/>

**Position:**

**Assessment Date:**

<b>Name</b>	<b>Grant Type</b>	<b>Amount &amp; Frequency</b>	<b>Purpose</b>
<b>Brisbane City Council</b>	Community Development & Capacity Building Grants	<b>Annual</b> \$2,000 to \$10,000	Improve and develop services that respond to local and citywide issues in Brisbane
	Building Stronger Communities Grants Program	<b>Annual</b> \$7,500 to \$100,000	Community facility maintenance or improve governance and long term organisational sustainability
<b>Sunshine Coast Council</b>	Major Grants	<b>Annual</b> \$2,000 to \$30,000	One off projects, events and activities and able to demonstrate viability
	Minor Grants	<b>Annual</b> \$2,000	One off projects , events and activities and able to demonstrate viability
<b>City of Melbourne</b>	Community Grants	<b>Annual</b> \$3,000	To support smaller, ongoing social support or communications activities that build community connections
		<b>Annual</b> \$3,000 to \$10000  \$10,000 to \$20,000	Larger scale community projects leading to sustainability. Projects should aim to improve the quality of life of all people but priority is place on target sectors of the community that face barriers to participation, or focus on addressing disadvantage. Will also support the purchase of equipment and capital works projects.  Funding will only be provided two years in a row for the same project and must be focussed on a new initiative
<b>City of Adelaide</b>	Quick Response Grants	<b>Ongoing</b> \$2,000	Small scale community initiatives
	Minor Grants	<b>4 times per year</b> \$10,000	Medium sized programming opportunities that align to the City Community Strategy 2016-2020
	Major Grants	<b>Annual</b> \$50,000 per	Large scale community projects that align to the City Community Strategy 2016-2020.

		year	1 to 3 year funding agreements available.
<b>City of Boroondara</b>	Community Strengthening Grants	<b>Annual</b> \$10,000	New projects and activities that strengthen Boroondara's community through increased participation, inclusion and representation of under represented groups and issues, develop innovative approaches to local issues, build skills and capacity within volunteers and groups, encourage sustainability and better governance, and encourage partnerships between local organisations and networks
<b>City of Sydney</b>	Community Services Grants	<b>Annual</b> \$50,000 per year for 1-3 years	To deliver community programs or projects that support sustainable communities and contribute to a connected liveable, inclusive and engaged city
<b>Cairns Regional Council</b>	Community Development Grants	<b>Annual</b> \$5,000	To support projects, activities and events that respond to local community needs and make a positive contribution to local life.
<b>Redland City Council</b>	Community Grants	<b>Biannual</b>  <b>Annual</b> <b>Annual</b>	Organisation Support - \$3,000 Project Support - \$10,000  Small Capital Infrastructure - \$10,000 Major Capital Infrastructure - \$50,000 (50% cash contribution)
<b>Logan City Council</b>	Community Project Grants	<b>Biannual</b> \$8,000	For community capacity building projects and opportunities for community participation, and demonstrate sustainable outcomes.  One off events are ineligible for funding.
<b>City of Greater Geelong</b>	Community Grants	<b>Two monthly</b> \$3,000	For projects that enhance the health, well-being and quality of life of the community
<b>Gold Coast</b>	Community Grants	<b>Annual</b> \$3,000	Capacity building projects
<b>City of Swan</b>	Community Grants	<b>Ongoing</b> \$5,000 (Small Projects) \$20,000 (Large Projects)	Support for projects with community development objectives and that address identified community needs
<b>Moreton Bay Regional Council</b>	Community Grants	<b>Biannual</b> \$2,000  \$5,000	Organisation Development Fund – Purchase of equipment  Governance and Business Planning – to

		\$5,000	undertake capacity building initiatives that strengthen the resilience and sustainability of community organisations
		\$5,000	Local Events – to support new and developing local events that focus on community connection and participation
			Community Initiatives – towards building safe and inclusive initiatives and provide opportunities for participation in community, recreation and cultural life
<b>City of Canterbury Bankstown</b>	Community Grants	<b>Annual</b> \$15,000	To develop and implement new initiatives that address local priority outcomes
<b>City of Perth</b>	Event Grants	<b>Ongoing</b> \$10,000	Event Start Up Grants – to attract new events to the City

**POLICY AND ADMINISTRATION BOARD NO. 2017(06)**

**11 JULY 2017**

**REPORT**

**COUNCILLORS' ATTENDANCE:** Councillor Bromage (Chairperson and Acting Deputy Mayor); Councillors Tully (Acting Mayor), Antonioli, Pahlke, Silver (Observer), Stoneman (Observer), Wendt (Observer), C Pisasale (Observer) and Ireland (Observer)

**COUNCILLOR'S APOLOGIES:** Nil

**OFFICERS' ATTENDANCE:** Chief Executive Officer (Jim Lindsay), General Counsel and City Solicitor (Dan Best), Chief Financial Officer (Andrew Roach), Chief Operating Officer (Arts, Social Development and Community Engagement) (Caroline McMahon), Chief Operating Officer (Economic Development, Tourism and Digital City) (Ben Pole), Chief Operating Officer (Works, Parks and Recreation) (Craig Maudsely), Animal Management Operations Manager (Kylie Goodwin)

**OFFICER'S APOLOGIES:** Nil

1. **INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) POLICY UPDATE**

With reference to a report by the Information and Communications Technology (ICT) Manager dated 26 June 2017 concerning the update of the Information and Communications Technology (ICT) Policy (ICT Policy) in line with Ipswich City Council's review cycle.

**RECOMMENDATION**

- A. That the policy titled "ICT Policy", as detailed in Attachment A, as per resolution No. 1 of the Information Technology Board No. 2012(4) of 7 February 2012 – City Management and Finance Committee No. 2012(02) of 14 February 2012 and adopted at Council on 21 February 2012, be repealed.
  - B. That the policy titled "ICT Policy", as detailed in Attachment C of the report by the Information and Communications Technology Manager dated 26 June 2017, be adopted.
-

2. REVIEW OF PROPERTY SEARCH CERTIFICATES

With reference to a report by the Strategic Client Office Manager dated 30 June 2017 concerning a request to provide an update on CMR # 44 relating to the contact of Council's rates and planning searches.

RECOMMENDATION

- A. That the report be received and the contents noted.
- B. That a working group be established comprising Councillors Bromage, Tully, Antonioli and Pahlke to review the information contained in property search certificates.
- 

3. URBAN FOREST POLICY DISCUSSION

With reference to a report by the Executive Assistant dated 29 May 2017 concerning the current Urban Forest Policy.

RECOMMENDATION

That the report be received and the contents noted.

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4. REVIEW OF THE ENVIRONMENTAL WEED CONTROL REBATE PROGRAM

With reference to a report by the Coordinator (Partnerships) dated 30 May 2017 concerning a review of Council's Environmental Weed Control Rebate program.

RECOMMENDATION

- A. That Council realign its Environmental Weed Rebate Program to target the following weeds for the 2017-2018 program:
- Lantana (*Lantana spp*)
  - Climbing Asparagus Fern (*Asparagus africanus*)
  - Cat's Claw Creeper (*Macfadyena unguis-cati*)
  - Chinese Elm, *Celtis (Celtis sinensis)*
  - and others as approved by the Chief Operating Officer (Works, Parks and Recreation)
- B. That a budget of \$40,000.00 be set for 2017-2018 for the Environmental Weed Control Rebate program.
- C. That Council review the pest weed species annually to ensure biodiversity and conservation outcomes and align and support the delivery of the Ipswich Nature Conservation Strategy and the Private Landholder Partnership Programs.



- D. That the policy titled 'Environmental Weed Policy', as per Item 2 of the Policy and Administration Board No. 2013(02) of 5 March 2013 - City Management and Finance Committee No. 2013(03) of 12 March 2013 and adopted at the Council Ordinary Meeting of 19 March 2013, as detailed in Attachment A to the report by the Co-ordinator (partnerships) dated 30 May 2017, be repealed.
  - E. That the Chief Operating Officer (Works, Parks and Recreation) amend the Environmental Weeds Procedure to align with the reviewed Environmental Weed Control Rebate Program.
- 

5. FRAMEWORK TO GUIDE AND EVALUATE COMMUNITY DEVELOPMENT WORK DELIVERED BY DEVELOPERS

With reference to a report by the Community Development Research Officer dated 20 June 2017 concerning the framework to guide and evaluate community development work delivered by developers in emerging communities such as Ripley Valley.

RECOMMENDATION

- A. That the Community Building Framework as detailed in Attachment B to the report by the Community Development Research Officer dated 20 June 2017, be adopted and that further consultation occur with other relevant parties concerned.
  - B. That the final Community Building Framework be presented to a future meeting of the Policy and Administration Board.
- 

6. COMMUNITY CENTRE OPERATING MODEL OPTIONS

With reference to a report by the Chief Operating Officer (Arts, Social Development and Community Engagement) dated 28 June 2017 concerning the operating model for community centres owned by Ipswich City Council.

RECOMMENDATION

- A. That option A, as detailed in the report by the Chief Operating Officer (Arts, Social Development and Community Engagement) dated 28 June 2017, be approved as the standard operating model for community centres owned by Ipswich City Council.
- B. That a Policy titled "Community Centre Operating Model" be submitted to a future meeting of the Policy and Administration Board.
- C. That Council resolve that it is satisfied that the calling of Expressions of Interest under s228(3) and s228(5) of the *Local Government Regulation 2012*, as detailed in the report by the Chief Operating Officer (Arts, Social Development and Community Engagement) dated 28 June 2017 is in the public interest for the following reason:

- (i) It will allow Council to identify potential interest of parties who may be interested in operating the Community Centre located at 180 School Road, Redbank Plains without putting all contenders to the expense of preparing a full tender in the initial stages.
  - D. That Council resolve to invite Expressions of Interest under s228(3) and s228(5) of the *Local Government Regulation 2012*, as detailed in the report by the Chief Operating Officer (Arts, Social Development and Community Engagement) dated 28 June 2017 for the operations of a Community Centre at 180 School Road, Redbank Plains.
  - E. That the expenditure of \$70,000.00 from the existing 2017-2018 budget allocation (Department of Arts, Social Development and Community Engagement) for the 2017-2018 operations of the Community Centre located at 180 School Road, Redbank Plains be approved.
- 

#### 7. REVIEW OF COMMUNITY DEVELOPMENT AND CULTURAL GRANTS PROGRAMS

With reference to a report by the Community Grants Officer dated 20 June 2017 concerning the proposed review and evaluation of the community and cultural grants programs.

#### RECOMMENDATION

That Option 3, as detailed in the report by the Community Grants Officer dated 20 June 2017, be adopted.

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#### 8. REVIEW OF GRANTS, DONATIONS, BURSARIES AND SCHOLARSHIPS POLICY

With reference to a report by the Community Grants Officer dated 22 June 2017 concerning the review of the Grants, Donations, Bursaries and Scholarships Policy.

#### RECOMMENDATION

- A. That the policy titled "Grants, Donations, Bursaries and Scholarships" as detailed in Attachment A to the report by the Community Grants Officer dated 22 June 2017, be repealed.
  - B. That the policy titled "Grants, Donations, Bursaries, Scholarships and In-Kind Assistance" as detailed in Attachment C to the report by the Community Grants Officer dated 22 June 2017, be adopted, as amended.
  - C. That the procedure titled "In-kind Assistance to Community Organisations" as detailed in Attachment D to the report by the Community Grants Officer dated 22 June 2017, be noted.
-

## PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 10.10 am.

The meeting closed at 12.08 pm.

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**Community Development Grants  
Policy for Ipswich**

**Document No: A4380456**

**1.1 Objectives:**

The purpose of this policy is to establish a governing framework for delivering Ipswich City Council's Community Development Grants Program. Council assists eligible organisations and groups with grant funding to enhance and improve the quality of life for residents, by meeting identified community needs throughout the Ipswich Region.

**1.2 Regulatory Authority:**

*Local Government Act 2009*  
*Local Government Regulation 2012*  
Advance Ipswich 2015  
Ipswich City Council Corporate Plan  
Ipswich City Council Multicultural Access and Equity Policy  
Ipswich City Council Access and Equity Procedure  
Ipswich Social Justice Policy  
Community Development Grants Procedure

**1.3 Policy Statement:**

This policy provides a framework for the Community Development Grants Program to ensure an accessible, appropriate, fair and equitable process across all groups in the Ipswich Region.

Council provides the Community Development Grants Program to provide an opportunity for eligible organisations and community groups, including schools and religious institutions, to apply for financial assistance to support initiatives which address community needs and benefit the broader community. These include community projects, events, art and cultural projects and community development activities.

**1.4 Scope:**

Ipswich City Council adopts the following principles and strives to reflect and celebrate Ipswich's identity, spirit and sense of place by supporting projects which:

- Develop innovative approaches to local issues
- Encourage participation, attendance and engagement by residents and community groups in local activities.
- Create opportunities for people to connect with their local neighbourhood.

- Foster a diverse range of activities to promote sustainable, healthy lifestyles and community well-being and pride
- Deliver inclusive responses to meet the needs of isolated, vulnerable and marginalised groups.
- Increase volunteer participation and deliver community capacity building opportunities
- Work towards a community that recognises diversity as a strength
- Position Ipswich as a confident, innovative and creative place to live, work and visit
- Encourage collaboration between strategic partners.

For grant applicants to receive the necessary financial support for their diverse programs/activities, applicants should not wholly rely on recurrent funding from Council and will need to source funding from other sources, such as the State and Federal Government, philanthropic donors, and sponsorships from corporate entities. To assist organisations and community groups to become financially sustainable, annual capacity building workshops will be provided under Council's Community Capacity Building Program.

#### **1.5 Eligibility:**

To be eligible for Community Development Grants funding applicants must:

- be a not-for-profit, or registered charity entity. If a community organisation is not a legal not-for-profit entity or recognised by the Australian Tax office as a not-for-profit-type, the application must be auspiced and administered by such a group.
- have a committee of management that accepts responsibility for the administration of the grant
- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate
- have satisfactorily accounted to Council for the expenditure of any previous Council grants (if relevant)
- have an adequate risk management plan in place (as required)

#### **1.6 Policy Author:**

The Community Engagement Manager is responsible for the maintenance of this policy.

**Date of Council Resolution:** 19 September 2017

**Committee Reference and Date:** Policy and Administration Board No. 2017(08) of 5 September 2017 – City Management, Finance and Community Engagement Committee No. 2017(09) of 12 September 2017

**No. of Resolution:** 5

**Date to be Reviewed:** 19 September 2019



**COMMUNITY DEVELOPMENT  
GRANTS POLICY for Ipswich**

Document No: A4380456

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**1.1 Objectives:**

The ~~objective purpose of of~~ this policy is to ~~outline how establish a governing framework for delivering~~ Ipswich City Council ~~s~~ ~~provides funding to support community organisations through its~~ Community Development Grants Program. ~~Council assists eligible organisations and groups with grant funding to enhance and improve the quality of life for residents, by meeting identified community needs throughout the Ipswich Region.~~

**1.2 Introduction:**

~~The City of Ipswich is home to over 200,000 people with the population expected to double to approximately 520,000 by 2041, making it the fastest growing local government in Queensland. This population growth brings opportunities, but also challenges for our community and for Council.~~

~~Ipswich City Council acknowledges and respects the significant role played by local community organisations and groups in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.~~

**1.2.3 Regulatory Authority:**

~~Local Government Act 2009 (Qld)  
Local Government Regulation 2012 (Qld)  
Ipswich City Council - Advance Ipswich 2015  
Ipswich City Council - Corporate Plan 2017-2022  
Ipswich City Council Multicultural Access and Equity Policy  
Ipswich City Council Access and Equity Procedure  
Ipswich Social Justice Policy  
Community Development Grants Procedure~~

**1.2.4 Policy Statement:**

~~The purpose of this policy is to outline how Ipswich City Council invests in community outcomes by providing funding to support community organisations through its Community Grants Program. This policy will be a tool for community organisations ~~;~~ clearly articulating Council's funding priorities and the resourcing opportunities available to them, as well as the procedures for applying for Council funding.~~

~~This policy establishes clear expectations around Council and community roles, sets out an~~

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accessible yet rigorous and robust approach to governance and accountability and ensures the process of allocating and monitoring the Community Grants Program will be fair, transparent and inclusive.

Council's Community Grants Program is administered by the Arts, Social Development and Community Engagement Department. This policy provides a framework for the Community Development Grants Program to ensure an accessible, appropriate, fair and equitable process across all groups in the Ipswich Region.

#### **1.4.1 Policy Context:**

Section 195 of the Local Government Regulation 2012 (Qld) states:

*"A local government must prepare and adopt a policy about local government grants to community organisations (a community grants policy), which includes the criteria for a community organisation to be eligible for a grant from the local government."*

Further, section 194 of the Local Government Regulation 2012 (Qld) states:

*"A local government may give a grant to a community organisation only –  
(a) if the local government is satisfied –*

*(i) the grant will be used for a purpose that is in the public interest; and*

*(ii) the community organisation meets the criteria stated in the local government's community grants policy; and*

*(b) in a way that is consistent with the local government's community grants policy."*

This policy complies with the above legislative requirements.

This policy also supports Ipswich City Council's vision for the future and the key themes identified in [Advance Ipswich](#):

1. [Strengthening our Local Economy and Building Prosperity \(Jobs\)](#)
2. [Managing Growth and Delivering Key Infrastructure](#)
3. [Caring for Our Community](#)
4. [Caring for Our Environment](#)
5. [Listening, Leading and Financial Management](#)

This policy specifically reflects Council's approach to grant making within the Ipswich Local Government Area with consideration to local government's role in achieving community cohesion, civic participation and capacity building.

Ipswich City Council's Community Grants Policy has also been developed in the context of Council's strategic planning framework, which allows Council and the community to identify community needs and aspirations on an ongoing basis.

#### **1.4.1.5 Scope:**

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Ipswich City Council's Community Grants Program includes five categories of grants, each category seeking to support the development and implementation of innovative initiatives that deliver targeted social, cultural and community outcomes:

1. Triennial Grants

Triennial Grants support community organisations to pilot or trial innovative programs that address gaps in services within the Ipswich community. Triennial Grants are allocated over a 3 year period and designed to support community organisations to attract further ongoing funding to assist the initiative to become sustainable.

2. Community Development Grants

Community Development Grants support community organisations developing and delivering a one-off community initiative that addresses local needs and achieves community development outcomes.

3. Quick-Response Grants

Quick-Response Grants support community organisations in delivering small community initiatives that address local needs and achieve community development outcomes.

4. In-Kind Assistance

In-Kind Assistance is provided to community organisations to support the delivery of community and sporting events within the City of Ipswich that engage the broader community and improve the social, economic and/or environmental outcomes of the community.

5. Christmas/Festive Season Grants

Christmas/Festive Season Grants support community organisations developing and delivering a community Christmas event or activity or other celebratory event relevant for the broader community.

A grants guideline document for each grant category will be available each year. This guideline document will outline eligibility and exclusion criteria, assessment criteria and required documentation to be submitted with grant applications.

adopts the following principles and strives to reflect and celebrate Ipswich's identity, spirit and sense of place by supporting projects which:

Ipswich City Council applies the following principles when providing support through its Community Grants Program:

- Asset based thinking and building on the strengths that exist within community



- Evidence based approach that acknowledges and responds to the needs and aspirations of our community
- Access and equity to ensure a socially inclusive community
- Valuing local collaborations and partnerships
- Valuing the social, economic and environmental sustainability of our City.

In addition, Council is committed to the efficient and effective delivery of the Community Grants Program and transparency and accountability in decision making.

### **1.7 Funding Priorities:**

Ipswich City Council's Community Grants Program supports initiatives that:

#### **Connect People**

*Build diverse, cohesive and connected communities*

- Increase participation of people who are at risk of isolation
- Increase trust, awareness and understanding between people and across community groups
- Facilitate inclusion and equitable access to facilities, services, open spaces and activities
- Provide access to information and training

#### **Increase Opportunity**

*Reduce vulnerability and disadvantage*

- Facilitate access to education, training and employment opportunities
- Improve social and physical wellbeing through a prevention and early intervention approach
- Encourage participation in civic and community activity for marginalized community members
- Facilitate engagement with and/or self-determination of vulnerable and disadvantaged community members

#### **Build Community Capacity**

*Build Community Capacity*

- Increase capability and coordination of community services and participation in decision making
- Raise awareness about social sustainability in the community
- Strengthen governance and accountability in community organisations
- Improve collaboration and coordination of community support and services
- Encourage participation in civic and community activity
- Share knowledge through the creative use of existing resources, new technologies

and/or the knowledge and experiences of our diverse communities

**Appreciation of Arts & Culture**

**Appreciation of Arts & Culture**

- Increase cultural education
- Increase access to and participation in creative expression and arts and cultural experiences
- Raise awareness about the value and importance of the arts and culture
- Improve collaboration and coordination within the arts and cultural community
- Contribute to artistic and cultural outcomes for marginalized community members

A grants guideline document for each grant category will be available each year. This guideline document, in addition to outlining eligibility criteria, assessment criteria and required documentation, may also outline further community priorities (in addition to those mentioned above) that grant applications will be required to align proposed initiatives with.

**1.8 Expected Program Outcomes:**

Ipswich City Council expects that initiatives for which a grant is provided will have measurable social, cultural and community outcomes. Examples of measurable outcomes are detailed in the relevant guideline document for each grant category.

**1.9 Assessment Process:**

A guideline document for each grant category will be available each year and these will outline the assessment criteria and process that will be used to assess applications. The assessment process for each grant category will also be supported by an internal procedure document.

**1.10 Terms and Conditions That Apply to Successful Applicants:**

All successful applicants will receive the approved funding from Council subject to terms and conditions which are outlined in the relevant guideline documents.

**1.11 Ethics Framework:**

Ipswich City Council will not support any activities, entities, or individuals associated with entities, that are considered to impinge upon the ethical framework of Ipswich City Council.

**1.12 Roles and responsibilities:**

All relevant Council Officers are responsible for adhering to this policy.

**1.51.7 Policy Author:**

The Community Engagement Manager is responsible for the reviewing maintenance of this policy.

**Date of Council Resolution:** ~~19 September 2017~~

**Committee Reference and Date:** ~~Policy and Administration Board No. 2017(08) of 5 September 2017 – City Management, Finance and Community Engagement Committee No. 2017(09) of 12 September 2017~~

**No. of Resolution:** 5

**Date to be Reviewed:** ~~19 September 2019~~



## COMMUNITY GRANTS POLICY

Document No: A4380456

### 1.1 Objectives:

The objective of this policy is to outline how Ipswich City Council provides funding to support community organisations through its Community Grants Program.

### 1.2 Introduction:

The City of Ipswich is home to over 200,000 people with the population expected to double to approximately 520,000 by 2041, making it the fastest growing local government in Queensland. This population growth brings opportunities, but also challenges for our community and for Council.

Ipswich City Council acknowledges and respects the significant role played by local community organisations and groups in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.

### 1.3 Regulatory Authority:

*Local Government Act 2009 (Qld)*  
*Local Government Regulation 2012(Qld)*  
Ipswich City Council - Advance Ipswich  
Ipswich City Council - Corporate Plan 2017-2022

### 1.4 Policy Statement:

The purpose of this policy is to outline how Ipswich City Council invests in community outcomes by providing funding to support community organisations through its Community Grants Program. This policy will be a tool for community organisations, clearly articulating Council's funding priorities and the resourcing opportunities available.

This policy establishes clear expectations around Council and community roles, sets out an accessible yet rigorous and robust approach to governance and accountability and ensures the process of allocating and monitoring the Community Grants Program will be fair, transparent and inclusive.

Council's Community Grants Program is administered by the Arts, Social Development and Community Engagement Department.

#### 1.4.1 Policy Context:

Section 195 of the *Local Government Regulation 2012* (Qld) states:

*“A local government must prepare and adopt a policy about local government grants to community organisations (a **community grants policy**), which includes the criteria for a community organisation to be eligible for a grant from the local government.”*

Further, section 194 of the *Local Government Regulation 2012* (Qld) states:

*“A local government may give a grant to a community organisation only –*  
*(a) if the local government is satisfied –*  
*(i) the grant will be used for a purpose that is in the public interest; and*  
*(ii) the community organisation meets the criteria stated in the local government’s community grants policy; and*  
*(b) in a way that is consistent with the local government’s community grants policy.”*

This policy complies with the above legislative requirements.

This policy also supports Ipswich City Council’s vision for the future and the key themes identified in [Advance Ipswich](#):

1. Strengthening our Local Economy and Building Prosperity (Jobs)
2. Managing Growth and Delivering Key Infrastructure
3. Caring for Our Community
4. Caring for Our Environment
5. Listening, Leading and Financial Management.

This policy specifically reflects Council’s approach to grant making within the Ipswich Local Government Area with consideration to local government’s role in achieving community cohesion, civic participation and capacity building.

Ipswich City Council’s Community Grants Policy has also been developed in the context of Council’s strategic planning framework, which allows Council and the community to identify community needs and aspirations on an ongoing basis.

### **1.5 Scope:**

Ipswich City Council’s Community Grants Program includes five categories of grants, each category seeking to support the development and implementation of innovative initiatives that deliver targeted social, cultural and community outcomes:

1. Triennial Grants

Triennial Grants support community organisations to pilot or trial innovative programs that address gaps in services within the Ipswich community. Triennial Grants are allocated over a 3 year period and designed to support community organisations to attract further ongoing funding to assist the initiative to become

sustainable.

## 2. Community Development Grants

Community Development Grants support community organisations developing and delivering a one-off community initiative that addresses local needs and achieves community development outcomes.

## 3. Quick-Response Grants

Quick-Response Grants support community organisations in delivering small community initiatives that address local needs and achieve community development outcomes.

## 4. In-Kind Assistance

In-Kind Assistance is provided to community organisations to support the delivery of community and sporting events within the City of Ipswich that engage the broader community and improve the social, economic and/or environmental outcomes of the community.

## 5. Christmas/Festive Season Grants

Christmas/Festive Season Grants support community organisations developing and delivering a community Christmas event or activity or other celebratory event relevant for the broader community.

A grants guideline document will be available each year. This guideline document will outline eligibility and exclusion criteria, assessment criteria and required documentation to be submitted with grant applications.

### **1.6 Funding Principles:**

Ipswich City Council applies the following principles when providing support through its Community Grants Program:

- Asset based thinking and building on the strengths that exist within community
- Evidence based approach that acknowledges and responds to the needs and aspirations of our community
- Access and equity to ensure a socially inclusive community
- Valuing local collaborations and partnerships
- Valuing the social, economic and environmental sustainability of our City.

In addition, Council is committed to the efficient and effective delivery of the Community Grants Program and transparency and accountability in decision making.

### **1.7 Funding Priorities:**

Ipswich City Council's Community Grants Program supports initiatives that:

***Connect People***

*Build diverse, cohesive and connected communities*

- Increase participation of people who are at risk of isolation
- Increase trust, awareness and understanding between people and across community groups
- Facilitate inclusion and equitable access to facilities, services, open spaces and activities
- Provide access to information and training

***Increase Opportunity***

*Reduce vulnerability and disadvantage*

- Facilitate access to education, training and employment opportunities
- Improve social and physical wellbeing through a prevention and early intervention approach
- Encourage participation in civic and community activity for marginalized community members
- Facilitate engagement with and/or self-determination of vulnerable and disadvantaged community members

***Build Community Capacity***

*Build Community Capacity*

- Increase capability and coordination of community services and participation in decision making
- Raise awareness about social sustainability in the community
- Strengthen governance and accountability in community organisations
- Improve collaboration and coordination of community support and services
- Encourage participation in civic and community activity
- Share knowledge through the creative use of existing resources, new technologies and/or the knowledge and experiences of our diverse communities

***Appreciation of Arts & Culture***

*Appreciation of Arts & Culture*

- Increase cultural education
- Increase access to and participation in creative expression and arts and cultural experiences
- Raise awareness about the value and importance of the arts and culture
- Improve collaboration and coordination within the arts and cultural community

- Contribute to artistic and cultural outcomes for marginalized community members

A grants guideline document will be available each year. This guideline document, in addition to outlining eligibility criteria, assessment criteria and required documentation, may also outline further community priorities (in addition to those mentioned above) that grant applications will be required to align proposed initiatives with.

**1.8 Expected Program Outcomes:**

Ipswich City Council expects that initiatives for which a grant is provided will have measureable social, cultural and community outcomes. Examples of measurable outcomes are detailed in the relevant guideline document for each grant category.

**1.9 Assessment Process:**

A guideline document for each grant category will be available each year and these will outline the assessment criteria and process that will be used to assess applications. The assessment process for each grant category will also be supported by an internal procedure document.

**1.10 Terms and Conditions That Apply to Successful Applicants:**

All successful applicants will receive the approved funding from Council subject to terms and conditions which are outlined in the relevant guideline documents.

**1.11 Ethics Framework:**

Ipswich City Council will not support any activities, entities, or individuals associated with entities, that are considered to impinge upon the ethical framework of Ipswich City Council.

**1.12 Roles and responsibilities:**

All relevant Council Officers are responsible for adhering to this policy.

**1.7 Policy Author:**

The Community Engagement Manager is responsible for the reviewing this policy.

**Date of Council Resolution:**

**Committee Reference and Date:**

**No. of Resolution:**

**Date to be Reviewed:**





**GRANTS, DONATIONS, BURSARIES,  
SCHOLARSHIPS AND IN-KIND  
ASSISTANCE POLICY**

**Document No:  
A4284877**

**1.1 Objectives:**

The purpose of this policy is to establish a governing framework and consistent management of the various Ipswich City Council Grants, Donations, Bursaries, Scholarship and In-kind Assistance Programs to ensure that Council is able to report in accordance with its legislative requirements under the *Local Government Regulation 2012*.

**1.2 Regulatory Authorities:**

*Local Government Act 2009*

*Local Government Regulation 2012*

Advance Ipswich

Citywide & Divisional Allocations Policy

Community Development Grants Procedure

Christmas Grants Procedure

Cultural Grants Procedure

In-kind Assistance Procedure

Management of Community and Citywide Donations Procedure

Distribution of Annual Veolia Environmental Services Funding for Grants Nominated by the Willowbank Area Group Inc Procedure.

**1.3 Policy Statement:**

Ipswich is experiencing unprecedented growth and by 2030, the population is expected to reach approximately 435,000. The challenge for Council is to manage this growth and deliver positive and sustainable outcomes for the Ipswich community, but more importantly, ensure that the community have an opportunity to directly participate in this critical growth phase.

The community sector itself is often best positioned to develop, implement and deliver projects. Through provision of the various Grants, Donations, Bursaries, Scholarship and In-kind Assistance Programs, Council seeks to support the role of community organisations and their delivery of community programs, services and initiatives.

**1.4 Scope:**

- In adopting the annual budget, Council may approve an allocation of funds to support a range of Grants, Donations, Bursaries, Scholarship and In-kind Assistance programs for eligible community organisations and individuals.

- Grants, donations, bursaries, scholarships and in-kind assistance provided by Council will contribute to Council's Corporate Plan and Advance Ipswich strategies and will assist Council in achieving its corporate goals.
- Availability of grants, donations, bursaries, scholarship and in-kind assistance programs provided by Council will be promoted through a range of Council media including Mayoral and Electorate Offices.
- Relevant Procedures and/or Policies will be established for each grant, donation, bursary, scholarship or in-kind assistance defining eligibility, assessment and acquittal criteria under which Council funding or assistance will be provided.
- For the purpose of reporting in accordance with the *Local Government Regulation 2012* (the Regulation), community organisations will be defined as per Schedule 8 of the Regulation as follows:
  - an entity that carries on activities for a public purpose; or
  - an entity whose primary objective is not directed at making a profit.
- Council may contribute Councillor's community donations to business or other partnerships where there is no financial gain and where projects, events or activities will contribute significantly to individual, community, cultural, social, recreational and environmental enhancement and re-vitalization of the Ipswich community.
- Organisations and individuals are expected to apply responsible management of any grants, donations, bursaries, scholarships or in-kind assistance received from Council.
- Where funding is provided to an individual, the recipient should reside permanently within the boundaries of the City of Ipswich, and will demonstrate exceptional ability and potential and be willing to contribute this skill within the Ipswich community.
- Council may consider applications from organisations or individuals outside the City of Ipswich boundary where it is considered that the project, activity or initiative will benefit the City of Ipswich.
- Community Donations shall not be made to individuals.

#### **1.5 Roles and Responsibilities:**

This Policy, and supporting Procedures and practices, apply to all Departments and Branches in which grants, donations, bursaries, scholarships and in-kind assistance are provided.

The Community Engagement Branch within Ipswich City Council will provide a support role across all Council grants, donations, bursaries, scholarship and in-kind assistance programs to ensure adoption of a consistent management approach.

## **1.6 Definitions:**

### **Grant**

A grant is a sum of money given to organisations or individuals for a specified purpose directed at achieving goals and objectives consistent with government policy. It generally includes a funding arrangement where the recipient is selected on merit against a set of criteria.

### **Donation**

A donation is a cash and/or non-cash contribution to an organisation that may be associated with a particular event, purpose or project but does not carry with it any specific requirements for use. In addition, the contribution does not seek benefits in exchange.

### **Bursary**

A non-repayable monetary award based on specific eligibility criteria and financial need.

### **Scholarship**

Financial aid based on academic merit and/or scholarly knowledge

### **In-kind Assistance**

For the purposes of this policy, in-kind assistance is limited to the following:

- a. Use of Council store items including star pickets, star picket rammers, barrier mesh, cable ties and witches hats
- b. Use of Council owned refuse bins for community events (allocation controlled by Ipswich Waste Services)
- c. Hire and cleaning of portable toilets to support community events
- d. and other assistance as approved by the Chief Operating Officer (Arts, Social Development and Community Engagement)

### **1.7 Policy Author:**

The Community Engagement Manager is responsible for reviewing this policy.

**Date of Council Resolution:** 25 July 2017

**Committee Reference and Date:** Policy and Administration Board No. 2017(06) of 11 July 2017 – City Management, Finance and Community Engagement Committee No. 2017(07) of 17 July 2017

**No. of Resolution:** 8

**Date to be Reviewed:** 25 July 2019



~~GRANTS, DONATIONS, BURSARIES  
AND SCHOLARSHIPS AND IN-KIND  
ASSISTANCE POLICY~~

Document No:  
A4284877

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**1.1 Objectives:**

The purpose of this policy is to establish a governing framework and consistent management of the various Ipswich City Council ~~Grants, Donations, Bursaries and, Scholarship and In-kind Assistance~~ Programs to ensure that Council is able to report in accordance with its legislative requirements under the *Local Government Regulation 2012*.

**1.2 Regulatory Authorities:**

*Local Government Act 2009*  
*Local Government Regulation 2012*  
Advance Ipswich [2015](#)  
Citywide & Divisional Allocations Policy  
Community ~~Development~~ Grants Procedure  
~~Christmas Grants Procedure~~  
~~Cultural Grants Procedure~~  
~~In-kind Assistance Procedure~~  
Management of Community and Citywide Donations Procedure  
Distribution of Annual Veolia Environmental Services Funding for Grants Nominated by the Willowbank Area Group Inc Procedure.

**1.3 Policy Statement:**

Ipswich is experiencing unprecedented growth and by 2030, the population is expected to reach approximately 435,000. The challenge for Council is to manage this growth and deliver positive and sustainable outcomes for the Ipswich community, but more importantly, ensure that the community have an opportunity to directly participate in this critical growth phase.

The community sector itself is often best positioned to develop, implement and deliver projects. Through provision of the various ~~Grants, Donations, Bursaries and, Scholarship and In-kind Assistance~~ Programs, Council seeks to support the role of community organisations and their delivery of community programs, services and initiatives.

**1.4 Scope:**

- In adopting the annual budget, Council may approve an allocation of funds to support a range of ~~Grants, Donations, Bursaries and, Scholarship and In-kind Assistance~~ programs for eligible community organisations and individuals.

- ~~Grants, d~~Donations, bursaries and, scholarships ~~and in-kind assistance~~ provided by Council will contribute to Council's Corporate Plan and Advance Ipswich strategies and will assist Council in achieving its corporate goals.
- Availability of ~~grants,~~ donations, bursaries and, scholarship ~~and in-kind assistance~~ programs provided by Council will be promoted through a range of Council media including Mayoral and Electorate Offices.
- Relevant Procedures and/or Policies will be established for each ~~grant,~~ donation, bursary and, scholarship ~~or in-kind assistance~~ defining eligibility, assessment and acquittal criteria under which Council funding or assistance will be provided.
- For the purpose of reporting in accordance with the *Local Government Regulation 2012* (the Regulation), community organisations will be defined as per Schedule 8 of the Regulation as follows:
  - an entity that carries on activities for a public purpose; or
  - an entity whose primary objective is not directed at making a profit.
- Council may contribute Councillor's community donations to business or other partnerships where there is no financial gain and where projects, events or activities will contribute significantly to individual, community, cultural, social, recreational and environmental enhancement and re-vitalization of the Ipswich community.
- Organisations and individuals are expected to apply responsible management of any ~~grants,~~ donations, bursaries and, scholarships ~~or in-kind assistance~~ received from Council.
- Where funding is provided to an individual, the recipient should reside permanently within the boundaries of the City of Ipswich, and will demonstrate exceptional ability and potential and be willing to contribute this skill within the Ipswich community.
- Council may consider applications from organisations or individuals outside the City of Ipswich boundary where it is considered that the project, activity or initiative will benefit the City of Ipswich.
- Community Donations shall not be made to individuals.

#### **1.5 Roles and Responsibilities:**

This Policy, and supporting Procedures and practices, apply to all Departments and Branches in which ~~grants,~~ donations, bursaries and, scholarships ~~and in-kind assistance~~ are provided.

The Community Engagement Branch within Ipswich City Council will provide a support role across all Council ~~grants,~~ donations, bursaries and, scholarship ~~and in-kind assistance~~ programs to ensure adoption of a consistent management approach.

**1.6 Definitions:**

**Grant**

**Donation**

A donation is a cash and/or non-cash contribution to an organisation that may be associated with a particular event, purpose or project but does not carry with it any specific requirements for use. In addition, the contribution does not seek benefits in exchange.

**Bursary**

A non-repayable monetary award based on specific eligibility criteria and financial need.

**Scholarship**

Financial aid based on academic merit and/or scholarly knowledge

**In-kind Assistance**

**1.7 Policy Author:**

The Community Engagement Manager is responsible for reviewing this policy.

**Date of Council Resolution:** 25 July 2017

**Committee Reference and Date:** Policy and Administration Board No. 2017(06) of 11 July 2017 – City Management, Finance and Community Engagement Committee No. 2017(07) of 17 July 2017

**No. of Resolution:** 8

**Date to be Reviewed:** 25 July 2019



**DONATIONS, BURSARIES AND SCHOLARSHIPS POLICY**

**Document No:  
A4284877**

**1.1 Objectives:**

The purpose of this policy is to establish a governing framework and consistent management of the various Ipswich City Council Donations, Bursaries and Scholarship Programs to ensure that Council is able to report in accordance with its legislative requirements under the *Local Government Regulation 2012*.

**1.2 Regulatory Authorities:**

*Local Government Act 2009*  
*Local Government Regulation 2012*  
Advance Ipswich 2015  
Citywide & Divisional Allocations Policy  
Community Grants Procedure  
Management of Community and Citywide Donations Procedure  
Distribution of Annual Veolia Environmental Services Funding for Grants Nominated by the Willowbank Area Group Inc Procedure.

**1.3 Policy Statement:**

Ipswich is experiencing unprecedented growth and by 2030, the population is expected to reach approximately 435,000. The challenge for Council is to manage this growth and deliver positive and sustainable outcomes for the Ipswich community, but more importantly, ensure that the community have an opportunity to directly participate in this critical growth phase.

The community sector itself is often best positioned to develop, implement and deliver projects. Through provision of the various Donations, Bursaries and Scholarship Programs, Council seeks to support the role of community organisations and their delivery of community programs, services and initiatives.

**1.4 Scope:**

- In adopting the annual budget, Council may approve an allocation of funds to support a range of Donations, Bursaries and Scholarship programs for eligible community organisations and individuals.
- Donations, bursaries and scholarships provided by Council will contribute to Council's Corporate Plan and Advance Ipswich strategies and will assist Council in achieving its corporate goals.

- Availability of donations, bursaries and scholarship programs provided by Council will be promoted through a range of Council media including Mayoral and Electorate Offices.
- Relevant Procedures and/or Policies will be established for each donation, bursary and scholarship defining eligibility, assessment and acquittal criteria under which Council funding or assistance will be provided.
- For the purpose of reporting in accordance with the *Local Government Regulation 2012* (the Regulation), community organisations will be defined as per Schedule 8 of the Regulation as follows:
  - an entity that carries on activities for a public purpose; or
  - an entity whose primary objective is not directed at making a profit.
- Council may contribute Councillor's community donations to business or other partnerships where there is no financial gain and where projects, events or activities will contribute significantly to individual, community, cultural, social, recreational and environmental enhancement and re-vitalization of the Ipswich community.
- Organisations and individuals are expected to apply responsible management of any donations, bursaries and scholarships received from Council.
- Where funding is provided to an individual, the recipient should reside permanently within the boundaries of the City of Ipswich, and will demonstrate exceptional ability and potential and be willing to contribute this skill within the Ipswich community.
- Council may consider applications from organisations or individuals outside the City of Ipswich boundary where it is considered that the project, activity or initiative will benefit the City of Ipswich.
- Community Donations shall not be made to individuals.

#### **1.5 Roles and Responsibilities:**

This Policy, and supporting Procedures and practices, apply to all Departments and Branches in which donations, bursaries and scholarships are provided.

The Community Engagement Branch within Ipswich City Council will provide a support role across all Council donations, bursaries and scholarship programs to ensure adoption of a consistent management approach.

#### **1.6 Definitions:**

##### **Donation**



A donation is a cash and/or non-cash contribution to an organisation that may be associated with a particular event, purpose or project but does not carry with it any specific requirements for use. In addition, the contribution does not seek benefits in exchange.

**Bursary**

A non-repayable monetary award based on specific eligibility criteria and financial need.

**Scholarship**

Financial aid based on academic merit and/or scholarly knowledge

**1.7 Policy Author:**

The Community Engagement Manager is responsible for reviewing this policy.


**Date of Council Resolution:**

**Committee Reference and Date:**

**No. of Resolution:**

**Date to be Reviewed:**

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	<b>COMMUNITY GRANTS PROGRAM - PROCEDURE</b>	Version: Document No.:
<b>1.1 Objectives:</b>  The objective of this procedure is to ensure that the receipt, assessment, distribution and recording of funds through the Community Grants Programs is efficient and effective.		
<b>1.2 Introduction:</b>  Through the provision of Community Grants, Ipswich City Council seeks to support the role of community organisations and recognise the significant role they play in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.  This procedure should be read in conjunction with the Community Grants Policy. The Community Grants Policy establishes clear expectations around Council and community roles, sets out an accessible yet rigorous and robust approach to governance and accountability and ensures the process of allocating and monitoring the Community Grants Program will be fair, transparent and inclusive.		
<b>1.3 Regulatory Authority:</b> <ul style="list-style-type: none"><li>- <i>Local Government Act 2009</i> (Qld)</li><li>- <i>Local Government Regulation 2012</i> (Qld)</li><li>- Ipswich City Council - Advance Ipswich <del>2015</del></li><li>- Ipswich City Council - Corporate Plan 2017 – 2022</li><li>- Community Grants Policy</li></ul>		
<b>1.4 Scope:</b>  Ipswich City Council's Community Grants Program includes five categories of grants, each category seeking to support the development and implementation of innovative initiatives that deliver targeted social, cultural and community outcomes: <ol style="list-style-type: none"><li>1. Triennial Grants;</li><li>2. Community Development Grants;</li><li>3. Quick-Response Grants;</li><li>4. In-Kind Assistance; and</li><li>5. Christmas/<u>Festive Season</u> Grants.</li></ol>		

This procedure applies to all of the above five categories of grants within Ipswich City Council's Community Grants Program. Detail about the five grant categories, including eligibility criteria is set out in the relevant guideline document.

#### **1.5 Application Process:**

Applications for any category of Community Grant is submitted online at [www.ipswich.qld.gov.au](http://www.ipswich.qld.gov.au). Organisations who do not have internet access can be provided with hard copy applications from the Community Engagement Branch.

Applications for Quick-Response Grants must be submitted at least three (3) weeks before the proposed activity commences to allow sufficient time for the assessment and approval process.

#### **1.6 Assessment Process:**

Upon receipt of an application and all relevant supporting documentation, all information is captured within the SmartyGrants database for assessment by Council Officer/s.

Excepting applications for In-Kind Assistance (which will be assessed by Ipswich City Council Application Staff), the Community Grants Officer and at least two additional Council Officers responsible for administering Event Sponsorship applications and Sporting Event Sponsorship applications, will be responsible for the assessment of grant applications.

All grant applications will initially be assessed against the eligibility and exclusion criteria as detailed above and provided for in the grant guidelines. Council Officers will then assess grant applications against funding priorities, funding principles and the following assessment criteria:

1. Alignment to community outcomes (30% weighting)
  - Are the aims and expected outcomes of the proposed initiative clearly identified?
  - Has the application articulated a measurement and evaluation plan (that is, has the application detailed how the aims and expected outcomes will be measured)?
2. Community need (30% weighting)
  - Is there a clearly identified and demonstrated local need for the proposed initiative?
  - Does the proposed initiative clearly and effectively address this need?
  - Is there a clear link between the community need, community outcomes and the initiative proposed?
  - Is there community support for the proposed initiative?
3. Organisational capacity (20% weighting)
  - Is the application well planned and achievable within the allotted timeframe?

- Does the proposed initiative encourage connectedness and/or develop partnerships and collaborations with other organisations?
- Does the applicant have the expertise and capacity to successfully manage and evaluate the initiative?
- Will the project be sustainable beyond Council funding?

4. Financial viability (20% weighting)

- Does the proposed budget accurately reflect the scope and scale of the application?
- Have other funding sources been identified?
- Have the resources that are required to deliver the initiative been clearly identified?
- Is the application financially viable and does it demonstrate sound management?

Additionally, due consideration will be given to the following matters when assessing grant applications:

Expected Program Outcomes

Ipswich City Council expects that initiatives for which a grant is provided will have measurable social, cultural and community outcomes, including, for example:

- Development of new skills and capabilities within the community
- Development of strong networks where organisations share resources and acquire new knowledge and skills
- Strengthened local connections
- Increased awareness and opportunities for residents and others to participate in social, cultural and sustainable grassroots initiatives
- Improved social wellbeing, reduced isolation and increased cultural participation
- Enhanced positive social, cultural and sustainable outcomes for local communities
- More sustainable creative organisations through greater emphasis on self-generated income
- Public spaces activated with cultural and creative initiatives and greater public participation in arts and creative initiatives

Ethics Framework

Ipswich City Council will not support any activities, entities, or individuals associated with entities, that are considered to:

- Discriminate, or encourage discriminatory behavior, including discrimination on the basis of age, disability, race, religion, sex and/or sexual orientation
- Contribute to, or advocate for, the infringement of human rights
- Demonstrate behaviour that does not align to Council's strategic intent for the City and community of Ipswich
- Pollute land, air or water, or otherwise damage the natural environment
- ~~Destroy or waste non-recurring resources~~

- Produce, promote or distribute products or services likely to be harmful to the community
- Entice people into financial over-commitment
- Exploit people through the payment of below-award wages or poor working conditions
- Represent a reputational risk for Ipswich City Council to partner with or support, or be seen to partner with or support

### 1.7 Approval Process

#### Community Development Grants, Christmas/Festive Season Grants and Triennial Grants

Following ~~the~~ assessment of Community Development Grants, Christmas/Festive Season Grants and Triennial Grants, undertaken by relevant Council Officers, the Community Grants Officer will prepare a Committee Report to the Arts and Community Development Committee, which will be approved by the Community Engagement Manager and the Chief Operating Officer (Arts, Social Development and Community Engagement Department) before being submitted to Council with recommendations for endorsement.

Final decisions and approval of successful applications for Community Development Grants, Christmas/Festive Season Grants and Triennial Grants are made by Council at a designated Council meeting.

#### Quick Response Grants

Following assessment of Quick Response Grants undertaken by relevant Council Officers, the Community Grants Officer will prepare a report to the Chief Operating Officer, which will be approved by the Community Engagement Manager and the Chief Operating Officer (Arts Social Development and Community Engagement Department).

Final decision and approval of successful applications for Quick Response Grants are made under delegation by the Chief Operating Officer.

Quick Response Grant applications will be assessed and processed within three (3) weeks of receipt.

All successful applicants will receive the approved funding from Council subject to the following terms and conditions:

- With the exception of Triennial Grants, the applicant's proposed initiative must be completed within 12 months
- The applicant will be required to become a signatory to a standard funding agreement which details all grant conditions and agreed performance outcomes/measures. This must be signed before grant funds are issued
- The applicant acknowledges Ipswich City Council in any promotional material or publicity features
- The applicant is required to provide a written initiative evaluation of the

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initiative/program on completion of the activity. Council will provide an evaluation form to all groups

- Applicants are required to provide an expenditure budget or an audited statement at completion of the funding period. If Council's grant funds are not spent, all remaining funds must be returned to Council
- Council may make funding conditional on other specific conditions being met

#### **1.141.9 Grant Evaluation and Acquittal:**

To ensure appropriate accountability by grant recipients with regard to the use of grant funding, all funding provided by Council will require an evaluation report and financial acquittal, outlining the use of the funds and the achieved outcomes of the activity.

Specific evaluation requirements will be outlined in each individual funding agreement and will depend on the nature and size of the grant.

#### **1.141.10 Recording of funding provided and acquitted:**

A register of all funds will be kept within the SmartyGrants database and will include the following details:

- Name of organisation;
- Date application received;
- Name of project or initiative proposed;
- Date application approved (i.e. Council meeting date);
- Amount approved (including GST if applicable);
- Acquittal date; and
- Subsequent applications within the financial year.

#### **1.141.11 Roles and responsibilities:**

All relevant Council Officers are responsible for adhering to this procedure.

#### **1.141.12 Procedure Author:**

The Community Engagement Manager is responsible for reviewing this procedure.



**COMMUNITY GRANTS PROGRAM -  
PROCEDURE**

Version:

Document No.:

**1.1 Objectives:**

The objective of this procedure is to ensure that the receipt, assessment, distribution and recording of funds through the Community Grants Programs is efficient and effective.

**1.2 Introduction:**

Through the provision of Community Grants, Ipswich City Council seeks to support the role of community organisations and recognise the significant role they play in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.

This procedure should be read in conjunction with the Community Grants Policy. The Community Grants Policy establishes clear expectations around Council and community roles, sets out an accessible yet rigorous and robust approach to governance and accountability and ensures the process of allocating and monitoring the Community Grants Program will be fair, transparent and inclusive.

**1.3 Regulatory Authority:**

- *Local Government Act 2009* (Qld)
- *Local Government Regulation 2012* (Qld)
- Ipswich City Council - Advance Ipswich
- Ipswich City Council - Corporate Plan 2017 – 2022
- Community Grants Policy

**1.4 Scope:**

Ipswich City Council's Community Grants Program includes five categories of grants, each category seeking to support the development and implementation of innovative initiatives that deliver targeted social, cultural and community outcomes:

1. Triennial Grants;
2. Community Development Grants;
3. Quick-Response Grants;
4. In-Kind Assistance; and
5. Christmas/Festive Season Grants.

This procedure applies to all of the above five categories of grants within Ipswich City Council's Community Grants Program. Detail about the five grant categories, including eligibility criteria is set out in the relevant guideline document.

### **1.5 Application Process:**

Applications for any category of Community Grant is submitted online at [www.ipswich.qld.gov.au](http://www.ipswich.qld.gov.au). Organisations who do not have internet access can be provided with hard copy applications from the Community Engagement Branch.

Applications for Quick-Response Grants must be submitted at least three (3) weeks before the proposed activity commences to allow sufficient time for the assessment and approval process.

### **1.6 Assessment Process:**

Upon receipt of an application and all relevant supporting documentation, all information is captured within the SmartyGrants database for assessment by Council Officer/s.

Excepting applications for In-Kind Assistance (which will be assessed by Ipswich City Council Application Staff), the Community Grants Officer and at least two additional Council Officers responsible for administering Event Sponsorship applications and Sporting Event Sponsorship applications, will be responsible for the assessment of grant applications.

All grant applications will initially be assessed against the eligibility and exclusion criteria as detailed above and provided for in the grant guidelines. Council Officers will then assess grant applications against funding priorities, funding principles and the following assessment criteria:

1. Alignment to community outcomes (30% weighting)
  - Are the aims and expected outcomes of the proposed initiative clearly identified?
  - Has the application articulated a measurement and evaluation plan (that is, has the application detailed how the aims and expected outcomes will be measured)?
2. Community need (30% weighting)
  - Is there a clearly identified and demonstrated local need for the proposed initiative?
  - Does the proposed initiative clearly and effectively address this need?
  - Is there a clear link between the community need, community outcomes and the initiative proposed?
  - Is there community support for the proposed initiative?
3. Organisational capacity (20% weighting)
  - Is the application well planned and achievable within the allotted timeframe?
  - Does the proposed initiative encourage connectedness and/or develop partnerships and collaborations with other organisations?
  - Does the applicant have the expertise and capacity to successfully manage and evaluate the initiative?
  - Will the project be sustainable beyond Council funding?



#### 4. Financial viability (20% weighting)

- Does the proposed budget accurately reflect the scope and scale of the application?
- Have other funding sources been identified?
- Have the resources that are required to deliver the initiative been clearly identified?
- Is the application financially viable and does it demonstrate sound management?

Additionally, due consideration will be given to the following matters when assessing grant applications:

#### Expected Program Outcomes

Ipswich City Council expects that initiatives for which a grant is provided will have measureable social, cultural and community outcomes, including, for example:

- Development of new skills and capabilities within the community
- Development of strong networks where organisations share resources and acquire new knowledge and skills
- Strengthened local connections
- Increased awareness and opportunities for residents and others to participate in social, cultural and sustainable grassroots initiatives
- Improved social wellbeing, reduced isolation and increased cultural participation
- Enhanced positive social, cultural and sustainable outcomes for local communities
- More sustainable creative organisations through greater emphasis on self-generated income
- Public spaces activated with cultural and creative initiatives and greater public participation in arts and creative initiatives

#### Ethics Framework

Ipswich City Council will not support any activities, entities, or individuals associated with entities, that are considered to:

- Discriminate, or encourage discriminatory behavior, including discrimination on the basis of age, disability, race, religion, sex and/or sexual orientation
- Contribute to, or advocate for, the infringement of human rights
- Demonstrate behaviour that does not align to Council's strategic intent for the City and community of Ipswich
- Pollute land, air or water, or otherwise damage the natural environment
- Market, promote or advertise products or services in a misleading or deceitful manner
- Produce, promote or distribute products or services likely to be harmful to the community
- Entice people into financial over-commitment
- Exploit people through the payment of below-award wages or poor working conditions
- Represent a reputational risk for Ipswich City Council to partner with or support, or be seen to partner with or support

### **1.7 Approval Process**

Community Development Grants, Christmas/Festive Season Grants and Triennial Grants

Following assessment of Community Development Grants, Christmas/Festive Season Grants and Triennial Grants, undertaken by relevant Council Officers, the Community Grants Officer will prepare a Committee Report to the Arts and Community Development Committee, which will be approved by the Community Engagement Manager and the Chief Operating Officer (Arts, Social Development and Community Engagement Department) before being submitted to Council with recommendations for endorsement.

Final decisions and approval of successful applications for Community Development Grants, Christmas/Festive Season Grants and Triennial Grants are made by Council at a designated Council meeting.

#### Quick Response Grants

Following assessment of Quick Response Grants undertaken by relevant Council Officers, the Community Grants Officer will prepare a report to the Chief Operating Officer, which will be approved by the Community Engagement Manager and the Chief Operating Officer (Arts Social Development and Community Engagement Department).

Final decision and approval of successful applications for Quick Response Grants are made under delegation by the Chief Operating Officer.

Quick Response Grant applications will be assessed and processed within three (3) weeks of receipt.

#### **1.8 Terms and Conditions That Apply to Successful Applicants:**

All successful applicants will receive the approved funding from Council subject to the following terms and conditions:

- With the exception of Triennial Grants, the applicant's proposed initiative must be completed within 12 months
- The applicant will be required to become a signatory to a standard funding agreement which details all grant conditions and agreed performance outcomes/measures. This must be signed before grant funds are issued
- The applicant acknowledges Ipswich City Council in any promotional material or publicity features
- The applicant is required to provide a written initiative evaluation of the initiative/program on completion of the activity. Council will provide an evaluation form to all groups
- Applicants are required to provide an expenditure budget or an audited statement at completion of the funding period. If Council's grant funds are not spent, all remaining funds must be returned to Council
- Council may make funding conditional on other specific conditions being met

#### **1.9 Grant Evaluation and Acquittal:**

To ensure appropriate accountability by grant recipients with regard to the use of grant funding, all funding provided by Council will require an evaluation report and financial acquittal, outlining the use of the funds and the achieved outcomes of the activity.

Specific evaluation requirements will be outlined in each individual funding agreement and will depend on the nature and size of the grant.

**1.10 Recording of funding provided and acquitted:**

A register of all funds will be kept within the SmartyGrants database and will include the following details:

- Name of organisation;
- Date application received;
- Name of project or initiative proposed;
- Date application approved (i.e. Council meeting date);
- Amount approved (including GST if applicable);
- Acquittal date; and
- Subsequent applications within the financial year.

**1.11 Roles and responsibilities:**

All relevant Council Officers are responsible for adhering to this procedure.


**1.12 Procedure Author:**

The Community Engagement Manager is responsible for reviewing this procedure.

**Date of approval:**

**Title of Manager:**

**Date to be reviewed:**

	<b>COMMUNITY GRANTS PROGRAM - GUIDELINES</b>	Version:  Document No.:
<p><b>1.1 Objectives:</b></p> <p>The objective of this guideline document is to ensure that potential grant applicants are comprehensively informed of how Ipswich City Council invests in community outcomes by providing funding to support community organisations through its Community Grants Program.</p> <p>This guideline will be a tool for community organisations; clearly articulating Council’s funding priorities and the resourcing opportunities available.</p> <p>This guideline establishes clear expectations around Council and community roles, sets out an accessible yet rigorous and robust approach to governance and accountability and ensures the process of allocating and monitoring the Community Grants Program will be fair, transparent and inclusive.</p>		
<p><b>1.2 Introduction:</b></p> <p>Through the provision of Community Grants, Ipswich City Council seeks to support the role of community organisations and recognise the significant role they play in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.</p> <p>This procedure should be read in conjunction with the Community Grants Policy. The Community Grants Policy establishes clear expectations around Council and community roles, sets out an accessible yet rigorous and robust approach to governance and accountability and ensures the process of allocating and monitoring the Community Grants Program will be fair, transparent and inclusive.</p>		
<p><b>1.3 Scope:</b></p> <p>Ipswich City Council’s Community Grants Program includes five categories of grants, each category seeking to support the development and implementation of innovative initiatives that deliver targeted social, cultural and community outcomes:</p> <ol style="list-style-type: none"> <li>1. Triennial Grants;</li> <li>2. Community Development Grants;</li> <li>3. Quick-Response Grants;</li> <li>4. In-Kind Assistance; and</li> <li>5. Christmas/<del>Festive Season</del>-Grants.</li> </ol> <p><b>Triennial Grants:</b></p>		

Triennial Grants support community organisations to pilot or trial innovative programs that address gaps in services within the Ipswich community. Triennial Grants are allocated over a 3 year period and designed to support community organisations to attract further ongoing funding to assist the initiative to become sustainable.

Timeframe	<p>Applications will open on 1 July and close on 31 August each year to be considered at Council's October meeting.</p> <p>Applications must be received by close of business on the identified closure date</p>
Recipients	This is a competitive grant category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions
Funding range	<p>Year 1 – maximum funding of up to \$10,000 is available</p> <p>Year 2 – maximum funding of up to \$5,000 is available</p> <p>Year 3 – maximum funding of up to \$2,000 is available</p>
Funding available	The total funding available for Triennial Grants each year is subject to variation, depending on Council's annual budget allocation
Eligibility criteria	<p>To be eligible for Triennial Grants funding, community organisations must:</p> <ul style="list-style-type: none"> <li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li> <li>- be a not-for-profit community organisation</li> <li>- have an Australian Business Number (ABN)</li> <li>- have a committee of management that accepts responsibility for the administration of the grant</li> <li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li> <li>- not have their own grant giving program or fundraising program that provides money to finance another organisation's community initiatives</li> <li>- have satisfactorily accounted to Council for the expenditure of any previous Council grants or other funding (as required)</li> <li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information laws; registration or accreditation of professional employees; and Ipswich City Council local laws</li> <li>- have an adequate risk management plan in place for the initiative or program (where considered)</li> </ul>

	relevant by Council)
Exclusions	<p>The following will not be funded:</p> <ul style="list-style-type: none"> <li>- Individuals and private profit-making organisations</li> <li>- Christmas/festive season events – funding is available through the Christmas/Festive Season Grants</li> <li>- Funding requests that are considered by Council to be the funding responsibility of other levels of government</li> <li>- Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations (e.g. P&amp;Cs), but the community organisation must be the applicant)</li> <li>- Initiatives or activities run by, or involved with, political or religious groups seeking to promote their core beliefs</li> <li>- Repeat applications in consecutive years for the same initiatives, activities and/or equipment where evidence of efforts made to ensure the sustainability of the initiative, activity and/or equipment has not been provided to Council and/or community outcomes are not evident</li> <li>- Funding of competitions, prizes, sponsorships, donations, gifts or fundraising activities</li> <li><del>- Initiatives that have been or are being funded by other parts of Council</del></li> <li>- Interstate or overseas travel</li> <li>- Initiatives or activities that have already started or have been completed</li> <li>- Initiatives where professional fees (i.e. labour, salary or wages) or administrative costs (i.e. stationery) represent more than 50% of the total grant funding requested from Council</li> <li>- Operational expenses such as insurances and rental subsidies</li> <li><del>- Organisations who have outstanding acquittals or have not satisfactorily acquitted Council funds (Organisations who have not satisfactorily acquitted Council funds by the due date will be deemed a low priority/ineligible for funding for 12 months)</del></li> <li>- Applications received outside of the application timeframes</li> <li>- Applications where the financial budget has positive income (i.e. income exceeds expenses)</li> </ul>
<b>Community Development Grants:</b>	

Community Development Grants support community organisations developing and delivering a one-off community initiative that addresses local needs and achieves community development outcomes.

Timeframe	<p>Two funding rounds per year (February and July).</p> <p>Applications will open on 1 February and close <del>on 31 in mid-March-February</del> for the first funding round each year to be considered at Council's April meeting. Applications will open on 1 July and close <del>on 31 in mid-August</del> for the second funding round each year to be considered at Council's September meeting.</p> <p>Applications must be received by close of business on the identified closure date</p>
Recipients	This is a competitive grant category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions
Funding range	Maximum funding of up to \$5,000 is available per initiative per funding round
Funding available	The total funding available for Community Development Grants each year is subject to variation, depending on Council's annual budget allocation
Eligibility criteria	<p>To be eligible for Community Development Grants funding, community organisations must:</p> <ul style="list-style-type: none"> <li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li> <li>- be a not-for-profit community organisation</li> <li>- have an Australian Business Number (ABN)</li> <li>- have a committee of management that accepts responsibility for the administration of the grant</li> <li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li> <li>- not have their own grant giving program or fundraising program that provides money to finance another organisation's community initiatives</li> <li>- have satisfactorily accounted to Council for the expenditure of any previous Council grants or other funding (as required)</li> <li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information laws; registration or accreditation of professional</li> </ul>

	<p>employees; and preparation and dissemination of annual reports</p> <ul style="list-style-type: none"> <li>- have an adequate risk management plan in place (as required).</li> <li>- Applicants and its associated entities are eligible to apply for a maximum \$10,000.00 per financial year</li> </ul>	
Exclusions	<p>The following will not be funded:</p> <ul style="list-style-type: none"> <li>- Individuals and private profit-making organisations</li> <li>- Christmas/festive season events – funding is available through the Christmas/Festive Season Grants</li> <li>- Funding requests that are considered by Council to be the funding responsibility of other levels of government</li> <li>- Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations, <u>e.g P&amp;Cs</u>), but the community organisation must be the applicant)</li> <li>- Initiatives or activities run by or involved with political or religious groups seeking to promote their core beliefs</li> <li>- Repeat applications in consecutive years for the same initiatives, activities and/or equipment where evidence of efforts made to ensure the sustainability of the initiative, activity and/or equipment has not been provided to Council and/or community outcomes are not evident</li> <li>- <del>Organisations who have outstanding acquittals or have not satisfactorily acquitted Council funds</del> <del>(Organisations who have not satisfactorily acquitted Council funds by the due date will be deemed a low priority/ineligible for funding for 12 months)</del></li> <li>- Funding of competitions, prizes, sponsorships, donations, gifts or fundraising activities</li> <li>- <del>Initiatives that have been or are being funded by other parts of Council</del></li> <li>- Interstate or overseas travel</li> <li>- Initiatives or activities that have already started or have been completed</li> <li>- Initiatives where professional fees (i.e. labour, salary or wages) or administrative costs (i.e. stationery) represent more than 50% of the total grant funding requested from Council</li> <li>- Operational expenses such as insurances and rental subsidies</li> <li>- Applications received outside of the application timeframes.</li> </ul>	



	- Applications where the financial budget has positive income (i.e. income exceeds expenses)
<b>Quick-Response Grants:</b>	
Quick-Response Grants support community organisations in delivering small community initiatives that address local needs and achieve community development outcomes.	
Timeframe	There are no application deadlines for this grant category and applications are assessed on an ongoing basis.  <u>Applications must be submitted at least three (3) weeks before the proposed activity commences to allow sufficient time for the assessment process.</u>
Recipients	This is a competitive grant category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions
Funding range	Maximum funding of up to \$1,000 is available per initiative
Funding available	The total funding available for Quick-Response Grants each year is subject to variation, depending on Council's annual budget allocation. Further, while an application for a Quick-Response Grant may be made at any time during the year, funding will only be available while such funds set aside in Council's annual budget for this purpose remain unexpended  Only one successful application (relating to one individual initiative) per financial year is permitted per community organisation
Eligibility criteria	To be eligible for Quick-Response Grants funding, community organisations must: <ul style="list-style-type: none"> <li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li> <li>- be a not-for-profit community organisation</li> <li>- have an Australian Business Number (ABN)</li> <li>- have a committee of management that accepts responsibility for the administration of the grant</li> <li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li> <li>- not have their own grant giving program or fundraising program that provides money to finance another organisation's community initiatives</li> <li>- have satisfactorily accounted to Council for the</li> </ul>

	<p>expenditure of any previous Council grants or other funding (as required)</p> <ul style="list-style-type: none"> <li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information laws; registration or accreditation of professional employees; and preparation and dissemination of annual reports</li> <li>- have an adequate risk management plan in place (where considered relevant by Council).</li> </ul>	
Exclusions	<p>The following will not be funded:</p> <ul style="list-style-type: none"> <li>- Individuals and private profit-making organisations</li> <li>- Christmas/festive season events – funding is available through the Christmas/Festive Season Grants</li> <li>- Funding requests that are considered by Council to be the funding responsibility of other levels of government</li> <li>- Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations <u>(e.g. P&amp;Cs)</u>, but the community organisation must be the applicant)</li> <li>- Initiatives or activities run by or involved with political or religious groups seeking to promote their core beliefs</li> <li>- Repeat applications in consecutive years for the same initiatives, activities and/or equipment where evidence of efforts made to ensure the sustainability of the initiative, activity and/or equipment has not been provided to Council and/or community outcomes are not evident</li> <li>- Funding of competitions, prizes, sponsorships, donations, gifts or fundraising activities</li> <li><del>— Initiatives that have been or are being funded by other parts of Council</del></li> <li>- Interstate or overseas travel</li> <li>- Initiatives or activities that have already started or have been completed</li> <li>- Initiatives where professional fees (i.e. labour, salary or wages) or administrative costs (i.e. stationery) represent more than 50% of the total grant funding requested from Council</li> <li>- Operational expenses such as insurances and rental subsidies</li> <li><del>— Organisations who have outstanding acquittals or</del></li> </ul>	

	<p>have not satisfactorily acquitted Council funds  <del>(Organisations who have not satisfactorily acquitted Council funds by the due date will be deemed a low priority/ineligible for funding for 12 months)</del></p>
<p><b><u>In-Kind Assistance:</u></b></p> <p>In-Kind Assistance is provided to community organisations to support the delivery of community and sporting events within the City of Ipswich that engage the broader community and improve the social, economic and/or environmental outcomes of the community.</p> <p>In-Kind Assistance is limited to Council store items (including star pickets, star picket rammers, barrier mesh, cable ties and witches hats), provision of refuse bins and portable toilets.</p>	
Timeframe	<p>Applications can be submitted at any time during the year.</p> <p>Any application must be lodged at least 6 weeks before the proposed assistance is required. Late applications due to extenuating circumstances may be considered at the discretion of the Chief Operating Officer, Arts, Social Development and Community Engagement Department, however, any late fees incurred (including delivery or cleaning charges), will be the responsibility of the applicant community organisation.</p> <p>Only two successful applications (with each application relating to one individual initiative) per year is permitted per community organisation</p>
Recipients	<p>This is a non-competitive category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions</p>
Funding range	<p>Funding is not available within this grant category, only in-kind assistance</p>
Funding available	<p>Funding is not available within this grant category, only in-kind assistance. Council's ability to provide in-kind assistance each year is subject to variation, depending on Council's annual budget allocation. Further, while in-kind assistance may be requested at any time during the year, in-kind assistance will only be available while such funds set aside in Council's annual budget for this purpose remain unexpended</p>
Eligibility criteria	<p>To be eligible for In-Kind Assistance, community organisations must:</p> <ul style="list-style-type: none"> <li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li> <li>- be a not-for-profit community organisation</li> </ul>

	<ul style="list-style-type: none"> <li>- have an Australian Business Number (ABN)</li> <li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li> <li>- have satisfactorily accounted to Council for the expenditure of any previous Council grants (if relevant)</li> <li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information laws; registration or accreditation of professional employees; and preparation and dissemination of annual reports</li> <li>- have an adequate risk management plan in place (as required).</li> <li>- Applicants and associated entities are eligible to apply for a maximum of two applications for in-kind assistance per financial year to a maximum value of \$10,000.00</li> </ul>
Exclusions	<p>The following will not be provided In-Kind Assistance:</p> <ul style="list-style-type: none"> <li>- Individuals and private profit-making organisations</li> <li>- Requests that are considered by Council to be the funding responsibility of other levels of government</li> <li>- Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations (e.g. P&amp;Cs), but the community organisation must be the applicant)</li> <li>- Initiatives or activities run by or involved with political or religious groups seeking to promote their core beliefs</li> <li>- <del>Initiatives that have been or are being funded by other parts of Council. In particular, if</del> the applicant group/organization has been successful in receiving a grant for the initiative in question, In-Kind Assistance can <u>only</u> be provided out of the grant funding provided (not in addition to the grant funding provided)</li> <li>- Applications received outside of the application timeframes, unless in extenuating circumstances, where the application has been approved by the Chief Operating Officer, Arts, Social Development and Community Engagement</li> </ul>

**Christmas/Festive Season Grants:**

Christmas/Festive Season Grants support community organisations developing and delivering a

community Christmas event or activity or other celebratory event relevant for the broader community.

Timeframe	<p>One funding round per year (July).</p> <p>Applications will open on 1 July and close on 31 July each year to be considered at Council's September meeting.</p> <p>Applications must be received by close of business on the identified closure date</p>
Recipients	This is a competitive grant category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions
Funding range	Maximum funding of up to \$2,000 is available per initiative per funding round
Funding available	The total funding available for Christmas/Festive Season Grants each year is subject to variation, depending on Council's annual budget allocation
Eligibility criteria	<p>To be eligible for Christmas/Festive Season Grant funding, community organisations must:</p> <ul style="list-style-type: none"> <li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li> <li>- be a not-for-profit community organisation</li> <li>- have an Australian Business Number (ABN)</li> <li>- have a committee of management that accepts responsibility for the administration of the grant</li> <li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li> <li>- not have their own grant giving program or fundraising program that provides money to finance another organisation's community initiatives</li> <li>- have satisfactorily accounted to Council for the expenditure of any previous Council grants (if relevant)</li> <li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information laws; registration or accreditation of professional employees; and preparation and dissemination of annual reports</li> <li>- have an adequate risk management plan in place (as required).</li> </ul>
Exclusions	The following will not be funded:

	<ul style="list-style-type: none"> <li>- Individuals and private profit-making organisations</li> <li>- Funding requests that are considered by Council to be the funding responsibility of other levels of government</li> <li>- Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations (<u>e.g. P&amp;Cs</u>), but the community organisation must be the applicant)</li> <li>- Initiatives or activities run by or involved with political groups seeking to promote their core beliefs</li> <li>- Funding of competitions, prizes, sponsorships, donations, gifts or fundraising activities</li> <li><del>- Initiatives that have been or are being funded by other parts of Council</del></li> <li>- Initiatives or activities that have already started or have been completed</li> <li>- Initiatives where professional fees (i.e. labour, salary or wages) or administrative costs (i.e. stationery) represent more than 50% of the total grant funding requested from Council</li> <li>- Operational expenses such as insurances and rental subsidies</li> <li>- Organisations who have outstanding acquittals or have not satisfactorily acquitted Council funds (<del>Organisations who have not satisfactorily acquitted Council funds by the due date will be deemed a low priority/ineligible for funding for 12 months</del>)</li> <li>- Applications received outside of the application timeframes</li> </ul>
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**1.4 Application Process:**

Applications for any category of Community Grant are submitted online at [www.ipswich.qld.gov.au](http://www.ipswich.qld.gov.au). Organisations who do not have internet access can be provided with hard copy applications from the Community Engagement Branch.

**1.5 Assessment Process:**

All grant applications will initially be assessed against the eligibility and exclusion criteria as detailed above. Council Officers will then assess grant applications against funding priorities and the following assessment criteria:

**1. Alignment to community outcomes (30% weighting)**

- Are the aims and expected outcomes of the proposed initiative clearly identified?
- Has the application articulated a measurement and evaluation plan (that is, has the application detailed how the aims and expected outcomes will be measured)?

2. Community need (30% weighting)

- Is there a clearly identified and demonstrated local need for the proposed initiative?
- Does the proposed initiative clearly and effectively address this need?
- Is there a clear link between the community need, community outcomes and the initiative proposed?
- Is there community support for the proposed initiative?

3. Organisational capacity (20% weighting)

- Is the application well planned and achievable within the allotted timeframe?
- Does the proposed initiative encourage connectedness and/or develop partnerships and collaborations with other organisations?
- Does the applicant have the expertise and capacity to successfully manage and evaluate the initiative?
- Will the project be sustainable beyond Council funding?

4. Financial viability (20% weighting)

- Does the proposed budget accurately reflect the scope and scale of the application?
- Have other funding sources been identified?
- Have the resources that are required to deliver the initiative been clearly identified?
- Is the application financially viable and does it demonstrate sound management?

Additionally, due consideration will be given to the following matters when assessing grant applications:

Expected Program Outcomes

Ipswich City Council expects that initiatives for which a grant is provided will have measureable social, cultural and community outcomes, including, for example:

- Development of new skills and capabilities within the community
- Development of strong networks where organisations share resources and acquire new knowledge and skills
- Strengthened local connections
- Increased awareness and opportunities for residents and others to participate in social, cultural and sustainable grassroots initiatives
- Improved social wellbeing, reduced isolation and increased cultural participation
- Enhanced positive social, cultural and sustainable outcomes for local communities
- More sustainable creative organisations through greater emphasis on self-generated income
- Public spaces activated with cultural and creative initiatives and greater public participation in arts and creative initiatives

Ethics Framework

Ipswich City Council will not support any activities, entities, or individuals associated with entities, that are considered to:

- Discriminate, or encourage discriminatory behavior, including discrimination on the basis of

- age, disability, race, religion, sex and/or sexual orientation
- Contribute to, or advocate for, the infringement of human rights
- Demonstrate behaviour that does not align to Council's strategic intent for the City and community of Ipswich
- Pollute land, air or water, or otherwise damage the natural environment
- ~~— Destroy or waste non-recurring resources~~
- Produce, promote or distribute products or services likely to be harmful to the community
- Entice people into financial over-commitment
- Exploit people through the payment of below-award wages or poor working conditions
- Represent a reputational risk for Ipswich City Council to partner with or support, or be seen to partner with or support

#### **1.6 Approval Process**

Final decisions and approval of successful applications are made by Council at a designated Council meeting.

#### **1.7 Terms and Conditions That Apply to Successful Applicants:**

All successful applicants will receive the approved funding from Council subject to the following terms and conditions:

- With the exception of Triennial Grants, the applicant's proposed initiative must be completed within 12 months
- The applicant will be required to become a signatory to a standard funding agreement which details all grant conditions and agreed performance outcomes/measures. This must be signed before grant funds are issued
- The applicant acknowledges Ipswich City Council in any promotional material or publicity features
- The applicant is required to provide a written initiative evaluation of the initiative/program on completion of the activity. Council will provide an evaluation form to all groups
- Applicants are required to provide an expenditure budget or an audited statement at completion of the funding period. If Council's grant funds are not spent, all remaining funds must be returned to Council
- Council may make funding conditional on other specific conditions being met

#### **1.8 Grant Evaluation and Acquittal:**

To ensure appropriate accountability by grant recipients with regard to the use of grant funding, all funding provided by Council will require an evaluation report and financial acquittal, outlining the use of the funds (including proof of expenditure) and the achieved outcomes of the activity.

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Specific evaluation requirements will be outlined in each individual funding agreement and will depend on the nature and size of the grant.

#### **1.9 Guideline Author:**

The Community Engagement Manager is responsible for reviewing this guideline document on an



annual basis.

**Date of approval:**

**Title of Manager:**

**Date to be reviewed:**

DRAFT



## COMMUNITY GRANTS PROGRAM - GUIDELINES

Version:

Document No.:

### 1.1 Objectives:

The objective of this guideline document is to ensure that potential grant applicants are comprehensively informed of how Ipswich City Council invests in community outcomes by providing funding to support community organisations through its Community Grants Program.

This guideline will be a tool for community organisations; clearly articulating Council's funding priorities and the resourcing opportunities available.

This guideline establishes clear expectations around Council and community roles, sets out an accessible yet rigorous and robust approach to governance and accountability and ensures the process of allocating and monitoring the Community Grants Program will be fair, transparent and inclusive.

### 1.2 Introduction:

Through the provision of Community Grants, Ipswich City Council seeks to support the role of community organisations and recognise the significant role they play in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.

This procedure should be read in conjunction with the Community Grants Policy. The Community Grants Policy establishes clear expectations around Council and community roles, sets out an accessible yet rigorous and robust approach to governance and accountability and ensures the process of allocating and monitoring the Community Grants Program will be fair, transparent and inclusive.

### 1.3 Scope:

Ipswich City Council's Community Grants Program includes five categories of grants, each category seeking to support the development and implementation of innovative initiatives that deliver targeted social, cultural and community outcomes:

1. Triennial Grants;
2. Community Development Grants;
3. Quick-Response Grants;
4. In-Kind Assistance; and
5. Christmas/Festive Season Grants.

**Triennial Grants:**

Triennial Grants support community organisations to pilot or trial innovative programs that address gaps in services within the Ipswich community. Triennial Grants are allocated over a 3 year period and designed to support community organisations to attract further ongoing funding to assist the initiative to become sustainable.

Timeframe	Applications will open on 1 July and close on 31 August each year to be considered at Council's October meeting.  Applications must be received by close of business on the identified closure date
Recipients	This is a competitive grant category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions
Funding range	Year 1 – maximum funding of up to \$10,000 is available Year 2 – maximum funding of up to \$5,000 is available Year 3 – maximum funding of up to \$2,000 is available
Funding available	The total funding available for Triennial Grants each year is subject to variation, depending on Council's annual budget allocation
Eligibility criteria	To be eligible for Triennial Grants funding, community organisations must: <ul style="list-style-type: none"><li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li><li>- be a not-for-profit community organisation</li><li>- have an Australian Business Number (ABN)</li><li>- have a committee of management that accepts responsibility for the administration of the grant</li><li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li><li>- not have their own grant giving program or fundraising program that provides money to finance another organisation's community initiatives</li><li>- have satisfactorily accounted to Council for the expenditure of any previous Council grants or other funding (as required)</li><li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information laws; registration or accreditation of professional employees; and Ipswich City Council local laws</li><li>- have an adequate risk management plan in place</li></ul>

	for the initiative or program (where considered relevant by Council)
Exclusions	<p>The following will not be funded:</p> <ul style="list-style-type: none"> <li>- Individuals and private profit-making organisations</li> <li>- Christmas/festive season events – funding is available through the Christmas/Festive Season Grants</li> <li>- Funding requests that are considered by Council to be the funding responsibility of other levels of government</li> <li>- Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations (e.g. P&amp;Cs), but the community organisation must be the applicant)</li> <li>- Initiatives or activities run by, or involved with, political or religious groups seeking to promote their core beliefs</li> <li>- Repeat applications in consecutive years for the same initiatives, activities and/or equipment where evidence of efforts made to ensure the sustainability of the initiative, activity and/or equipment has not been provided to Council and/or community outcomes are not evident</li> <li>- Funding of competitions, prizes, sponsorships, donations, gifts or fundraising activities</li> <li>- Interstate or overseas travel</li> <li>- Initiatives or activities that have already started or have been completed</li> <li>- Initiatives where professional fees (i.e. labour, salary or wages) or administrative costs (i.e. stationery) represent more than 50% of the total grant funding requested from Council</li> <li>- Operational expenses such as insurances and rental subsidies</li> <li>- Organisations who have outstanding acquittals or have not satisfactorily acquitted Council funds</li> </ul> <p>Applications received outside of the application timeframes</p> <ul style="list-style-type: none"> <li>- Applications where the financial budget has positive income (i.e. income exceeds expenses)</li> </ul>

**Community Development Grants:**

Community Development Grants support community organisations developing and delivering a one-off community initiative that addresses local needs and achieves community development outcomes.

Timeframe	<p>Two funding rounds per year (February and July).</p> <p>Applications will open on 1 February and close in mid-March for the first funding round each year to be considered at Council's April meeting. Applications will open on 1 July and close in mid-August for the second funding round each year to be considered at Council's September meeting.</p> <p>Applications must be received by close of business on the identified closure date</p>
Recipients	This is a competitive grant category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions
Funding range	Maximum funding of up to \$5,000 is available per initiative per funding round
Funding available	The total funding available for Community Development Grants each year is subject to variation, depending on Council's annual budget allocation
Eligibility criteria	<p>To be eligible for Community Development Grants funding, community organisations must:</p> <ul style="list-style-type: none"> <li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li> <li>- be a not-for-profit community organisation</li> <li>- have an Australian Business Number (ABN)</li> <li>- have a committee of management that accepts responsibility for the administration of the grant</li> <li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li> <li>- not have their own grant giving program or fundraising program that provides money to finance another organisation's community initiatives</li> <li>- have satisfactorily accounted to Council for the expenditure of any previous Council grants or other funding (as required)</li> <li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information laws; registration or accreditation of professional employees; and preparation and dissemination of annual reports</li> <li>- have an adequate risk management plan in place (as required).</li> </ul>

	<ul style="list-style-type: none"> <li>- Applicants and its associated entities are eligible to apply for a maximum \$10,000.00 per financial year</li> </ul>
Exclusions	<p>The following will not be funded:</p> <ul style="list-style-type: none"> <li>- Individuals and private profit-making organisations</li> <li>- Christmas/festive season events – funding is available through the Christmas/Festive Season Grants</li> <li>- Funding requests that are considered by Council to be the funding responsibility of other levels of government</li> <li>- Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations, (e.g P&amp;Cs), but the community organisation must be the applicant)</li> <li>- Initiatives or activities run by or involved with political or religious groups seeking to promote their core beliefs</li> <li>- Repeat applications in consecutive years for the same initiatives, activities and/or equipment where evidence of efforts made to ensure the sustainability of the initiative, activity and/or equipment has not been provided to Council and/or community outcomes are not evident</li> <li>- Organisations who have outstanding acquittals or have not satisfactorily acquitted Council funds Funding of competitions, prizes, sponsorships, donations, gifts or fundraising activities</li> <li>- Interstate or overseas travel</li> <li>- Initiatives or activities that have already started or have been completed</li> <li>- Initiatives where professional fees (i.e. labour, salary or wages) or administrative costs (i.e. stationery) represent more than 50% of the total grant funding requested from Council</li> <li>- Operational expenses such as insurances and rental subsidies</li> <li>- Applications received outside of the application timeframes.</li> <li>- Applications where the financial budget has positive income (i.e. income exceeds expenses)</li> </ul>

**Quick-Response Grants:**

Quick-Response Grants support community organisations in delivering small community initiatives that address local needs and achieve community development outcomes.

Timeframe	<p>There are no application deadlines for this grant category and applications are assessed on an ongoing basis.</p> <p>Applications must be submitted at least three (3) weeks before the proposed activity commences to allow sufficient time for the assessment process.</p>
Recipients	This is a competitive grant category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions
Funding range	Maximum funding of up to \$1,000 is available per initiative
Funding available	<p>The total funding available for Quick-Response Grants each year is subject to variation, depending on Council's annual budget allocation. Further, while an application for a Quick-Response Grant may be made at any time during the year, funding will only be available while such funds set aside in Council's annual budget for this purpose remain unexpended</p> <p>Only one successful application (relating to one individual initiative) per financial year is permitted per community organisation</p>
Eligibility criteria	<p>To be eligible for Quick-Response Grants funding, community organisations must:</p> <ul style="list-style-type: none"> <li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li> <li>- be a not-for-profit community organisation</li> <li>- have an Australian Business Number (ABN)</li> <li>- have a committee of management that accepts responsibility for the administration of the grant</li> <li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li> <li>- not have their own grant giving program or fundraising program that provides money to finance another organisation's community initiatives</li> <li>- have satisfactorily accounted to Council for the expenditure of any previous Council grants or other funding (as required)</li> <li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information laws; registration or accreditation of professional employees; and preparation and dissemination of</li> </ul>

	<p>annual reports</p> <ul style="list-style-type: none"> <li>- have an adequate risk management plan in place (where considered relevant by Council).</li> </ul>
Exclusions	<p>The following will not be funded:</p> <ul style="list-style-type: none"> <li>- Individuals and private profit-making organisations</li> <li>- Christmas/festive season events – funding is available through the Christmas/Festive Season Grants</li> <li>- Funding requests that are considered by Council to be the funding responsibility of other levels of government</li> <li>- Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations (e.g. P&amp;Cs), but the community organisation must be the applicant)</li> <li>- Initiatives or activities run by or involved with political or religious groups seeking to promote their core beliefs</li> <li>- Repeat applications in consecutive years for the same initiatives, activities and/or equipment where evidence of efforts made to ensure the sustainability of the initiative, activity and/or equipment has not been provided to Council and/or community outcomes are not evident</li> <li>- Funding of competitions, prizes, sponsorships, donations, gifts or fundraising activities</li> <li>- Interstate or overseas travel</li> <li>- Initiatives or activities that have already started or have been completed</li> <li>- Initiatives where professional fees (i.e. labour, salary or wages) or administrative costs (i.e. stationery) represent more than 50% of the total grant funding requested from Council</li> <li>- Operational expenses such as insurances and rental subsidies</li> <li>- Organisations who have outstanding acquittals or have not satisfactorily acquitted Council funds</li> </ul> <p>Applications where the financial budget has positive income (i.e. income exceeds expenses)</p>

**In-Kind Assistance:**

In-Kind Assistance is provided to community organisations to support the delivery of community and sporting events within the City of Ipswich that engage the broader community and improve the social, economic and/or environmental outcomes of the community.



In-Kind Assistance is limited to Council store items (including star pickets, star picket rammers, barrier mesh, cable ties and witches hats), provision of refuse bins and portable toilets.

Timeframe	<p>Applications can be submitted at any time during the year.</p> <p>Any application must be lodged at least 6 weeks before the proposed assistance is required. Late applications due to extenuating circumstances may be considered at the discretion of the Chief Operating Officer, Arts, Social Development and Community Engagement Department, however, any late fees incurred (including delivery or cleaning charges), will be the responsibility of the applicant community organisation.</p> <p>Only two successful applications (with each application relating to one individual initiative) per year is permitted per community organisation</p>
Recipients	<p>This is a non-competitive category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions</p>
Funding range	<p>Funding is not available within this grant category, only in-kind assistance</p>
Funding available	<p>Funding is not available within this grant category, only in-kind assistance. Council's ability to provide in-kind assistance each year is subject to variation, depending on Council's annual budget allocation. Further, while in-kind assistance may be requested at any time during the year, in-kind assistance will only be available while such funds set aside in Council's annual budget for this purpose remain unexpended</p>
Eligibility criteria	<p>To be eligible for In-Kind Assistance, community organisations must:</p> <ul style="list-style-type: none"> <li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li> <li>- be a not-for-profit community organisation</li> <li>- have an Australian Business Number (ABN)</li> <li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li> <li>- have satisfactorily accounted to Council for the expenditure of any previous Council grants (if relevant)</li> <li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information</li> </ul>

	<p>laws; registration or accreditation of professional employees; and preparation and dissemination of annual reports</p> <ul style="list-style-type: none"> <li>- have an adequate risk management plan in place (as required).</li> <li>- Applicants and associated entities are eligible to apply for a maximum of two applications for in-kind assistance per financial year to a maximum value of \$10,000.00</li> </ul>
Exclusions	<p>The following will not be provided In-Kind Assistance:</p> <ul style="list-style-type: none"> <li>- Individuals and private profit-making organisations</li> <li>- Requests that are considered by Council to be the funding responsibility of other levels of government Applications from primary or secondary schools (Council encourages partnerships between schools and community organisations (e.g. P&amp;Cs), but the community organisation must be the applicant)</li> <li>- Initiatives or activities run by or involved with political or religious groups seeking to promote their core beliefs</li> <li>- If the applicant group/organization has been successful in receiving a grant for the initiative in question, In-Kind Assistance can only be provided out of the grant funding provided (not in addition to the grant funding provided)</li> <li>- Applications received outside of the application timeframes, unless in extenuating circumstances, where the application has been approved by the Chief Operating Officer, Arts, Social Development and Community Engagement</li> </ul>

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Christmas/Festive Season Grants support community organisations developing and delivering a community Christmas event or activity or other celebratory event relevant for the broader community.

Timeframe	<p>One funding round per year (July).</p> <p>Applications will open on 1 July and close on 31 July each year to be considered at Council's September meeting.</p> <p>Applications must be received by close of business on the identified closure date</p>
Recipients	<p>This is a competitive grant category open to community organisations that meet the eligibility criteria and do not fall within any of the exclusions</p>

Funding range	Maximum funding of up to \$2,000 is available per initiative per funding round
Funding available	The total funding available for Christmas/Festive Season Grants each year is subject to variation, depending on Council's annual budget allocation
Eligibility criteria	<p>To be eligible for Christmas/Festive Season Grant funding, community organisations must:</p> <ul style="list-style-type: none"> <li>- be committed to providing direct benefits to the residents of the City of Ipswich (local community organisations are prioritised)</li> <li>- be a not-for-profit community organisation</li> <li>- have an Australian Business Number (ABN)</li> <li>- have a committee of management that accepts responsibility for the administration of the grant</li> <li>- hold an adequate public liability insurance policy to cover the staff, members and the general public as appropriate</li> <li>- not have their own grant giving program or fundraising program that provides money to finance another organisation's community initiatives</li> <li>- have satisfactorily accounted to Council for the expenditure of any previous Council grants (if relevant)</li> <li>- comply with all other relevant Australian and Queensland legislation, including accounting and auditing requirements; anti-discrimination laws; privacy, confidentiality and freedom of information laws; registration or accreditation of professional employees; and preparation and dissemination of annual reports</li> <li>- have an adequate risk management plan in place (as required).</li> </ul>
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|  | <ul style="list-style-type: none"> <li>- Interstate or overseas travel</li> <li>- Initiatives or activities that have already started or have been completed</li> <li>- Initiatives where professional fees (i.e. labour, salary or wages) or administrative costs (i.e. stationery) represent more than 50% of the total grant funding requested from Council</li> <li>- Operational expenses such as insurances and rental subsidies</li> <li>- Organisations who have outstanding acquittals or have not satisfactorily acquitted Council funds</li> <li>- Applications received outside of the application timeframes</li> </ul> |  |
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#### **1.4 Application Process:**

Applications for any category of Community Grant are submitted online at [www.ipswich.qld.gov.au](http://www.ipswich.qld.gov.au). Organisations who do not have internet access can be provided with hard copy applications from the Community Engagement Branch.

#### **1.5 Assessment Process:**

All grant applications will initially be assessed against the eligibility and exclusion criteria as detailed above. Council Officers will then assess grant applications against funding priorities and the following assessment criteria:

1. Alignment to community outcomes (30% weighting)
  - Are the aims and expected outcomes of the proposed initiative clearly identified?
  - Has the application articulated a measurement and evaluation plan (that is, has the application detailed how the aims and expected outcomes will be measured)?
2. Community need (30% weighting)
  - Is there a clearly identified and demonstrated local need for the proposed initiative?
  - Does the proposed initiative clearly and effectively address this need?
  - Is there a clear link between the community need, community outcomes and the initiative proposed?
  - Is there community support for the proposed initiative?
3. Organisational capacity (20% weighting)
  - Is the application well planned and achievable within the allotted timeframe?
  - Does the proposed initiative encourage connectedness and/or develop partnerships and collaborations with other organisations?
  - Does the applicant have the expertise and capacity to successfully manage and evaluate the initiative?
  - Will the project be sustainable beyond Council funding?

#### 4. Financial viability (20% weighting)

- Does the proposed budget accurately reflect the scope and scale of the application?
- Have other funding sources been identified?
- Have the resources that are required to deliver the initiative been clearly identified?
- Is the application financially viable and does it demonstrate sound management?

Additionally, due consideration will be given to the following matters when assessing grant applications:

#### Expected Program Outcomes

Ipswich City Council expects that initiatives for which a grant is provided will have measureable social, cultural and community outcomes, including, for example:

- Development of new skills and capabilities within the community
- Development of strong networks where organisations share resources and acquire new knowledge and skills
- Strengthened local connections
- Increased awareness and opportunities for residents and others to participate in social, cultural and sustainable grassroots initiatives
- Improved social wellbeing, reduced isolation and increased cultural participation
- Enhanced positive social, cultural and sustainable outcomes for local communities
- More sustainable creative organisations through greater emphasis on self-generated income
- Public spaces activated with cultural and creative initiatives and greater public participation in arts and creative initiatives

#### Ethics Framework

Ipswich City Council will not support any activities, entities, or individuals associated with entities, that are considered to:

- Discriminate, or encourage discriminatory behavior, including discrimination on the basis of age, disability, race, religion, sex and/or sexual orientation
- Contribute to, or advocate for, the infringement of human rights
- Demonstrate behaviour that does not align to Council's strategic intent for the City and community of Ipswich
- Pollute land, air or water, or otherwise damage the natural environment
- Market, promote or advertise products or services in a misleading or deceitful manner
- Produce, promote or distribute products or services likely to be harmful to the community
- Entice people into financial over-commitment
- Exploit people through the payment of below-award wages or poor working conditions
- Represent a reputational risk for Ipswich City Council to partner with or support, or be seen to partner with or support

#### **1.6 Approval Process**

Final decisions and approval of successful applications are made by Council at a designated Council meeting.

**1.7 Terms and Conditions That Apply to Successful Applicants:**

All successful applicants will receive the approved funding from Council subject to the following terms and conditions:

- With the exception of Triennial Grants, the applicant’s proposed initiative must be completed within 12 months
- The applicant will be required to become a signatory to a standard funding agreement which details all grant conditions and agreed performance outcomes/measures. This must be signed before grant funds are issued
- The applicant acknowledges Ipswich City Council in any promotional material or publicity features
- The applicant is required to provide a written initiative evaluation of the initiative/program on completion of the activity. Council will provide an evaluation form to all groups
- Applicants are required to provide an expenditure budget or an audited statement at completion of the funding period. If Council’s grant funds are not spent, all remaining funds must be returned to Council
- Council may make funding conditional on other specific conditions being met

**1.8 Grant Evaluation and Acquittal:**

To ensure appropriate accountability by grant recipients with regard to the use of grant funding, all funding provided by Council will require an evaluation report and financial acquittal, outlining the use of the funds (including proof of expenditure) and the achieved outcomes of the activity.

Specific evaluation requirements will be outlined in each individual funding agreement and will depend on the nature and size of the grant.

**1.9 Guideline Author:**

The Community Engagement Manager is responsible for reviewing this guideline document on an annual basis.

**Date of approval:**

**Title of Manager:**

**Date to be reviewed:**

<b>Policy and Administration Board</b>	
Mtg Date: 13.02.18	OAR: YES
<b>Authorisation:</b> Caroline McMahon	

30 January 2018

**MEMORANDUM**

TO: CHIEF OPERATING OFFICER  
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

FROM: COORDINATOR, COMMUNITY DEVELOPMENT

RE: COMMUNITY CENTRE OPERATING MODEL POLICY

**INTRODUCTION:**

This is a report by the Coordinator, Community Development dated 30 January 2018 concerning the Community Centre Operating Model Policy.

**BACKGROUND:**


On 11 July 2017, the Policy and Administration Board No. 2017(06) received a report concerning the operating model for community centres owned by Ipswich City Council (refer Confidential Background Papers).

At the Council Ordinary Meeting of 25 July 2017 Council adopted a standard operating model for community centres as detailed in Option A and adopted Recommendation B (refer Confidential Background Papers), which stated:


*“That a Policy titled “Community Centre Operating Model” be submitted to a future meeting of the Policy and Administration Board.”*

The Community Centre Operating Model Policy has now been developed (refer Attachment A).

**ATTACHMENTS:**

Name of Attachment	Attachment
<a href="#">Attachment A - Draft Community Centre Operating Model Policy</a>	 Attachment A

**CONFIDENTIAL BACKGROUND DETAILS**

Confidential Background Papers	Confidential Attachment
<a href="#">Memorandum titled 'Community Centre Operating Model Options' submitted to the Policy and Administration Board No. 2017(6) on 11 July 2017</a>	 Attachment A

**RECOMMENDATION:**

That the policy titled 'Community Centre Operating Model Policy' as detailed in Attachment A to the report by the Coordinator, Community Development dated 30 January 2018, be adopted.

Angi Harms  
**COORDINATOR, COMMUNITY DEVELOPMENT**

I concur with the recommendation contained in this report.

Abbey Richards  
**COMMUNITY ENGAGEMENT MANAGER**

I concur with the recommendation contained in this report.

Caroline McMahon  
**CHIEF OPERATING OFFICER  
(ARTS SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)**





**COMMUNITY CENTRE OPERATING MODEL  
POLICY**

Version: 1

Document No.:

**1.1 Objectives:**

The objective of this policy is to define the operating model of community centres owned by Ipswich City Council.

**1.2 Regulatory Authority:**

*Local Government Act 2009 (Qld)*  
*Local Government Regulation 2012 (Qld)*  
Ipswich City Council - Advance Ipswich  
Ipswich City Council - Corporate Plan 2017-2022

**1.3 Policy Statement:**

The purpose of this policy is to outline how Ipswich City Council invests in community outcomes through utilising a standard operating model for Council-owned community centres.

This policy establishes clear expectations around Council responsibilities, sets out a comprehensive approach to governance and accountability and ensures that community centres owned by Council provide:

- infrastructure that allows a diverse range of community groups to meet, engage and build social networks and a shared community identity;
- a 'safe' place for the delivery of social services that meet the needs of targeted community groups; and
- programmed learning and life experiences that enhance the community's capacity, pride and resilience.

**1.4 Operating Model for Council-owned Community Centres**

The Operating Model for Council-owned Community Centres will be a partnership with a third party community organisation whose purpose aligns with the strategic intent of Council to manage the daily operations of the relevant Council's Community Centre (the Centre).

The partnering organisation will be selected through an expression of interest process on the basis of its relevance to local community needs and its ability to address key selection

criteria.

The partner will:

- base its local operations at the Centre and run additional programming, in exchange for a low-cost lease and direct access to the community
- have its own funding source to deliver its targeted outcomes
- address the majority, if not all, of the Centre's key priorities under its own operating model
- have current insurances and registrations for the programs it delivers (including a Public Liability Insurance Policy)
- bring a level of expertise and experiential learnings that would optimise the social outcomes of the Centre

Council will:

- meet costs associated with the purchase and maintenance of the building, furniture, equipment, hold relevant insurances for the building and cover utility costs associated with the Centre

Council may:

- supplement programming where the partner's core service deliverables are not broad enough to meet the needs of the community. This may be a function of Council's existing outreach programming (e.g. library services), community development activity or volunteer coordinated programs and may be offset by external revenue sources (subject to funding availability)

The Centre's governance structure will take the form of an overarching Steering Committee, consisting of Council representatives, representatives from the partnering organisation, and strategic Community Leaders. The Steering Committee's role in the Centre's operation includes, but is not limited to, providing:

- direction and leadership, setting the vision for the Centre and continually refining goals and success measures to align with emerging community needs; and
- ongoing oversight of performance, eg
  - performance against agreed Key Performance Indicators
  - escalated issues relating to the operations of the Centre.
- strategic direction, including:
  - suitability of services and programming to meet changing community needs
  - ongoing appropriateness of Key Performance Indicators
  - what the balance should be between service provision, programming and community use of the facility

### **1.5 Roles and responsibilities:**

All council officers responsible for managing Council-owned Communities Centres and developing and maintaining agreements as described in this policy.

### **1.7 Policy Author:**

The Community Engagement Manager is responsible for the maintenance of the policy.

**Date of Council resolution:**

**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS  
**No of resolution:** BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE  
**Date to be reviewed:** GOVERNANCE ADMIN TEAM

DRAFT

<b>Policy and Administration Advisory Committee</b>	
Mtg Date: 13.02.18	OAR: YES
<b>Authorisation: Caroline McMahon</b>	

15 December 2017

**MEMORANDUM**

TO: CHIEF OPERATING OFFICER  
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

FROM: LIBRARY SERVICES MANAGER

RE: IPSWICH LIBRARIES – POLICY UPDATES

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**INTRODUCTION:**

This is a report by the Library Services Manager dated 15 December 2017 concerning a review of the existing *Library Services Policy* and the introduction of two new Library Policies – *Acceptable Behaviour Policy* and *Customer Exclusion Policy*.

**BACKGROUND:**

**Library Services Policy**

The current *Library Services Policy* was adopted by Council on 14 October 2014 (Refer Attachment A).

The policy has been reviewed and the following key amendments made, which reflect current industry trends and commitments:

- Articulation of the Library’s underpinning values in the policy statement are as follows:

*Every single person is important and has the right to freely access information to*

- *Gain knowledge*
- *Build understanding*
- *Experience enjoyment*

*This essential right builds great societies.*

*At the core of Ipswich Libraries activities is the individual, who is part of a connected community, which contributes to a city culture that is smart and*

*resilient.*

- Clarification of the key guiding principles for the delivery of Library services as follows:
  - *Promote the joy and benefits of reading*
  - *Support the development of literacy and learning and activities critical to self-development and employability*
  - *Facilitate lifelong learning*
  - *Provide an environment for the pursuit of knowledge and the satisfaction of curiosity for people of all ages and backgrounds*
  - *Provide access to the latest relevant and emergent technologies as well as the skills to use them*
  - *Nurture community connectedness*
  - *Encourage collaborative partnerships that reach beyond buildings and into the community*
  - *Uphold civic values of access, diversity, equity and a culture of inclusion*
  - *Maintain a strong focus on customer service*
  - *Remain open and responsive to new and ideas and be agile and in adopting new practices.*
  
- Include references to the following new policies, procedures and documents:
  - *Ipswich Libraries - Customer Service Charter*
  - *Ipswich Libraries - Acceptable Behavior Policy*
  - *Ipswich Libraries - Customer Exclusion Policy*
  - *Ipswich Libraries Disaster Management Plan*

It is proposed to amend the current *Library Services Policy* as shown in Attachment B.

### **Acceptable Behaviour Policy and Customer Exclusion Policies**

The *Ipswich Libraries - Acceptable Behaviour Policy* has been developed to define acceptable behaviour for library visitors at all Library locations (Refer Attachment D). This policy outlines acceptable conduct and behaviours intended to:

- ensure the comfort, dignity and safety of users and staff of Ipswich Libraries
- maintain the security of Library facilities and property
- minimise disruption to Library services

The policy also outlines types of misconduct that may lead to removal or exclusion from Ipswich Libraries facilities and/or services.

The *Ipswich Libraries - Customer Exclusion Policy* (Refer Attachment E) clearly defines the types of behaviours that are unacceptable in the Library and defines a scale of measures that can be applied for dealing with persistently difficult or inappropriate behaviours.






The new policies provide clarity for Library users on what is reasonably expected within the Library and provides both customers and staff with a clearly defined progression of consequences for wrongdoing, up to and including total and permanent banning from all Library outlets.

The policies have been informed by and developed with assistance and advice from Council’s Legal Services Branch.

**CONCLUSION:**

The amendment of the *Library Services Policy*, together with the new policies *Ipswich Libraries - Acceptable Behaviour Policy* and *Ipswich Libraries - Customer Exclusion Policy* will position the Library to meet current and emerging needs for the delivery of Library services.

**ATTACHMENTS:**

Name of Attachment	Attachment
Library Services Policy – Original	 Attachment A
Library Services Policy – Track Changes	 Attachment B
New Library Services Policy – Clean Skin	 Attachment C
Ipswich Libraries – Acceptable Behaviour Policy – New Policy	 Attachment D
Ipswich Libraries – Customer Exclusion Policy – New Policy	 Attachment E

**RECOMMENDATION:**

- A. That the policy titled 'Library Services Policy', as detailed in Attachment A to the report by the Library Services Manager dated 15 December 2017, as per Item 3 of the Policy and Administration Board No. 2014(09) of 30 September 2014 – City Management and Finance Committee No. 2014(10) of 8 October 2014 and adopted at the Council Ordinary Meeting of 14 October 2014, be amended as detailed in Attachment B to the report by the Library Services Manager dated 15 December 2017.
- B. That the policy titled 'Ipswich Libraries – Acceptable Behaviour Policy', as detailed in Attachment D to the report by the Library Services Manager dated 15 December 2017, be adopted.
- C. That the policy titled 'Ipswich Libraries – Customer Exclusion Policy', as detailed in Attachment E to the report by the Library Services Manager dated 15 December 2017, be adopted.

Sylvia Swalling  
**LIBRARY SERVICES MANAGER**

I concur with the recommendations contained in this report.

Caroline McMahon  
**CHIEF OPERATING OFFICER**  
**(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)**



## LIBRARY SERVICES POLICY

Version: 2

Document No.: 2

### 1.1 Objective:

The objective of this Policy is to provide a framework for the delivery of Ipswich City Council's Library Services.

### 1.2 Regulatory Authority:

- Australian Library and Information Association Statement on Free Access to Information (adopted 2001; amended 2007)
- Australian Library and Information Association Statement on Public Library Services (adopted 2004; amended 2009)
- *Copyright Act 1968* and *Copyright Amendment Act 2006*
- Ipswich City Council Corporate Plan 2012-2017
- Ipswich City Council Fees & Charges
- Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013
- Ipswich Library and Information Service Strategy: Coping with Growth
- *Libraries Act 1988*
- *Local Government Act 2009*
- *A Protocol establishing roles and responsibilities of the Queensland Government and Local Government in respect of the provision and management of public Libraries (2009) (Also called Protocol – Provision and Management of Public Libraries(2009))*
- Service Level Agreement between Ipswich City Council and The Library Board of Queensland
- State Library of Queensland Public Library Standards and Guidelines
- The State of Queensland and Local Government Association of Queensland Protocol for the Provision and Management of Public Libraries (adopted 1997; revised 2009)
- *Work Health and Safety Act (Queensland) 2011*
- Ipswich City Council Social Justice Policy
- *Information Privacy Act 2009*
- Procedures:
  - Ipswich Libraries Opening Hours
  - Library Material Loan Service
  - Library Membership
  - Library Technology – Public Access Use
  - Supervision of Children in Ipswich Libraries
  - Library Services Collection Statement



### **1.3 Policy Statement:**

Ipswich City Council, through its library services and facilities, provides a progressive and innovative public library service, offering physical and online access to resources that cater to the literacy, literary and lifelong learning needs of the Ipswich community.

Council's library services aim to:

- Promote the joy and benefits of reading
- Contribute to the development of literacy and learning and activities critical to self-improvement and employability
- Develop lifelong learners
- Provide an environment for the pursuit of knowledge for people of all ages and backgrounds, beginning with the very young
- Provide access to the latest relevant technologies as well as the skills to use them to enable equitable participation in the knowledge economy

#### **Library Service Principles**

Council's library services are founded on the Australian Library and Information Association's **Statement on Public Library Services**:

*Each member of the Australian community has an equal right to public libraries regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.*

*A public library serves its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure.*

Ipswich Libraries fully supports and abides by the following legislation and protocols:

#### **Censorship**

The library service endeavours to provide an unbiased source of information, knowledge and ideas through a comprehensive and balanced collection – both in print and online – while responding to a broad range of community needs. Decisions made in selecting collection materials comply with State and Federal Law and relevant Classification Boards.

#### **Copyright**

Material copied from the library's collections by library members and visitors must comply with the requirements of the *Australian Copyright Act 1968*, the *Copyright Amendment Act 2006* and special requirements that may apply to culturally sensitive material.

Specific requirements in relation to copies made of e-resources, images and printed material are outlined in the specific Library Services Procedures.

### **Privacy**

Ipswich Libraries preserves the confidential relationship that exists with its customers. The service complies with the *Information Privacy Act 2009* and the Ipswich City Council Privacy Statement in the collection and management of personal information.

### **Cooperation and Reciprocity**

The Library participates in the Protocol – *Provision and Management of Public Libraries (2009)* to develop and implement cooperative arrangements between public libraries throughout Queensland and with other libraries nationally.

### **LIBRARY SERVICES:**

Ipswich Libraries provide the following services as detailed in Council's Products and Services Catalogue:

#### **Community Access to Library Facilities**

Community access to Library facilities is provided at locations across the City, in accordance with opening hours as determined by resolution of Council.

#### **Permission to use the Library Venues**

Permission to use the Library's venues does not indicate an endorsement by the Library of any particular program, position or purpose of any organisation or person.

#### **Library Material Loan Service**

The Library's collections are available for loan to library members and available in a variety of formats, physical and digital. Access to the physical collections is available during library opening hours while access to the online collections is available 24 hours a day, 7 days a week.

Implementation and Management of Library Fines and Loan Services are in accordance with the approved Fees and Charges and Procedure CCS-32 Library Material Loan Service.

#### **The Library Collections**

The Library Collections are managed and maintained in accordance with the Library's *Collection Development Statement, Collection Conspectus* and Selection and De-selection Profiles.

### **Reference and Research Service**

Ipswich Libraries offers a range of reference and research services. Qualified staff are available to assist with information requests, in-depth research, online searching, teaching research techniques and locating resources.

### **Local History Information**

Ipswich Libraries supports Council's commitment to preserving and maintaining heritage and historic information about the city of Ipswich by:

- Providing information and undertaking research on the history of Ipswich.
- Preserving and providing access to a range of Ipswich historical information (in both physical and electronic format).

### **Library Technology Program**

Ipswich Libraries is committed to providing equitable access to relevant technologies at each of the library's facilities during library opening hours by offering:

- Access to a range of digital technologies, including PCs, Wi-Fi, the internet and e-devices
- Training in the use of digital technologies

Ipswich Libraries delivers library services via online channels, providing self-service where appropriate.

### **Library Volunteer Program**

Ipswich Libraries supports Council's volunteer program and complies with Council's volunteer policy in the management and coordination of library volunteers.

### **Literacy Programs**

In an information-rich culture, it is essential to develop critical literacy skills to ensure that information can be sourced, evaluated and used appropriately. Ipswich Libraries provides opportunities for the acquisition of community literacy skills by offering a range of early literacy, information literacy, cultural literacy and digital literacy resources, events and activities.

### **Literature Programs**

Access to ideas through reading is a key to creativity and innovation. Ipswich Libraries offers a range of resources, programs, events and activities that contribute to the development and appreciation of literature.

**1.4 Scope:**

The Ipswich Libraries Policy applies to all customers (visitors and members) of Ipswich Libraries.

**1.5 Roles and responsibilities:**

The Library Services Manager is responsible for the strategic and operational management of the library service.

**1.6 Definitions:**

The *Collection Statement* (Procedure CCS-36) establishes the level of collection material selected in line with community need.

**1.7 Policy Author:**


The Library Services Manager is responsible for reviewing this policy.

**Date of Council resolution:** 14 October 2014

**Committee Reference and date:** Policy and Administration Board No. 2014(09) of 30 September 2014 – City Management and Finance Committee No. 2014(10) of 8 October 2014

**No of resolution:** 3

**Date to be reviewed:** 14 October 2016

	<b>LIBRARY SERVICES POLICY</b>	Version: <a href="#">2</a> Document No: <del>2</del>
<p><b>1.1 Objective:</b></p> <p>The objective of this Policy is to provide a framework for the delivery of Ipswich City Council's Library Services.</p>		
<p><b>1.2 Regulatory Authority:</b></p> <ul style="list-style-type: none"> <li>• Australian Library and Information Association Statement on Free Access to Information (adopted 2001; amended 2007, <a href="#">2015</a>)</li> <li>• Australian Library and Information Association Statement on Public Library Services (adopted 2004; amended 2009)</li> <li>• <del>Copyright Act 1968 and</del> <a href="#">Copyright Amendment Act 2006</a> <del>and</del> <a href="#">Copyright Amendment Act 2017</a></li> <li>• Ipswich City Council Corporate Plan <del>2012-2017-</del><a href="#">2022</a></li> <li>• Ipswich City Council Fees &amp; Charges</li> <li>• Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013</li> <li>• Ipswich Library and Information Service Strategy: Coping with Growth <a href="#">2008 – 2026</a></li> <li>• <a href="#">Libraries Act 1988</a></li> <li>• <a href="#">Local Government Act 2009</a></li> <li>• <del>A Protocol establishing roles and responsibilities of the Queensland Government and Local Government in respect of the provision and management of public Libraries (2009) (Also called Protocol – Provision and Management of Public Libraries(2009))</del></li> <li>• Service Level Agreement between Ipswich City Council and The Library Board of Queensland</li> <li>• State Library of Queensland Public Library Standards and Guidelines</li> <li>• <del>The State of Queensland and Local Government Association of Queensland Protocol for the Provision and Management of Public Libraries (adopted 1997; revised 2009)</del></li> <li>• <a href="#">Work Health and Safety Act (Queensland) 2011</a></li> <li>• Ipswich City Council Social Justice Policy</li> <li>• <a href="#">Information Privacy Act 2009</a></li> <li>• <a href="#">Ipswich Libraries – Customer Service Charter (TO BE APPROVED)</a></li> <li>• Policies: <ul style="list-style-type: none"> <li><a href="#">Acceptable Behaviour Policy (TO BE APPROVED)</a></li> <li><a href="#">Customer Exclusion Policy (TO BE APPROVED)</a></li> </ul> </li> <li>• Procedures: <ul style="list-style-type: none"> <li>Ipswich Libraries Opening Hours</li> <li>Library <del>Material Loan</del> <a href="#">Content Loans</a> Service</li> <li>Library Membership</li> </ul> </li> </ul>		

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Library Technology – Public Access Use  
Supervision of Children in Ipswich Libraries  
~~Library Services Collection~~  
~~Statement~~Content Development and  
Fulfillment Statement (TO BE APPROVED)  
Ipswich Libraries Disaster Management  
Plan (TO BE APPROVED)

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### 1.3 Policy Statement:

#### Library Service Foundations

Council's library services are founded on the Australian Library and Information Association's **Statement on Public Library Services**:

Each member of the Australian community has an equal right to public libraries regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.

A public library serves its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure.

Every single person is important and has the right to freely access information to

- Gain knowledge
- Build understanding
- Experience enjoyment

This essential right builds great societies.

At the core of Ipswich Libraries activities is the individual, who is part of a connected community, which contributes to a city culture that is smart and resilient.

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Ipswich City Council, through its Library services and facilities, provides a progressive and innovative public Library service, offering physical and online access to resources that cater to the literacy, literary, leisure and lifelong learning needs of the Ipswich community.

The Library offers welcoming, vibrant spaces that encourage the people of Ipswich to seek out and engage with the Library, and with each other.

#### Guiding Principles

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Council's library services aim toThe key guiding principles for delivery of Library Services are to:

- Promote the joy and benefits of reading
- Contribute toSupport the development of literacy and learning and activities critical to self- ~~improvement~~development and employability
- ~~Develop~~Facilitate lifelong learningers
- Provide an environment for the pursuit of knowledge and the satisfaction of curiosity for people of all ages and backgrounds, ~~beginning with the very young~~
- Provide access to the latest relevant and emergent technologies as well as the skills

to use them,

- [Nurture community connectedness](#)
- [Encourage collaborative partnerships that reach beyond buildings and into the community](#)
- [Uphold civic values of access, diversity, equity and a culture of inclusion](#)
- [Maintain a strong focus on customer service](#)
- [Remain open and responsive to new and ideas and be agile and in adopting new practices, to enable equitable participation in the knowledge economy](#)

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### Library Service Principles

Council's library services are founded on the Australian Library and Information Association's **Statement on Public Library Services**:

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*A public library serves its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure.*

Ipswich Libraries fully supports and abides by the following legislation and protocols:

#### Censorship

The library service endeavours to provide an unbiased source of information, knowledge and ideas through a comprehensive and balanced collection – both in print and online – while responding to a broad range of community needs. Decisions made in selecting collection materials comply with State and Federal Laws and relevant Classification Boards.

#### Copyright

Material copied from the library's collections by library members and visitors must comply with the requirements of the *Australian Copyright Act 1968*, the *Copyright Amendment Act 2006* and special requirements that may apply to culturally sensitive material.



~~Specific requirements in relation to copies made of e-resources, images and printed material are outlined in the specific Library Services Procedures.~~

#### **Privacy**

Ipswich Libraries preserves the confidential relationship that exists with its customers. The service complies with the *Information Privacy Act 2009* and the Ipswich City Council Privacy Statement in the collection and management of personal information.

#### **Cooperation and Reciprocity**

The Library participates in ~~the Protocol – Provision and Management of Public Libraries (2009) to develop and implement~~ cooperative and reciprocal arrangements between public libraries throughout Queensland and with other libraries nationally.

#### **LIBRARY SERVICES:**

Ipswich Libraries provide the following services as detailed in Council's Products and Services Catalogue:

#### **Community Access to Library Facilities**

Community access to Library facilities is provided at locations across the City, in accordance with opening hours as determined by resolution of Council.

#### ~~Permission to use the Library Venues~~

~~Permission to use the Library's venues does not indicate an endorsement by the Library of any particular program, position or purpose of any organisation or person.~~

#### **Library ~~Material Loan Service~~Lending**

The Library's collections are available for loan to library members and available in a variety of formats, physical and digital. Access to the physical collections is available during library opening hours while access to the online collections is available 24 hours a day, 7 days a week.

Implementation and ~~m~~Management of Library ~~F~~ines and ~~Loan loan s~~services are in accordance with the approved Fees and Charges and ~~Procedure CCS 32 Library Material Loan Service~~the Library Lending Services procedure.-

#### ~~The Library Collections~~**Content Development and Fulfillment**

The Library Collections are managed and maintained in accordance with the Library's ~~Collection Development Statement, Collection Conspectus and Selection and De-selection~~

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Profiles: [Content Development and Fulfillment Statement.](#)

### Reference and Research Service

Ipswich Libraries offers a range of reference and research services. Qualified staff are available to assist with information requests, in-depth research, online searching, teaching research techniques and locating resources.

### Local History Information

Ipswich Libraries supports Council's commitment to preserving and maintaining heritage and historic information about the [City](#) of Ipswich by:

- Providing information and undertaking research on the history of Ipswich.
- Preserving and providing access to a range of Ipswich historical information (in both physical and electronic formats).

### Library Technology Program

Ipswich Libraries is committed to providing equitable access to [relevant technologies ubiquitous and emerging technologies](#) at each of the library's facilities during library opening hours by offering:

- Access to a range of [digital technologies core digital services](#), including [internet-enabled PCs, Wi-Fi, the internet](#) and e- devices
- [Training in the use of digital technologies Beginner and extension training and programs in digital technologies](#)
- [Opportunities to independently explore new and emerging technologies through the Library's Makerspaces.](#)

Ipswich Libraries delivers library services via online channels, [including options for downloading e-books, access to online databases and streaming.](#)

~~providing~~ [RFID-enabled self-service loans and returns where appropriate offer efficient customer service at all branches.](#)

### Library Volunteer Program

Ipswich Libraries supports Council's volunteer program and complies with Council's volunteer policy in the management and coordination of library volunteers.

### Literacy Programs

In an information-rich culture, it is essential to develop critical literacy skills to ensure that information can be sourced, evaluated and used appropriately. Ipswich Libraries provides opportunities for the acquisition of community literacy skills by offering a range of early literacy, information literacy, cultural literacy and digital literacy resources [\(including coding and robotics\)](#) events and activities

### Literature Programs

Access to ideas through reading is a key to creativity and innovation. Ipswich Libraries offers a range of resources, programs, events and activities, [delivered in-house and extended into the community through outreach,](#) that contribute to the development and appreciation of literature.

**1.4 Scope:**

The Ipswich Libraries Policy applies to all customers (visitors and members) [and staff](#) of Ipswich Libraries.

**1.5 Roles and responsibilities:**

The Library Services Manager is responsible for the strategic and operational management of the library service.

**1.6 Definitions:**

The [Collection Statement \(Procedure CCS-36\)Content Development and Fulfillment Statement](#) establishes the level of collection material selected in line with community need.

**1.7 Policy Author:**

The Library [Services Operations](#) Manager is responsible for reviewing this policy.

**Date of Council resolution:** ~~14 October 2014~~

**Committee Reference and date:** ~~Policy and Administration Board No. 2014(09) of 30-September 2014—City Management and Finance Committee No. 2014(10) of 8 October 2014~~

**No of resolution:** ~~3~~

**Date to be reviewed:** ~~14 October 2016~~

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## LIBRARY SERVICES POLICY

### 1.1 Objectives:

The objective of this Policy is to provide a framework for the delivery of Ipswich City Council's Library Services.

### 1.2 Regulatory Authorities:

- Australian Library and Information Association Statement on Free Access to Information (adopted 2001; amended 2007, 2015)
- Australian Library and Information Association Statement on Public Library Services (adopted 2004; amended 2009)
- *Copyright Act 1968, Copyright Amendment Act 2006 and Copyright Amendment Act 2017*
- Ipswich City Council Corporate Plan 2017-2022
- Ipswich City Council Fees & Charges
- Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013
- Ipswich Library and Information Service Strategy: Coping with Growth 2008 – 2026
- *Libraries Act 1988*
- *Local Government Act 2009*
- Service Level Agreement between Ipswich City Council and The Library Board of Queensland
- State Library of Queensland Public Library Standards and Guidelines
- 
- *Work Health and Safety Act (Queensland) 2011*
- Ipswich City Council Social Justice Policy
- *Information Privacy Act 2009*
- Ipswich Libraries – Customer Service Charter (TO BE APPROVED)
- Policies:
  - Ipswich Libraries - Acceptable Behaviour Policy (TO BE APPROVED)
  - Ipswich Libraries - Customer Exclusion Policy (TO BE APPROVED)
- Procedures:
  - Ipswich Libraries Opening Hours
  - Library Content Loan Service
  - Library Membership
  - Library Technology – Public Access Use
  - Supervision of Children in Ipswich Libraries
  - Content Development and Fulfillment Statement (TO BE APPROVED)
  - Ipswich Libraries Disaster Management Plan (TO BE APPROVED)

### **1.3 Policy Statement:**

#### **Library Service Foundations**

Council's library services are founded on the Australian Library and Information Association's **Statement on Public Library Services**:

*Each member of the Australian community has an equal right to public libraries regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.*

*A public library serves its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure.*

Every single person is important and has the right to freely access information to

- Gain knowledge
- Build understanding
- Experience enjoyment

This essential right builds great societies.

At the core of Ipswich Libraries activities is the individual, who is part of a connected community, which contributes to a city culture that is smart and resilient.

Ipswich City Council, through its Library services and facilities, provides a progressive and innovative public Library service, offering physical and online access to resources that cater to the literacy, literary, leisure and lifelong learning needs of the Ipswich community.

The Library offers welcoming, vibrant spaces that encourage the people of Ipswich to seek out and engage with the Library, and with each other.

#### **Guiding Principles**

The key guiding principles for delivery of Library Services are to:

- Promote the joy and benefits of reading
- Support the development of literacy and learning and activities critical to self-development and employability
- Facilitate lifelong learning
- Provide an environment for the pursuit of knowledge and the satisfaction of curiosity for people of all ages and backgrounds
- Provide access to the latest relevant and emergent technologies as well as the skills to use them

- Nurture community connectedness
- Encourage collaborative partnerships that reach beyond buildings and into the community
- Uphold civic values of access, diversity, equity and a culture of inclusion
- Maintain a strong focus on customer service
- Remain open and responsive to new and ideas and be agile and in adopting new practices.

Ipswich Libraries fully supports and abides by the following legislation and protocols:

### **Censorship**

The library service endeavours to provide an unbiased source of information, knowledge and ideas through a comprehensive and balanced collection – both in print and online – while responding to a broad range of community needs. Decisions made in selecting collection materials comply with State and Federal Laws and relevant Classification Boards.

### **Copyright**

Material copied from the library's collections by library members and visitors must comply with the requirements of the *Australian Copyright Act 1968*, the *Copyright Amendment Act 2006* and special requirements that may apply to culturally sensitive material.

### **Privacy**

Ipswich Libraries preserves the confidential relationship that exists with its customers. The service complies with the *Information Privacy Act 2009* and the Ipswich City Council Privacy Statement in the collection and management of personal information.

### **Cooperation and Reciprocity**

The Library participates in cooperative and reciprocal arrangements between public libraries throughout Queensland and with other libraries nationally.

### **LIBRARY SERVICES:**

Ipswich Libraries provide the following services as detailed in Council's Products and Services Catalogue:

### **Community Access to Library Facilities**

Community access to Library facilities is provided at locations across the City, in accordance with opening hours as determined by resolution of Council.



### **Library Lending**

The Library's collections are available for loan to library members and available in a variety of formats, physical and digital. Access to the physical collections is available during library opening hours while access to the online collections is available 24 hours a day, 7 days a week.

Implementation and management of Library fines and loan services are in accordance with the approved Fees and Charges and the Library Lending Services procedure.

### **Content Development and Fulfillment**

The Library Collections are managed and maintained in accordance with the Library's ***Content Development and Fulfillment Statement***.

### **Reference and Research Service**

Ipswich Libraries offers a range of reference and research services. Qualified staff are available to assist with information requests, in-depth research, online searching, teaching research techniques and locating resources.

### **Local History Information**

Ipswich Libraries supports Council's commitment to preserving and maintaining heritage and historic information about the City of Ipswich by:

- Providing information and undertaking research on the history of Ipswich.
- Preserving and providing access to a range of Ipswich historical information (in both physical and electronic formats).

### **Library Technology Program**

Ipswich Libraries is committed to providing equitable access to ubiquitous and emerging technologies at each of the library's facilities during library opening hours by offering:

- Access to a range of core digital services, including internet-enabled PCs, Wi-Fi, and e- devices
- Beginner and extension training and programs in digital technologies
- Opportunities to independently explore new and emerging technologies through the Library's Makerspaces.

Ipswich Libraries delivers library services via online channels, including options for downloading e-books, access to online databases and streaming.

RFID-enabled self-service loans and returns offer efficient customer service at all

branches.

### **Library Volunteer Program**

Ipswich Libraries supports Council's volunteer program and complies with Council's volunteer policy in the management and coordination of library volunteers.

### **Literacy Programs**

In an information-rich culture, it is essential to develop critical literacy skills to ensure that information can be sourced, evaluated and used appropriately. Ipswich Libraries provides opportunities for the acquisition of community literacy skills by offering a range of early literacy, information literacy, cultural literacy and digital literacy resources (including coding and robotics), events and activities.

### **Literature Programs**

Access to ideas through reading is a key to creativity and innovation. Ipswich Libraries offers a range of resources, programs, events and activities, delivered in-house and extended into the community through outreach, that contribute to the development and appreciation of literature.

#### **1.4 Scope:**

The Ipswich Libraries Policy applies to all customers (visitors and members) and staff of Ipswich Libraries.

#### **1.5 Roles and Responsibilities:**

The Library Services Manager is responsible for the strategic and operational management of the library service.

#### **1.6 Definitions:**

The *Content Development and Fulfillment Statement* establishes the level of collection material selected in line with community need.

#### **1.7 Policy Author:**

The Library Operations Manager is responsible for reviewing this policy.

**Date of Council Resolution:**

**Committee Reference and Date:**

**No. of Resolution:**

**Date to be Reviewed:**



## IPSWICH LIBRARIES – ACCEPTABLE BEHAVIOUR POLICY

### 1.1 Objectives:

This policy outlines acceptable conduct and behaviours intended to:

- ensure the comfort, dignity and safety of users and staff of Ipswich Libraries
- maintain the security of Library facilities and property
- minimise disruption to Library services

The policy also outlines types of misconduct that may lead to exclusion from Ipswich Libraries facilities and/or services.

### 1.2 Regulatory Authorities:

- Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013
- *Subordinate Local Law No. 7. 1(Local Government Controlled Areas and Roads) 2013*
- *Libraries Act 1988*
- *Local Government Act 2009*
- *Work Health and Safety Act (Queensland) 2011*
- *Policies:*
  - Ipswich Libraries - Customer Exclusion Policy
- *Procedures*
  - Supervision of Children in Ipswich Libraries
  - Library Technology – Public Access Use Procedure

### 1.3 Policy Statement:

Ipswich Libraries provides a pleasant and safe environment for all. Everyone who uses the Library must treat the space, the facilities, and one another with civility and respect. Parents and caregivers are responsible for ensuring that those in their care also conform to this policy.

#### GUIDELINES

For the comfort and safety of all users of Ipswich Libraries, library customers shall:

- Keep all valuables and personal property with you at all times. The Library is not responsible for lost or stolen items
- Place personal property carefully so as not to impede or block access for other customers or staff
- Adhere to all Library policies, procedures and guidelines
- Comply with directions given by Library staff

- Keep the volume of all conversations at a level that does not disturb others
- Use mobile phones and the internet with consideration for other Library customers
- Keep the volume on headphones at a level that does not impact other Library customers
- Wear appropriate attire at all times, including shirts and footwear
- Eat and drink in designated areas only
- Leave the Library promptly at closing time, and when directed by Library staff
- Behave respectfully towards other users and Library staff and in ways that will not impinge on their ability to enjoy the facilities and amenities

The following are not permitted at any Ipswich Libraries premises:

- Destruction, damage, misuse or theft of Library materials or property
- Persons under the influence of or use of alcohol or illegal drugs
- Unauthorised access to 'staff only' areas
- Disorderly, disruptive or boisterous conduct or excessive noise
- Violent, threatening, harassing or intimidating language or behaviour, including that of a sexual or discriminatory nature
- Poor personal hygiene that constitutes a nuisance to other persons
- Smoking, use of tobacco products or e-cigarettes
- Sleeping or loitering in the Library
- Misuse of Library furnishings and equipment
- Weapons of any kind (except by law enforcement personnel)
- Bathing or shaving or washing clothes in public restrooms
- Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity, without prior written permission
- Photographing, filming or video recording of Library staff or Library customers on Library premises without prior written permission
- Pets or animals, other than service animals
- Using Library computers or network to access pornographic or offensive material or for any unlawful purpose
- Any other illegal or disruptive activities not specifically defined here

The above list is not intended to be exclusive. All Library staff are authorised to make judgements regarding individual or group behaviour. Unacceptable behaviour will be dealt with in accordance with the ***Ipswich Libraries Customer Exclusion Policy*** and the ***Ipswich Libraries - Customer Exclusion Guidelines*** and may include:

- Temporary or permanent suspension of Library privileges
- Temporary or permanent exclusion from Library premises and facilities
- Unlawful activity will be referred immediately to the Queensland Police Service

#### **1.4 Scope:**

The Policy applies to:

- Ipswich Libraries premises and anybody occupying those premises

- Communications with Library staff conducted from outside Library premises, by mail, telephone, email, other Internet service, or any other means

**1.5 Roles and Responsibilities:**

All library staff are responsible for implementing this policy consistently across all Library premises.

**1.6 Definitions:**

Ipswich Libraries or Library – refers to all branches and outlets of the Ipswich Libraries service, including the Mobile Library

Customer – refers to all users of the Library, whether or not the user is a Library member

Exclusion – means disallowing entrance by a person to all Ipswich Libraries premises

Library staff – means an employee or contract employee of the Ipswich Libraries

**1.7 Policy Author:**

Library Operations Manager

**Date of Council Resolution:**

**Committee Reference and Date:**

**No. of Resolution:**

**Date to be Reviewed:**



## IPSWICH LIBRARIES – CUSTOMER EXCLUSION POLICY

### 1.1 Objectives:

This policy outlines the conditions under which Library users who act outside the ***Ipswich Libraries – Acceptable Behaviour Policy*** may be removed or excluded from the Library.

### 1.2 Regulatory Authorities:

- Ipswich City Council Local Law No 1 (Administration) 2013
- Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013
- *Subordinate Local Law No. 7. 1(Local Government Controlled Areas and Roads) 2013*
- *Libraries Act 1988*
- *Local Government Act 2009*
- *Work Health and Safety Act (Queensland) 2011*
- *National definition of bullying for Australian schools (Bullying. No Way! <https://bullyingnoway.gov.au>)*
- *Policies:*
  - Ipswich Libraries – Acceptable Behaviour Policy
- *Procedures*
  - Supervision of Children in Ipswich Libraries
  - Library Technology – Public Access Use Procedure

### 1.3 Policy Statement:

Ipswich Libraries recognises that excluding or banning a person from a public facility is a serious matter which only occurs after significant consideration.

Exclusion or banning occurs in response to a breach of the ***Ipswich Libraries – Acceptable Behaviour Policy*** or to serious infringements of security. The Library’s preferred approach is to educate and assist Library users to understand acceptable behaviours, but where required, penalties will be applied, up to and including total and permanent exclusion from all Library premises.

All Library staff are authorised to make judgements regarding individual or group behaviour and may direct persons who breach the ***Ipswich Libraries - Acceptable Behaviour Policy*** to leave the Library. Further penalties may apply, as per the Schedule of Penalties detailed below.

SCHEDULE OF PENALTIES

Behaviour Type	Penalty
<p>Category 1</p> <ul style="list-style-type: none"> <li>• Undertaking or attempting to undertake any illegal activity, including drug related activities, assault or fighting, use or display of weapons, malicious fire alarm activity or interference with safety equipment</li> <li>• Property damage, including graffiti</li> <li>• Theft or attempted theft of Library materials or equipment (\$250 or more)</li> <li>• Directing specific threat of physical harm or intimidation</li> <li>• Engaging in sexual conduct or activity, including indecent exposure or lewd conduct</li> <li>• Inappropriate interactions with minors</li> <li>• Possessing or using a controlled substance or alcoholic beverage</li> <li>• Major misuse of public computers, such as downloading malicious or illegal software onto computers, accessing pornography etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate removal from Library premises</li> <li>• Exclusion from Library premises with total loss of all Library privileges, from 1-5 years, or permanent exclusion in extreme cases</li> <li>• Incident reported to Queensland Police</li> </ul> <p>Exclusion for Category 1 behaviour may be authorised by:</p> <ul style="list-style-type: none"> <li>• Library Services Manager</li> </ul>
<p>Category 2</p> <ul style="list-style-type: none"> <li>• Persistent disruptive behaviour or behaviour that interferes with normal Library operations</li> <li>• Behaviour that disturbs other customers or staff, such as harassment or the use of insulting, offensive or threatening language or behaviour that endangers self or other customers</li> <li>• Bullying as defined by the <i>National Definition of bullying</i></li> </ul>	<ul style="list-style-type: none"> <li>• One warning at the discretion of Library staff</li> <li>• Subsequent offences will result in removal from Library premises</li> <li>• Exclusion from Library premises and / or loss of all Library privileges from 3-12 months</li> <li>• Repeated offending may result in Category 1 penalties</li> </ul> <p>Exclusion for Category 2 behaviour may be authorised by:</p> <ul style="list-style-type: none"> <li>• Library Services Manager</li> <li>• Library Managers</li> </ul>

<p><i>for Australian schools</i></p> <ul style="list-style-type: none"> <li>• Refusal to leave premises when directed to do so</li> <li>• Returning to Library during active exclusion</li> <li>• Smoking on Library premises</li> <li>• Being under the influence of any controlled substance or intoxicating beverage</li> <li>• Misuse of Public Access Computers, including viewing inappropriate material or using someone else's card</li> </ul>	
<p>Category 3</p> <ul style="list-style-type: none"> <li>• Improperly using Library restrooms (bathing, shaving, laundry etc.) Bringing pets or other unapproved animals into the Library</li> <li>• Excessively loud or disruptive behaviour</li> <li>• Use of insulting, offensive or threatening language or manner towards staff or others</li> <li>• Inadequate supervision by carers for those in their care</li> <li>• Inappropriate dress, including lack of shirt or footwear</li> <li>• Littering</li> <li>• Offensive personal hygiene</li> <li>• Misuse of library property or facilities such as moving furniture or equipment</li> <li>• Blocking aisles and walkways</li> <li>• Running, riding skateboards, bicycles, scooters etc.</li> </ul>	<ul style="list-style-type: none"> <li>• One or more warnings, at the discretion of Library staff</li> <li>• Subsequent offences will result in direction to leave the library immediately and not re-enter for a period of not more than 3 days.</li> <li>• Exclusion from Library premises and / or loss of all Library privileges from 1-28 days</li> <li>• Repeated offending may result in Category 2 penalties</li> </ul> <p>Exclusion for Category 3 behaviour may be approved by:</p> <ul style="list-style-type: none"> <li>• Library Services Manager</li> <li>• Library Managers</li> <li>• Library Coordinators</li> <li>• Library Team Leaders</li> </ul>
<p>Behaviours listed are indicative and should be used as a guide, and are not intended to be a definitive list. Staff will make judgements about the appropriateness of proposed penalties based on a number of factors including:</p> <ul style="list-style-type: none"> <li>• The age of the person involved (poor behaviour by children will be dealt with in the first instance per the <i>Supervision of Children in Ipswich Libraries</i> procedure)</li> <li>• The mental capacity of the person involved</li> <li>• Previous behaviours and attitudes displayed by the person</li> <li>• The presence of parents, carers or other assistants for the person</li> <li>• The frequency and severity of the behaviours</li> </ul>	



Where an exclusion of more than 14 days is applied, written notification of the exclusion, detailing the reasons for exclusion, will be provided where the name and address of the person is known.

Individuals who have been excluded from the Library for longer than 14 days may apply in writing to the Library Services Manager for consideration to have the decision reviewed.

**1.4 Scope:**

This policy applies to :

- All Library premises
- Anybody occupying or using those premises
- Communications with Library staff conducted from outside Library premises, by mail, telephone, email, other Internet service, or any other means

**1.5 Roles and Responsibilities:**

All Library staff are responsible for implementing this policy consistently across all Library premises.

**1.6 Definitions:**

*Ipswich Libraries or Library* – refers to all branches and outlets of the Library service, including the Mobile library

*Premises* – refers to all buildings, interior and exterior, and all grounds, kiosks and facilities controlled and operated by Ipswich Libraries

*Customer* – refers to all users of the Ipswich Libraries, whether or not they are Library members

*Exclusion* – refers to disallowing entrance by a person to all Library premises

**1.7 Policy Author:**

Library Operations Manager

**Date of Council Resolution:**

**Committee Reference and Date:**

**No. of Resolution:**

**Date to be Reviewed:**

<b>Policy and Administration Advisory Committee</b>	
Mtg Date: 13.02.18	OAR: YES
<b>Authorisation: Bryce Hines</b>	

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4 January 2018

## MEMORANDUM

TO: POLICY AND ADMINISTRATION ADVISORY COMMITTEE

FROM: ACTING CHIEF OPERATING OFFICER (WORKS, PARKS AND RECREATION)

RE: REFERRAL OF OUTSTANDING COMMITTEE MANAGER REQUESTS RELATING TO WASTE MATTERS TO THE SUSTAINABILITY ADVISORY BOARD

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### INTRODUCTION:

This is a report by the Acting Chief Operating Officer (Works, Parks and Recreation) dated 4 January 2018 concerning the referral of outstanding Committee Manager Requests relating to waste matters to the Sustainability Advisory Board.

### BACKGROUND:

There are currently four outstanding Committee Manager Requests in relation to waste matters for the Policy and Administration Advisory Committee (PAAC). In summary, these are:

- Improvements to the domestic waste collection service
- Trial of meat and dairy scraps in the green waste service
- Waste fees comparison – transfer stations
- Comparison of waste disposal fees

### DISCUSSION AT PAAC NOVEMBER 2017:

The outstanding Committee Manager Requests were discussed at the PAAC meeting held on the 20 November 2017.

PAAC acknowledged that there was currently work being undertaken in regards to the future of domestic waste disposal for Ipswich, including the review of a number of options for consideration by Council.

It was determined at PAAC that the most appropriate forum for these discussions to occur was the Sustainability Advisory Board. As such, it was agreed that the four outstanding Committee Manager Requests relating to waste matters would be referred to the Sustainability Advisory Board for consideration and finalisation.

**CONCLUSION:**

As outlined above, there are currently four outstanding Committee Manager Requests for PAAC relating to waste matters. As discussed at PAAC on 20 November 2017 it has been agreed that these matters be referred to the Sustainability Advisory Board for consideration and finalisation.

**RECOMMENDATION:**

That the four outstanding Committee Manager Requests outlined below be referred to the Sustainability Advisory Board:

- Improvements to the domestic waste collection service
- Trial of meat and dairy scraps in the green waste service
- Waste fees comparison – transfer stations
- Comparison of waste disposal fees

Bryce Hines

**ACTING CHIEF OPERATING OFFICER (WORKS, PARKS AND RECREATION)**

<b>Policy and Administration Advisory Committee</b>	
<b>Mtg Date:</b> 14.02.2018	<b>OAR:</b> Yes
<b>Authorisation:</b> <i>Andrew Roach</i>	

19 January 2018

**MEMORANDUM**

TO: CHIEF FINANCIAL OFFICER

FROM: STRATEGIC CLIENT OFFICE MANAGER

RE: CREDIT POLICY – POLICY REVIEW AND SUPPORTING PROCEDURE

---

**INTRODUCTION:**

This is a report by the Strategic Client Office Manager dated 19 January 2018 concerning the review of the policy titled '*Credit Policy*' and the supporting Procedure.

**BACKGROUND:**

**POLICY**

The Credit Recovery Policy was last updated on 30 May 2007 (Attachment A) and is due for review.

The Policy is proposed to be retitled Sundry Debt Credit and Recovery Policy.

Feedback from the Policy and Administration Board when the Rate Recovery Policy was reviewed indicated a preference to retain the operational actions detailed in the current Policy within the amended Policy rather than transfer them to the supporting Procedure. A similar approach has been adopted in the review of the Credit Policy.

The amended policy reflects changes in relevant sections of the new legislation and presents the policy in a style consistent with the approved Policy Template. The Policy and the Procedure describe all recovery actions that may be undertaken and propose no additional changes to current provision of credit, Sundry Debt recovery practices and outcomes.

The amended policy in track changes is attached as Attachment B.

**PROCEDURE**

The Sundry Debt Credit and Recovery Procedure is the relevant supporting Procedure, last updated on 27 February 2009. There was no Sundry Debt Policy only a Procedure and similarly for Credit Policy there was no Credit Policy Procedure. This Procedure has been

reviewed and updated to support and complement the implementation of the Sundry Debt Credit and Recovery Policy. There is no increase in the frequency or intensity of allowable recovery actions.

The proposed Sundry Debt Credit and Recovery Procedure is attached as Attachment D.

**ATTACHMENTS:**

<b>Name of Attachment</b>	<b>Attachment</b>
Current Policy	<a href="#">Attachment A</a>
Current Policy with track changes	<a href="#">Attachment B</a>
Cleanskin Policy	<a href="#">Attachment C</a>
Proposed Procedure	<a href="#">Attachment D</a>

**RECOMMENDATIONS:**

- A. That the policy titled 'Credit Policy' as detailed in Attachment A of the report by the Strategic Client Office Manager 19 January 2018, as amended at the Policy Review Sub-Committee No. 2007(04) of 15 May 2007, City Management and Finance Committee No. 2007(05) of 22 May 2007 and adopted at the Council Ordinary Meeting of 30 May 2007, be repealed.
- B. That the policy titled 'Sundry Debt Credit and Recovery Policy' as detailed in Attachment C of the report by the Strategic Client Office Manager dated 19 January 2018, be adopted.
- C. That the procedure titled 'Sundry Debt Credit and Recovery Procedure' as detailed in Attachment D of the report by the Strategic Client Office Manager 19 January 2018, be noted.

Richard Bennett  
**STRATEGIC CLIENT OFFICE MANAGER**

I concur with the recommendations contained in this report.

Andrew Roach  
**CHIEF FINANCIAL OFFICER**

## **CREDIT POLICY**

### **PURPOSE**

This policy relates to the provision of credit and associated debt recovery practices.  
(The Policy does not cover Rate Recovery practices)

### **DEFINITIONS**

*Credit* - Credit is extended to customers when goods or services are provided and payment is made at a later date.

*Credit Facility* - A formalised agreement between the customer and Council whereby a customer has been authorised to receive goods or services to a predefined value. Once this value is reached, no further credit will normally be provided until the debt is paid in accordance with the agreement between the customer and the Council.

*Debt* - Money, goods or services owing to the Council.

*Debtor* - An entity or person who owes money to the Council

### **COUNCIL'S RIGHTS AND RESPONSIBILITIES**

Council has a responsibility to:-

- abide by the Local Government Act 1993
- treat all customers in a fair and equitable way
- deal with debt in a fair and equitable way
- be accountable and transparent in their dealings with debtors
- be cognisant of difficult circumstances which some debtors may experience
- abide by any legislation relating to credit and debt collection

Council has a right to:-

- expect payment for goods and services which they provide
- use all legal avenues to collect debt
- exercise discretion when providing credit to a customer greater than \$10,000 cumulatively
- expect debtors to be open and honest when they experience difficulty in payment

### **DEBT COLLECTING RESPONSIBILITIES**

The prime responsibility for managing the credit and related debt lies with the department providing the goods or service in conjunction with the Finance Department.

## DEBTORS RIGHTS AND RESPONSIBILITIES

Council may offer credit up to a cumulative value of \$10,000 to any customer providing they have not previously displayed any adverse debt-related behaviour that has resulted in Council failing to collect past debts, including property related debts (i.e. rates levied).

Council elects to provide credit to the following customer types without a formal credit application if the credit provided is greater than \$10,000 cumulative:

Council (excluding Waste)	Ipswich Waste Services
Customers bound by contractual arrangement	Customers bound by contractual arrangement
Commonwealth Government Departments and Agencies	Commonwealth Government Departments and Agencies
Queensland Government Departments and Agencies	Queensland Government Departments and Agencies
Local Government Authorities Local Government Authorities	Local Government Authorities Local Government Authorities
Government Owned Corporations	Government Owned Corporations

All other customer types are to make application on the prescribed form (Appendix A) providing two recent references. All applications for credit exceeding \$10,000 Council may utilise the services of a credit reporting bureau to aid in the decision to provide credit.

If in the event that a customer requests credit and that Customer has previously displayed adverse debt-related behaviour that Customer must first reimburse Council for past debt write offs (and any associated legal and administrative costs determined by Council) before any further credit may be granted.

Council must consider all requests for leniency on debt repayment having regard to genuine hardship or emergencies (e.g. natural disaster). A debtor is responsible for providing sufficient documentation to allow Council to make a fair and reasonable decision.

It is a condition of this policy that the terms described here and in Appendix B be strictly adhered to. Any variation to these terms places the Council at risk of failing to collect the debt.

See also Council's Rights and Responsibilities section above.

## DISPUTE RESOLUTION

The responsibility for handling the dispute lies with the department or business unit which provided the goods or services.

## DEBT RECOVERY PROCESS

Request to pay	An invoice is issued with a seven (7) day payment term or, for Ipswich Waste Services and Ipswich Water Trade Waste clients, fourteen (14) days.
End of Month	Statements are issued with an overdue notification requesting payment within seven (7) days.
First 2 weeks of month	Debtors will be contacted by telephone to make arrangements to pay.
2nd and 3rd week of month	Reminder letters are sent
7 days after reminder letter	Contact by phone.
45 Days	The provision of further goods or services may cease depending on arrangements in place between Debtor, Originating Department and Finance.
60 Days	The Overdue Debtors Report highlights any payments which are sixty(60) days overdue. Contact is made with the customer by telephone or letter requesting payment within seven (7) days.
90 Days	The Overdue Debtors Report highlights any payments which are ninety (90) days overdue. A letter is sent to the customer noting that legal action will be pursued if the matter is not urgently resolved.
Legal Action	Legal action is taken with authority from the appropriate council officer.

## DEBT WRITE-OFF


Debts which are deemed unrecoverable or where the cost of recovery is uneconomic or where there are extraordinary circumstances may be written-off under appropriate delegation.

**Date of Council Resolution:** 30 May 2007

**Committee Reference and Date:** Policy Review Sub-Committee No. 2007 (04), 15 May 2007, City Management and Finance Committee No. 2007 (5), 22 May 2007

**No of Resolution:** 43.03



	<p><b>SUNDRY DEBT CREDIT AND RECOVERY POLICY</b></p>	<p>Version: Document No.:</p>
<p><b>1.1 Objectives:</b> This objective of this policy is the provision of credit and associated debt recovery practices. (The Policy does not cover Rate Recovery practices)</p>		
<p><b>1.2 Regulatory Authority:</b> Local Government Act 2009</p> <ul style="list-style-type: none"> <li>• <a href="#">s 262 Powers in Support of Responsibilities</a></li> <li>• <a href="#">s 97 Cost Recovery Fees</a></li> </ul> <p>Procedure: <a href="#">Sundry Debt Credit and Recovery</a></p>		
<p><b>1.3 Policy Statement:</b> <u>Where credit is extended to users of Council services provided on a fee for service basis the process of approving credit and recovering debt is to be clear, simple to administer, professional and cost effective.</u></p>		
<p><b>1.4 Scope:</b> <u>The core matters addressed by this policy are:</u></p> <ul style="list-style-type: none"> <li>• <u>The provision of credit to sundry debtors and associated sundry debt recovery.</u></li> <li>• <u>To ensure applicants for credit are correctly identified and reviewed to appropriate prior to the provision of credit.</u></li> <li>• <u>To ensure that overdue debts are recovered in a timely, efficient, effective and customer focussed manner.</u></li> </ul>		
<p><b>1.5 Roles and responsibilities:</b></p>		
<p><b><u>COUNCIL'S RIGHTS AND RESPONSIBILITIES</u></b></p>		
<p>Council has a responsibility to:-</p>		
<ul style="list-style-type: none"> <li>• <u>abide by the Local Government Act 1993</u></li> <li>• treat all customers in a fair and equitable way</li> <li>• deal with debt in a fair and equitable way</li> <li>• be accountable and transparent in their dealings with debtors</li> <li>• be cognisant of difficult circumstances which some debtors may experience</li> <li>• abide by any legislation relating to credit and debt collection</li> </ul>		

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Council has a right to:-

- expect payment for goods and services which they provide
- use appropriate legal avenues to collect debt
- exercise discretion when providing credit to a customer greater than \$10,000 cumulatively
- expect debtors to be open and honest when they experience difficulty in payment

Debt Collecting Responsibilities COLLECTING RESPONSIBILITIES:-

- The prime responsibility for managing the credit and related debt and any debt recovery actions lies with the Finance and Corporate Services Department
- Council must consider all requests for leniency on debt repayment having regard to genuine hardship or emergencies (e.g. natural disaster). A debtor is responsible for providing sufficient documentation to allow Council to make a fair and reasonable decision.

Credit Responsibilities DEBTORS RIGHTS AND RESPONSIBILITIES:-

When Council provides services it is generally preferred that a customer prepays or pays on or before delivery for those services. The lower the value of the service, amounts less than \$200 as a guide, the more appropriate it is that the service is paid for on or before being provided.

If in the event that a customer requests credit and that Customer has previously displayed adverse debt-related behaviour that Customer must first reimburse Council for past debt write-offs (and any associated legal and administrative costs determined by Council) before any further credit is granted.

Credit assessment not required:

- Council may offer credit up to a cumulative value of \$10,000 to any customer providing they
  - Customers bound by contractual arrangement
  - Commonwealth Government Departments and Agencies
  - Queensland Government Departments and Agencies
  - Local Government Authorities Local Government Authorities
  - Government Owned Corporations

Credit assessment on case by case basis before credit is provided:

1. In all other circumstances than 1. And 2. above, All other a customer needs types are to request a credit arrangement and if after review Council agrees to put such an arrangement in place, the credit is provided. make application on the prescribed form (Appendix A)
- Credit Assessment is to be undertaken by the Recoveries Team in Finance and Corporate Services. It may require:

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ATTACHMENT B

- The customer providing two recent references.
- The customer providing an overview of their financial position.
- All applications for credit exceeding \$10,000 Council may

Debt Recovery Process**EBT RECOVERY PROCESS**

Request to pay An invoice is issued with a seven (7) day payment term or, for Ipswich Waste Services and Ipswich Water Trade Waste clients, Statements or Reminders are issued at the beginning of each calendar month with an overdue notification requesting

End of Monthly- Debtors will be contacted by telephone to make arrangements to pay in Statement full or negotiate payment arrangement.

First 2 weeks after of Debtors will be contacted by telephone to make arrangements to pay in Statement full or negotiate payment arrangement.

4 weeks and after 7 days after Contact by phone each 2 weeks as long as the debt remains unpaid.- reminder letter

45 Days The provision of further goods or services may cease depending sixty(60) days overdue. Contact is made with the Department that provided the goods or services appraising them of the circumstances, advising of actions taken and seeking their assistance to get the debt paid customer by

90 Days -The Overdue Debtors Report highlights any payments which are ninety (90) days overdue. A letter is sent to the customer advising that legal action will be considered pursued if the matter is not urgently

120 days Legal Action Legal action is considered taken by with authority from the delegated appropriate Council Officer after discussion with the Department that provided the services.

Debt Write-Off**EBT WRITE OFF**

Debts which are deemed unrecoverable, or where the cost of recovery is uneconomic, or where there are extraordinary circumstances, may be written-off under appropriate delegation.

Officer Responsibilities

Chief Financial Officer :

- (a) Approve Credit facilities.
- (b) Make decisions as to the commencement of legal proceedings (including instructing legal representatives) on Council's behalf; and
- (b) Make decisions as to responding, defending, settling, or withdrawing legal proceedings (including instructing legal representatives) to which Council is a party.
- (c) Power in legal proceedings to give instructions and sign documentation.

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Customer Services Officer – Sundry Debts:  
Operational day to day responsibility for the performance of the Sundry Debts, including the following actions:

- (a) Issue Sundry Debt invoices in a timely manner at the Request of Council Officers.
- (b) Issue Statements or Reminders each calendar month.
- (c) Undertake outbound contact when Sundry Debts remain unpaid.
- (d) Contact responsible Departments when debts remain unpaid 60 days.
- (e) Prepare outstanding aged debts report monthly.
- (f) Seek direction as to the appropriateness of legal action for debts aged 120 days plus.

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Recoveries Manager:

- (a) Assess and recommend approval or not of requests for a credit facility.
- (b) Assist and advise on collection strategies as needed.

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Strategic Client Office Manager:

- (a) Approve Credit Facilities
- (b) Engage with Department COOs as appropriate to get assistance to collect debts or to assess the appropriateness of write off, further collection activities or to agree to a recommendation of the commencement of legal action.

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**1.6 Definitions:**

*Credit* - Credit is extended to customers when goods or services are provided and payment is made at a later date.

*Credit Facility* - A formalised agreement between the customer and Council whereby a customer has been authorised to receive goods or services to a predefined value. Once this value is reached, no further credit will normally be provided until the debt is paid in accordance with the agreement between the customer and the Council.

*Debt* - Money, goods or services owing to the Council.

*Debtor* - An entity or person who owes money to the Council

*Overdue - amounts owing after Due Date*

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**1.7 Policy Author: Strategic Client Office Manager**

**Date of Council resolution:**  
**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS  
**No of resolution:** BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE  
**Date to be reviewed:** GOVERNANCE ADMIN TEAM

|

ATTACHMENT B

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	<p><b>SUNDRY DEBT CREDIT AND RECOVERY POLICY</b></p>	<p>Version: Document No.:</p>
<p><b>1.1 Objectives:</b> This objective of this policy is the provision of credit and associated debt recovery practices.(The Policy does not cover Rate Recovery practices)</p>		
<p><b>1.2 Regulatory Authority:</b> Local Government Act 2009</p> <ul style="list-style-type: none"> <li>• s 262 Powers in Support of Responsibilities</li> <li>• s 97 Cost Recovery Fees</li> </ul> <p>Procedure: Sundry Debt Credit and Recovery</p>		
<p><b>1.3 Policy Statement:</b> Where credit is extended to users of Council services provided on a fee for service basis the process of approving credit and recovering debt is to be clear, simple to administer, professional and cost effective.</p>		
<p><b>1.4 Scope:</b> The core matters addressed by this policy are:</p> <ul style="list-style-type: none"> <li>• The provision of credit to sundry debtors and associated sundry debt recovery.</li> <li>• To ensure applicants for credit are correctly identified and reviewed to appropriate prior to the provision of credit.</li> <li>• To ensure that overdue debts are recovered in a timely, efficient, effective and customer focussed manner.</li> </ul>		
<p><b>1.5 Roles and responsibilities:</b></p> <p>Council has a responsibility to:-</p> <ul style="list-style-type: none"> <li>• treat all customers in a fair and equitable way</li> <li>• deal with debt in a fair and equitable way</li> <li>• be accountable and transparent in their dealings with debtors</li> <li>• be cognisant of difficult circumstances which some debtors may experience</li> <li>• abide by any legislation relating to credit and debt collection</li> </ul> <p>Council has a right to:-</p> <ul style="list-style-type: none"> <li>• expect payment for goods and services which they provide</li> <li>• use appropriate legal avenues to collect debt</li> <li>• exercise discretion when providing credit to a customer greater than \$10,000 cumulatively</li> <li>• expect debtors to be open and honest when they experience difficulty in payment</li> </ul>		

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**Debt Collecting Responsibilities:-**

- Responsibility for managing the credit, related debt and any debt recovery actions lies with the Finance and Corporate Services Department in conjunction with the Department that provides the goods or services.
- Council must consider all requests for leniency on debt repayment having regard to genuine hardship or emergencies (e.g. natural disaster). A debtor is responsible for providing sufficient documentation to allow Council to make a fair and reasonable decision.

**Credit Responsibilities:-**

When Council provides services it is generally preferred that a customer prepays or pays on or before delivery for those services. The lower the value of the service, amounts less than \$200 as a guide, the more appropriate it is that the service is paid for on or before being provided.

If in the event that a customer requests credit and that Customer has previously displayed adverse debt-related behaviour that Customer must first reimburse Council for past debt write-offs (and any associated legal and administrative costs determined by Council) before any further credit is granted.

**Credit assessment not required:**

1. Council may offer credit up to a cumulative value of \$10,000 to any customer providing they have not previously displayed any adverse debt-related behaviour that has resulted in Council being unable to collect past debts, including other Council debts, example property related debts (i.e. rates levied).
2. Council, including Ipswich Waste Services, elects to provide credit to the following customer types without a formal credit assessment notwithstanding the credit provided is greater than \$10,000 cumulative:
  - Customers bound by contractual arrangement
  - Commonwealth Government Departments and Agencies
  - Queensland Government Departments and Agencies
  - Local Government Authorities Local Government Authorities
  - Government Owned Corporations

**Credit assessment on case by case basis before credit is provided:**

1. In all other circumstances than 1. And 2. above, a customer needs to request a credit arrangement and if after review Council agrees to put such an arrangement in place, the credit is provided.
2. Credit Assessment is to be undertaken by the Recoveries Team in Finance and Corporate Services. It may require:
  - The customer providing two recent references.
  - The customer providing an overview of their financial position.
  - Utilising the services of a credit reporting bureau to aid in the assessment.

ATTACHMENT C

Debt Recovery Process

Request to pay	Invoices are issued with a seven (7) day payment term or, for Ipswich Waste Services clients, fourteen (14) day payment term.
Monthly	Statements or Reminders are issued at the beginning of each calendar month with an overdue notification requesting payment within seven (7) days.
2 weeks after Statement	Debtors will be contacted by telephone to make arrangements to pay in full or negotiate payment arrangement.
4 weeks and after	Contact by phone each 2 weeks as long as the debt remains unpaid.
60 Days	The Overdue Debtors Report highlights any payments which are sixty(60) days overdue. Contact is made with the Department that provided the goods or services appraising them of the circumstances, advising of actions taken and seeking their assistance to get the debt paid.
90 Days	The Overdue Debtors Report highlights any payments which are ninety (90) days overdue. A letter is sent to the customer advising that legal action will be considered if the matter is not urgently resolved.
120 days	Legal action is considered by the delegated Council Officer after discussion with the Department that provided the services.

Debt Write-Off

Debts which are deemed unrecoverable, or where the cost of recovery is uneconomic, or where there are extraordinary circumstances, may be written-off under appropriate delegation.

Officer Responsibilities

Chief Financial Officer :

- (a) Approve Credit facilities.
- (b) Make decisions as to the commencement of legal proceedings (including instructing legal representatives) on Council's behalf; and
- (b) Make decisions as to responding, defending, settling, or withdrawing legal proceedings (including instructing legal representatives) to which Council is a party.
- (c) Power in legal proceedings to give instructions and sign documentation.

Customer Services Officer – Sundry Debts:

Operational day to day responsibility for the performance of the Sundry Debts, including the following actions:



ATTACHMENT C

- (a) Issue Sundry Debt invoices in a timely manner at the Request of Council Officers.
- (b) Issue Statements or Reminders each calendar month.
- (c) Undertake outbound contact when Sundry Debts remain unpaid.
- (d) Contact responsible Departments when debts remain unpaid 60 days.
- (e) Prepare outstanding aged debts report monthly.
- (f) Seek direction as to the appropriateness of legal action for debts aged 120 days plus.

Recoveries Manager:

- (a) Assess and recommend approval or not of requests for a credit facility.
- (b) Assist and advise on collection strategies as needed.

Strategic Client Office Manager:

- (a) Approve Credit Facilities
- (b) Engage with Department COOs as appropriate to get assistance to collect debts or to assess the appropriateness of write off, further collection activities or to agree to a recommendation of the commencement of legal action.

**1.6 Definitions:**

*Credit* - Credit is extended to customers when goods or services are provided and payment is made at a later date.

*Credit Facility* - A formalised agreement between the customer and Council whereby a customer has been authorised to receive goods or services to a predefined value. Once this value is reached, no further credit will normally be provided until the debt is paid in accordance with the agreement between the customer and the Council.

*Debt* - Money, goods or services owing to the Council.

*Debtor* - An entity or person who owes money to the Council

*Overdue* - amounts owing after Due Date

**1.7 Policy Author: Strategic Client Office Manager**

**Date of Council resolution:**

**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS  
**No of resolution:** BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE  
**Date to be reviewed:** GOVERNANCE ADMIN TEAM

	<b>SUNDRY DEBT CREDIT AND RECOVERY PROCEDURE</b>	<b>Version:</b>  <b>Document No.:</b>
<p><b>1.1 Objectives:</b> The objective of this procedure is to direct how Council Officers provide credit and recover outstanding sundry debts generally.</p>		
<p><b>1.2 Regulatory Authority:</b> Local Government Act 2009</p> <ul style="list-style-type: none"> <li>• s 262 Powers in Support of Responsibilities</li> <li>• s 97 Cost Recovery Fees</li> </ul> <p><b>1.3 Scope:</b> The core matter addressed by this procedure is to direct how Council Officers authorise credit facilities for customers and collect outstanding sundry debts in a timely manner.</p> <p><b>1.4 Actions:</b> The Strategic Client Office Manager is to implement the operational actions described in the Sundry Debts Credit and Recovery Policy.</p> <p><b>1.5 Procedure Author:</b> Strategic Client Office Manager</p>		
<p><b>Date of approval:</b></p> <p><b>Title of Manager:</b></p> <p><b>Date to be reviewed:</b> (two years after this procedure has been approved)</p> <p style="text-align: center; color: red;"><b>THIS WILL BE FILLED IN ONCE THE PROCEDURE HAS BEEN APPROVED BY THE DEPARTMENT HEAD BY THE CORPORATE GOVERNANCE ADMIN TEAM</b></p>		

<b>Policy and Administration Advisory Committee</b>	
Mtg Date: 13.02.18	OAR: YES
<b>Authorisation:</b> Sean Madigan	

CJ:CJ  
qA183792

5 February 2018

**MEMORANDUM**

TO: CHIEF OPERATING OFFICER (HEALTH, SECURITY AND REGULATORY SERVICES)

FROM: POLICY OFFICER

RE: REVIEW OF HEALTH, SECURITY AND REGULATORY SERVICES (HSRS)  
DEPARTMENT POLICIES

**INTRODUCTION:**

This is a report by the Policy Officer dated 5 February 2018 concerning a review of the Health, Security and Regulatory Services (HSRS) Department Policies. The review has identified: one policy to be repealed, five policies that require the format to be updated, eight policies that require minor amendments, one policy that requires significant amendments and one new policy to be created.

**BACKGROUND:**

The following table provides an overview of the policies that require amendments and those that can be repealed.

<b>Policy</b>	<b>Recommendation</b>
Accessing Information pursuant to the telecommunications (Interception and Access) Act 1979 Policy	Repeal - Due to legislative changes, Council is no longer able to access telecommunication data and information. Only designated criminal law enforcement agencies are able to obtain this information
Asset Protection Camera Policy – Proposed name change to: Corporate Security Camera Policy	Minor amendments - Expand on information provided to clarify when security cameras will be installed and how the decision is made. Name changed to make it clear which cameras are in question. No changes

	made to the intent of the policy
Bounty Payments for Wild Dog, Feral Dog, Hybrid or Dingo Scalps	Minor amendments - Update relevant Act and inclusion of roles and responsibilities that relate to policy. No changes made to the intent of the policy
Disabled Parking Scheme Policy	Format Update - No other changes required.
Eat Safe Ipswich Inspection frequency, administrative review and regrade policy	New policy – Required to ensure consistent approach to requests from businesses for multiple reinspections to increase star rating without consistent improvement shown.
Environmental Protection Policy	Format Update - Minor amendments made in alignment with the sustainability strategy and current Council position.
Fostering of Domestic Animals	Significant update – amendment to include current Council requirements under Local Laws and remove minimum standards that are out of Council control.
Parking Permits Policy	Minor amendments – inclusion of additional conditions for specific permits. No changes made to the intent of the policy
Requests received to withdraw Personal Infringement Notices (State Penalties Enforcement Act 1999 State Penalties Enforcement Regulation 2000.)	Minor amendments - to ensure consistency with wording from legislation to policy. No changes made to the intent of the policy
Safe City Monitoring System Policy	Minor amendments - to information that must be provided for a camera to be installed as well as the addition of definitions to ensure interpretation is not open. No changes made to the intent of the policy
Toilet Allocation for Events Policy	Minor amendments - to include additional conditions from licence. No changes made to the intent of the policy.
Use of Offence Detection Cameras and Devices Policy	Minor amendments - to consultation requirements and decision management. No changes made to the intent of the policy







**CONCLUSION:**

A review of the HSRS Department's Policies was undertaken and as such one policy to be repealed, five policies require format to be updated, eight policies require minor amendments, one policy requires significant amendments and one new policy to be created.

**ATTACHMENTS:**

<b>Name of Attachment</b>	<b>Attachment</b>
Accessing Information Pursuant to the telecommunications (Interception and Access) Act 1979 Policy – Current	 Attachment A
Asset Protection Camera Policy – Current	 Attachment B
Asset Protection Camera Policy – Track Changes	 Attachment C
Asset Protection Camera Policy - Proposed name change to: Corporate Security Camera Policy– Clean	 Attachment D
Bounty Payments for Wild Dog, Feral Dog, Hybrid or Dingo Scalps – Current	 Attachment E
Bounty Payments for Wild Dog, Feral Dog, Hybrid or Dingo Scalps – Track Changes	 Attachment F
Bounty Payments for Wild Dog, Feral Dog, Hybrid or Dingo Scalps – Clean	 Attachment G
Disabled Parking Scheme Policy – Current	 Attachment H
Disabled Parking Scheme Policy – New Format	 Attachment I
Eat Safe Ipswich Inspection Frequency, Administrative Review and Regrade Policy - Proposed	 Attachment J
Environmental Protection Policy - Current	 Attachment K

Environmental Protection Policy – New Format	 Attachment L
Fostering of Domestic Animals – Current	 Attachment M
Fostering of Domestic Animals – Track Changes	 Attachment N
Fostering of Domestic Animals – Clean	 Attachment O
Parking Permits Policy – Current	 Attachment P
Parking Permits Policy – Track Changes	 Attachment Q
Parking Permits Policy – Clean	 Attachment R
Requests received to withdraw Personal Infringement Notices (State Penalties Enforcement Act 1999 State Penalties Enforcement Regulation 2000.) – Current	 Attachment S
Requests received to withdraw Personal Infringement Notices (State Penalties Enforcement Act 1999 State Penalties Enforcement Regulation 2000.) – Track Changes	 Attachment T
Requests received to withdraw Personal Infringement Notices (State Penalties Enforcement Act 1999 State Penalties Enforcement Regulation 2000.) – Clean	 Attachment U
Safe City Monitoring System Policy – Current	 Attachment V
Safe City Monitoring System Policy – Track Changes	 Attachment W
Safe City Monitoring System Policy – Clean	 Attachment X

Toilet Allocation for Events Policy – Current	 Attachment Y
Toilet Allocation for Events Policy – Track Changes	 Attachment Z
Toilet Allocation for Events Policy – Clean	 Attachment AA
Use of Offence Detection Cameras and Devices Policy – Current	 Attachment AB
Use of Offence Detection Cameras and Devices Policy – Track Changes	 Attachment AC
Use of Offence Detection Cameras and Devices Policy – Clean	 Attachment AD

**RECOMMENDATION:**

- A. That the policy titled ‘Accessing Information Pursuant to the telecommunications (Interception and Access) Act 1979 Policy’, as detailed in Attachment A of the report by the Policy Officer dated 5 February 2018, as per Item 8 of the Policy and Administration Board No. 2014(11) of 18 November 2014, adopted at the Council Ordinary Meeting of 2 December 2014, be repealed.
- B. That the policy titled ‘Asset Protection Camera Policy’, as detailed in Attachment B of the report by the Policy Officer dated 5 February 2018, as per Item 3 of the Policy and Administration Board No. 2011(10) of 22 November 2011, adopted at the Council Ordinary Meeting of 6 December 2011, be repealed.
- C. That the policy titled ‘Asset Protection Camera Policy’ as detailed in Attachment D of the report by the Policy Officer dated 5 February 2018, be adopted.
- D. That the policy titled ‘Bounty Payments for Wild Dog, Feral Dog, Hybrid or Dingo Scalps Policy’, as detailed in Attachment E of the report by the Policy Officer dated 5 February 2018, as per Item 08.03 of the Health and Regulation Committee No. 2007(01) of 22 January 2007, adopted at the Council Ordinary Meeting of 31 January 2007, be repealed.
- E. That the policy titled ‘Bounty Payments for Wild Dog, Feral Dog, Hybrid or Dingo Scalps Policy’ as detailed in Attachment G of the report by the Policy Officer dated 5 February 2018, be adopted.

- F. That the policy titled 'Disabled Parking Scheme Policy', as detailed in Attachment H of the report by the Policy Officer dated 5 February 2018, as per Item 1 of the Policy and Administration Board No. 2011(03) of 5 April 2011, adopted at the Council Ordinary Meeting of 15 April 2011, be repealed.
- G. That the policy titled 'Disabled Parking Scheme Policy' as detailed in Attachment I of the report by the Policy Officer dated 5 February 2018, be adopted.
- H. That the policy titled 'Eat Safe Ipswich Inspection Frequency, Administrative Review and Regrade Policy' as detailed in Attachment J of the report by the Policy Officer dated 5 February 2018, be adopted.
- I. That the policy titled 'Environmental Protection Policy', as detailed in Attachment K of the report by the Policy Officer dated 5 February 2018, as per Item 1 of the Policy and Administration Board No. 2011(03) of 5 April 2011, adopted at the Council Ordinary Meeting of 15 April 2011, be repealed.
- J. That the policy titled 'Environmental Protection Policy' as detailed in Attachment L of the report by the Policy Officer dated 5 February 2018, be adopted.
- K. That the policy titled 'Fostering of Domestic Animals Policy', as detailed in Attachment M of the report by the Policy Officer dated 5 February 2018, as per Item 2 of the Policy and Administration Board No. 2010(05) of 3 August 2010, adopted at the Council Ordinary Meeting of 17 August 2010, be repealed.
- L. That the policy titled 'Fostering of Domestic Animals Policy' as detailed in Attachment O of the report by the Policy Officer dated 5 February 2018, be adopted.
- M. That the policy titled 'Parking Permits Policy', as detailed in Attachment P of the report by the Policy Officer dated 5 February 2018, as per Item 12 of the Policy and Administration Board No. 2015(01) of 10 February 2015, adopted at the Council Ordinary Meeting of 24 February 2015, be repealed.
- N. That the policy titled 'Parking Permits Policy' as detailed in Attachment R of the report by the Policy Officer dated 5 February 2018, be adopted.
- O. That the policy titled 'Requests received to withdraw Personal Infringement Notices (State Penalties Enforcement Act 1999 State Penalties Enforcement Regulation 2000.)', as detailed in Attachment S of the report by the Policy Officer dated 5 February 2018, as per Item B08.01 of the City Management and Finance Board No. 2006(01) of 17 January 2006, adopted at the Council Ordinary Meeting of 25 January 2006, be repealed.



- P. That the policy titled 'Requests received to withdraw Personal Infringement Notices (State Penalties Enforcement Act 1999 State Penalties Enforcement Regulation 2000.)' as detailed in Attachment U of the report by the Policy Officer dated 5 February 2018, be adopted.
- Q. That the policy titled 'Safe City Monitoring System Policy', as detailed in Attachment V of the report by the Policy Officer dated 5 February 2018, as per Item 4C of the Policy and Administration Board No. 2011(10) of 22 November 2011, adopted at the Council Ordinary Meeting of 6 December 2011, be repealed.
- R. That the policy titled 'Safe City Monitoring System Policy ' as detailed in Attachment X of the report by the Policy Officer dated 5 February 2018, be adopted.
- S. That the policy titled 'Toilet Allocation for Events Policy', as detailed in Attachment Y of the report by the Policy Officer dated 5 February 2018, as per Item 6 of the Policy and Administration Board No. 2015(12) of 17 November 2015, adopted at the Council Ordinary Meeting of 1 December 2015, be repealed.
- T. That the policy titled 'Toilet Allocation for Events Policy' as detailed in Attachment AA of the report by the Policy Officer dated 5 February 2018, be adopted.
- U. That the policy titled 'Use of Offence Detection Cameras and Devices Policy', as detailed in Attachment AB of the report by the Policy Officer dated 5 February 2018, as per Item 1 of the Policy and Administration Board No. 2013(08) of 9 July 2013, adopted at the Council Ordinary Meeting of 23 July 2013, be repealed.
- V. That the policy titled 'Use of Offence Detection Cameras and Devices Policy' as detailed in Attachment AD of the report by the Policy Officer dated 5 February 2018, be adopted.

Candice Johns  
**POLICY OFFICER**

I concur with the recommendations contained in this report.

Barbara Dart  
**STRATEGIC POLICY AND SYSTEMS MANAGER**

I concur with the recommendations contained in this report.

Sean Madigan  
**CHIEF OPERATING OFFICER (HEALTH, SECURITY AND REGULATORY SERVICES)**



**ACCESSING INFORMATION PURSUANT TO THE  
TELECOMMUNICATIONS (INTERCEPTION AND  
ACCESS) ACT 1979 POLICY**

Version: 1

Document No.: 1

**1.1 Objectives:**

The objective of this policy is to ensure that accessing information pursuant to the *Telecommunications (Interception and Access) Act 1979* is undertaken where the circumstances meet certain criteria to warrant such action.

**1.2 Regulatory Authority:**

An enforcement agency defined by the *Telecommunications (Interception and Access) Act 1979* must meet legislative and regulatory requirements relating to enquiries. Relevant legislation includes:

- *Telecommunications (Interception and Access) Act 1979;*
- *Public Records Act 2002;*
- *Information Privacy Act 2009;*
- *Right to Information Act 2009.*

**1.3 Policy Statement:**

The objective of accessing information pursuant to the *Telecommunications (Interception and Access) Act 1979* is to assist Authorised Officers investigating a matter where a pecuniary penalty is likely to be imposed.

**1.4 Scope:**

Prior to making application to access information pursuant to the *Telecommunications (Interception and Access) Act 1979*, the Officer shall:

1. Have sufficient grounds to believe that a pecuniary penalty is likely to be imposed if an alleged offender can be identified.
2. All 'normal' methods of contacting/interviewing the alleged offender have been exhausted (e.g. speaking to witnesses, following up on any available contacts, etc.)
3. The Chief Operating Officer (Health, Security and Regulatory Services) is satisfied that the application is warranted.

**Access to information:**

This policy incorporates access to the following information:

1. Name of the subscriber of the subject telephone number.
2. Address of the subscriber of the subject telephone number.
3. Billing Address (if different) of the subscriber of the subject telephone number.
4. The full phone number (including area code) which is the subject of the investigation.

**1.5 Roles and responsibilities:**

Stakeholders for whom this policy imposes responsibilities are as follows:

- Authorised Officers of the Ipswich City Council;
- Chief Operating Officer (Health, Security and Regulatory Services);

**1.6 Definitions:**

N/A

**1.7 Policy Author:** Chief Operating Officer (Health, Security and Regulatory Services)

**Date of Council resolution:** 2 December 2014

**Committee Reference and date:** Policy and Administration Board No. 2014(11) of 18 November 2014 – City Management and Finance Committee No. 2014(12) of 25 November 2014

**No of resolution:** 8

**Date to be reviewed:** 2 December 2016



## ASSET PROTECTION CAMERA POLICY

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to clarify Council's position in relation to installation and operation of security cameras for asset protection purposes.

### 1.2 Regulatory Authority:

Public authorities must meet legislative and regulatory requirements relating to the management of Closed Circuit Television (CCTV) recordings as public documents. Relevant legislation includes:

- Public Records Act 2002
- Information privacy Act 2009
- Right to Information Act 2009

Australian Standard AS 4806.1-2006 including Part 1: Management and Operation of Closed Circuit Television and Part 2: Application guidelines

Managing CCTV Records – Queensland State Archives October 2010

### 1.3 Policy Statement:

- Cameras may be installed primarily for asset protection, community safety or offence detection purposes.
- Generally, asset protection cameras serve a very different purpose from community safety cameras, but some cameras may under certain circumstances serve multiple purposes.
- Council does not support proactive monitoring of asset protection cameras unless there is clear value and efficiency to be achieved from proactive monitoring.
- Council considers the greatest value of asset protection cameras to come from the ability to capture footage of incidents to support investigation and prosecution.
- Installation of asset protection cameras must comply with Australian Standard AS 4806.1-2006 and must be highly visible.
- Asset protection cameras are not intended to be used for employee surveillance.
- Resource allocation decisions associated with the selection of appropriate technology, installation locations, and whether cameras are proactively monitored are to be made by the Chief Operating Officer (Health, Security and Regulatory Services) in consultation with the Asset Custodian, Divisional Councillor and Mayor. The Chief Operating Officer (Health, Security and Regulatory Services) must base her/his decision on the following factors:

- Security Risk Assessment identifying vulnerabilities including asset design, profile, value, susceptibility to damage, etc.
- Analysis of potential strategies to address identified risks including whether security cameras are the most appropriate security tool in the circumstances.
- Cost-benefit and/or business case analysis

**1.4 Scope:** This policy relates to the installation and operation of security cameras for the purposes of asset protection.

In the event that a camera is actively monitored through the safe city control room, monitoring must comply with the operational procedures of the control room.

This policy does not apply to community safety surveillance cameras which are proactively monitored through the Safe City Program.

For the purposes of this policy, cameras used for detecting offences such as parking offences or motorbikes illegally using Council land are considered offence detection cameras and not asset protection cameras. This policy does not apply to offence detection cameras.

**1.5 Roles and responsibilities:**

The Chief Operating Officer (Health, Security and Regulatory Services) is responsible for administering this policy.

**1.6 Definitions:**

Asset Custodian is defined as the Chief Operating Officer of the Council Department which owns the relevant asset. In most instances this will be the Chief Operating Officer (Works, Parks and Recreation).

**1.7 Policy Author:** Chief Operating Officer (Health, Security and Regulatory Services)

**Date of Council resolution:** 6 December 2011

**Committee Reference and date:** Policy and Administration Board No. 2011(10) of 22 November 2011 - City Management and Finance Committee No. 2011(12) of 29 November 2011

**No of resolution:** 3

**Date to be reviewed:**



~~ASSET PROTECTION CORPORATE~~  
~~SECURITY CAMERA POLICY~~

Version:

Document No.:

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**1.1 Objectives:** The objective of this policy is to clarify Council's position in relation to installation and operation of corporate security cameras for the protection of Council owned sites that are occupied by Council employees, Council occupied sites deemed to be high risk and Council owned assets deemed to be high risk. ~~asset protection purposes.~~



- ~~Following the recommendations of a security risk assessment supporting the installation of corporate security cameras,~~
- ~~Completion of a Crime Prevention Through Environmental Design (CPTED) audit that identifies vulnerabilities pertaining to the use of corporate security cameras. Security Risk Assessment identifying vulnerabilities including asset design, profile, value, susceptibility to damage, etc.~~
- ~~Analysis of the security risk assessment and CPTED audit that supports the installation of corporate security cameras as the most appropriate security tool based on the circumstances. potential strategies to address identified risks including whether security cameras are the most appropriate security tool in the circumstances.~~
- ~~Other factors that must be considered are the Determined need for resources resources required and the~~
- ~~Associated costs, benefit and/or business case analysis~~

**Scope:** ~~This policy relates to the installation and operation of corporate security cameras for the protection of Council owned sites that are occupied by Council employees, Council occupied sites deemed to be high risk and Council owned assets deemed to be high risk.~~

~~This policy does not apply to public safety surveillance cameras which are proactively monitored through the Safe City Program or offence detection cameras.~~

~~1.4 This policy relates to the installation and operation of corporate security cameras for protection of Council owned sites that are occupied by Council employees, Council occupied sites deemed to be high risk and Council owned assets deemed to be high risk purposes of asset protection.~~

~~In the event that a corporate security camera is actively monitored through the Safe City control room, monitoring must comply with the operational procedures of the control room.~~

~~This policy does not apply to community public safety surveillance cameras which are proactively monitored through the Safe City Program.~~

~~For the purposes of this policy, cameras used for detecting offences such as parking offences, illegal dumping, or motorbikes illegally using Council land or other compliance investigations are considered offence detection cameras and not asset protection corporate security cameras. This policy does not apply to offence detection cameras.~~

**1.5.1.4 Roles and responsibilities:**

The Chief Operating Officer (Health, Security and Regulatory Services) is responsible for administering this policy.

**1.5 Definitions:**

High risk means a site involving or exposed to, a higher than normal level of danger as determined by the completion of a security risk assessment and CPTED audit.

~~Employee Surveillance means the use of corporate security cameras to gather~~

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**Date of Council resolution:** ~~6-December-2011~~  
**Committee Reference and date:** ~~Policy and Administration Board No. 2011(10) of 22-  
November 2011 — City Management and Finance Committee No. 2011(12) of 29-  
November 2011~~  
**No of resolution:** ~~3~~  
**Date to be reviewed:**



## CORPORATE SECURITY CAMERA POLICY

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to clarify Council's position in relation to installation and operation of corporate security cameras for the protection of Council owned sites that are occupied by Council employees, Council occupied sites deemed to be high risk and Council owned assets deemed to be high risk.

**1.2 Regulatory Authority:**

- *Public Records Act 2002*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- Australian Standard AS 4806.1-2006
- Australia Standard AS 4806.2-2006
- Queensland State Archives October 2010

**1.3 Policy Statement:**

Corporate Security cameras may be installed for;

- The protection of Council owned sites that are occupied by Council employees.
- Occupied Council sites deemed to be high risk (e.g. Councilor Electorate offices).
- Council assets deemed to be high risk.

In most circumstances, Council does not support proactive monitoring of corporate security cameras. Corporate security cameras are not to be used specifically for employee surveillance. Corporate security cameras can be utilized to capture footage of incidents to support both police investigations and prosecution purposes and internal investigations.

Installation of corporate security cameras must comply with Australian Standards, relevant acts and regulations. All corporate security cameras must be highly visible. The determination for the installation of corporate security cameras and their locations are to be made by the Safe City and Corporate Security Manager and the Chief Operating Officer (Health, Security and Regulatory Services). The following must be taken into a consideration when a decision is being reached:

- Recommendations from a security risk assessment supporting the installation of corporate security cameras.
- Completion of a Crime Prevention Through Environmental Design (CPTED) audit that identifies vulnerabilities pertaining to the use of corporate security cameras.
- Analysis of the security risk assessment and CPTED audit that supports the installation of corporate security cameras as the most appropriate security tool based on the circumstances.
- Determined need for resources
- Associated costs

In the event that a corporate security camera is actively monitored through the Safe City control room, monitoring must comply with the operational procedures of the control room.

**1.4 Scope:**

This policy relates to the installation and operation of corporate security cameras for the protection of Council owned sites that are occupied by Council employees, Council occupied sites deemed to be high risk and Council owned assets deemed to be high risk.

This policy does not apply to public safety surveillance cameras which are proactively monitored through the Safe City Program or offence detection cameras.

**1.5 Roles and responsibilities:**

The Chief Operating Officer (Health, Security and Regulatory Services) is responsible for administering this policy.

**1.6 Definitions:**

*High risk* means a site involving or exposed to, a higher than normal level of danger as determined by the completion of a security risk assessment and CPTED audit.

*Employee Surveillance* means the use of corporate security cameras to gather information about the activities and locations of staff members other than for the purpose of internal investigations.

*Corporate Security Camera* means Generally a fixed position camera targeting a specific area or location for the purpose of risk mitigation and security to a facility or premises.

*Offence Detection Cameras* means cameras used for detecting offences such as parking offences, illegal dumping, motorbikes illegally using Council land or other compliance investigations are considered offence detection cameras and not corporate security cameras.

**1.7 Policy Author:** Chief Operating Officer (Health, Security and Regulatory Services)

<p><b>Date of Council resolution:</b></p> <p><b>Committee Reference and date:</b></p> <p><b>No of resolution:</b></p> <p><b>Date to be reviewed:</b></p>
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## **POLICY**

### **BOUNTY PAYMENTS FOR WILD DOG, FERAL DOG, HYBRID OR DINGO SCALPS.**

#### **PURPOSE**

The purpose of this policy is to establish that Council will provide a bounty payment to persons who provide Council with wild dog scalps from dogs found within the Ipswich City area.

#### **INTRODUCTION**

Under the provisions of Chapter 4 of the *Land Protection (Pest and Stock Route Management) Act 2002*, Local Government is devolved the responsibility for ensuring that declared pests are managed within its area. The *Land Protection (Pest and Stock Route Management) Regulation 2003* declares dingos (*Canis familiaris dingo*) and dog, other than a domestic dog (*Canis familiaris*) as class 2 pests.

#### **POLICY**

Council will offer a bounty fee (as set by Council resolution) to any person who provides from the Ipswich City Council area, a wild dog, feral dog, hybrid or dingo scalp to the Ipswich City Council.

#### **DEFINITIONS**

Dingoes - native dogs of Asia, selectively bred by humans from wolves. Present in Australia before domestic dogs, pure dingoes are populations or individuals that have not hybridised with domestic dogs or hybrids.

Wild dogs – all wild - living dogs (including dingoes, feral dogs and hybrids).

Feral dogs – wild living domestic dogs.

Hybrids – dogs resulting from cross breeding of a dingo and a domestic dog, and the descendants of crossbred progeny.

Source: Queensland Pest Animal Strategy 2002-2006

**Date of Council Resolution:** 31 January 2007

**Committee Reference and Date:** Health and Regulation Committee No. 2007(01) of 22 January 2007 -

**No of Resolution:** 08.03



**BOUNTY PAYMENTS FOR WILD DOG, FERAL DOG, HYBRID OR DINGO SCALPS.**

**Version:**  
**Document No.:**

**1.1 Objectives:** The purpose of this policy is to establish that Council will provide a bounty payment to persons who provide Council with wild dog scalps from dogs found within the Ipswich City Council Area

**1.2 Regulatory Authority:**

- ~~Land Protection (Pest and Stock Route Management) Act 2002~~
- ~~Biosecurity Act 2014; and~~
- Local Law 8 (Nuisances and Community Health and Safety)

**1.3 Policy Statement:** Council will offer a bounty fee (as set by Council resolution) to any person who provides from the Ipswich City Council area, a wild dog, feral dog, hybrid or dingo scalp to the Ipswich City Council.

**1.4 Scope:** This policy applies to making the bounty payment for wild dog, feral dog, hybrid and/or dingo scalps. It also outlines the responsibilities of Council and land holders (including trappers).

**1.5 Roles and responsibilities :**

When the holder of a wild dog, feral dog, hybrid or dingo scalp, produces the scalp to the Health, Security and Regulatory Services department, Council will pay the holder the sum as established by the Council's Fees and Charges per Scalp.

Council will carry out a check of the information supplied from the individual to confirm legitimacy of the claim before payment will be issued. Council will require the following information before bounty payments will be granted:

- Location, including lot plan, of where the scalp was obtained.
- Property owner's contact details to enable Council to verify location.

All land holders including trappers are to ensure they follow the rules and regulations of the Animal Care and Protection Act 2001.

**1.5.1.6 Definitions:**

~~"Dingoes"~~ means Native dogs of Asia, selectively bred by humans from wolves. Present in Australia before domestic dogs, pure dingoes are populations or individuals that have not hybridised with domestic dogs or hybrids.

~~"Wild dogs"~~ means All wild-living dogs (including dingoes, feral dogs and hybrids).

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~~“Feral dogs”~~ means Wild living domestic dogs.

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~~“Hybrids”~~ means Dogs resulting from cross breeding of a dingo and a domestic dog, and the descendants of crossbred progeny.

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Source: Queensland Pest Animal Strategy 2002-2006

~~1.6.1.7~~ **Policy Author:** Principal Officer, Animal Management Chief Operating Officer – Health Security and Regulatory Services

**Date of Council resolution:**

**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE

**No of resolution:**

GOVERNANCE ADMIN TEAM

**Date to be reviewed:**



**BOUNTY PAYMENTS FOR WILD DOG, FERAL DOG, HYBRID OR DINGO SCALPS.**

**Version:**

**Document No.:**

**1.1 Objectives:** The purpose of this policy is to establish that Council will provide a bounty payment to persons who provide Council with wild dog scalps from dogs found within the Ipswich City Council Area

**1.2 Regulatory Authority:**

- *Biosecurity Act 2014*
- *Local Law 8 (Nuisances and Community Health and Safety)*

**1.3 Policy Statement:** Council will offer a bounty fee (as set by Council resolution) to any person who provides from the Ipswich City Council area, a wild dog, feral dog, hybrid or dingo scalp to the Ipswich City Council.

**1.4 Scope:** This policy applies to making the bounty payment for wild dog, feral dog, hybrid and/or dingo scalps. It also outlines the responsibilities of Council and land holders (including trappers).

**1.5 Roles and responsibilities :**

When the holder of a wild dog, feral dog, hybrid or dingo scalp, produces the scalp to the Health, Security and Regulatory Services department, Council will pay the holder the sum as established by the Council's Fees and Charges per Scalp.

Council will carry out a check of the information supplied from the individual to confirm legitimacy of the claim before payment will be issued. Council will require the following information before bounty payments will be granted:

- Location, including lot plan, of where the scalp was obtained.
- Property owner's contact details to enable Council to verify location.

All land holders including trappers are to ensure they follow the rules and regulations of the *Animal Care and Protection Act 2001*.

**1.6 Definitions:**

*Dingoes* means Native dogs of Asia, selectively bred by humans from wolves. Present in Australia before domestic dogs, pure dingoes are populations or individuals that have not hybridised with domestic dogs or hybrids.

*Wild dogs* means All wild-living dogs (including dingoes, feral dogs and hybrids).

*Feral dogs* means Wild living domestic dogs.



*Hybrids* means Dogs resulting from cross breeding of a dingo and a domestic dog, and the descendants of crossbred progeny.

Source: Queensland Pest Animal Strategy 2002-2006

**1.7 Policy Author:** Chief Operating Officer – Health Security and Regulatory Services

**Date of Council resolution:**

**Committee Reference and date:**

**No of resolution:**

**Date to be reviewed:**

**THIS WILL BE FILLED IN ONCE THE POLICY HAS  
BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE  
GOVERNANCE ADMIN TEAM**

## DISABLED PARKING SCHEME POLICY

That disabled motorists issued with an Australian Disability Parking permit be entitled to:

- Park in any space provided for a person with a disability in an on-street or off-street parking location.
- Park in local government metered or regulated parking areas free of charge for the following periods:
  - Where the time limit specified by a sign is less than 30 minutes, permit holders will be allowed to park for 30 minutes.
  - Where the time limit specified by a sign is 30 minutes or more, permit holders will be allowed to park for an unlimited time.

**Date of Council Resolution:** 15 April 2011

**Committee Reference and Date:** Policy and Administration Board No. 2011(03) of 5 April 2011 - City Management and Finance Committee No. 2011(04) of 11 April 2011 - Council Ordinary Meeting of 15 April 2011

**No of Resolution:** 1



## DISABLED PARKING SCHEME POLICY

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to outline what exceptions parking permits for people with disabilities provide.

**1.2 Regulatory Authority:**

- *Transport Operations (Road Use Management) Act 1995 (The Act)*

**1.3 Policy Statement:** That motorists issued with a Parking permit for people with disabilities have greater access to suitable parking.

**1.4 Scope:** The core matters addressed by the policy include what exceptions will be made for those persons issued with a Parking permit for people with disabilities. The policy does not include those whom have a disability but do not hold a permit.

**1.5 Roles and responsibilities:**

Authorised Officers will use this policy to guide decisions on parking related matters concerning a motorist issued with a Parking permit for people with disabilities.

Motorists issued with an Parking permit for people with disabilities are entitled to:

- Park in any space provided for a person with a disability in an on-street or off-street parking location; and
- Park in local government metered or regulated parking areas free of charge for the following periods:
  - Where the time limit specified by a sign is less than 30 minutes, permit holders will be allowed to park for 30 minutes; or
  - Where the time limit specified by a sign is 30 minutes or more, permit holders will be allowed to park for an unlimited time.

**1.6 Definitions:**

*Parking permit for people with disabilities* means a permit issued under the Act, or a corresponding law to the Act, with a people with disabilities symbol.

**1.7 Policy Author:** Chief Operating Officer – Health, Security and Regulatory Services

**Date of Council resolution:**

**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS  
**No of resolution:** BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE  
**Date to be reviewed:** GOVERNANCE ADMIN TEAM



**EAT SAFE IPSWICH INSPECTION  
FREQUENCY, ADMINISTRATIVE  
REVIEW AND REGRADE POLICY**

Version:  
Document No.:

**1.1 Objectives:** The objective of this policy is to outline the inspection frequency and provide guidelines for the Eat Safe Ipswich administrative review and reassessment procedures.

**1.2 Regulatory Authority:**

- *Food Act 2006*
- *Food Regulation*
- *Food Safety Standards 2000*
- Population Health and Environment Protection Licensing, Registration and Permitting Policy

**1.3 Policy Statement:** In accordance with the Eat Safe Ipswich inspection scheme, a licensable food business is entitled to:

1. Have their licensed food business inspected and provided with an Eat Safe Ipswich star rating at set frequency; or
2. Have their Eat Safe Ipswich rating administratively reviewed by an Environmental Health Coordinator or Senior Environmental Health Officer if they believe the authorised person has made an error in assigning a star rating; or
3. Have a reassessment after minor, major and/or critical non-compliances and/or good management practices have been rectified.

This policy ensures fairness for food business operators in Ipswich by providing a formal avenue for them to request a review of their Eat Safe Ipswich rating issued to their business. Food business operators who improve food hygiene practices also have the opportunity to be reassessed ahead of schedule through a reassessment.

**1.4 Scope:** This policy applies to food business licensed pursuant to the *Food Act 2006* with Ipswich City Council.

**1.5 Policy Details:**

1. Inspection Frequency  
Licensed food businesses will be inspected at a frequency determined by the Eat Safe Ipswich star rating as detailed in the table below:

Star Rating	Inspection Frequency
0	As soon as practical

2	2 Months
3	6 Months
4	12 Months
5	18 Months

Additional inspections may be done if required to investigate complaints or to follow up on non-compliances identified or notices issued, i.e. reinspections.

## 2. Administrative review

An administrative review occurs via a desktop audit when a food business wants their Eat Safe Ipswich rating reviewed (i.e. when they disagree with the Eat Safe Ipswich rating their business was given).

The licensee (or authorised representative) is entitled to apply for an administrative review for the following reason(s):

- a. There is a difference of opinion with the level of non-compliance (i.e. whether it is a minor or major non-compliance) on a particular subject identified during the Eat Safe Ipswich inspection; or
- b. A detail has been incorrectly recorded by the officer in assessing the criteria in the inspection proforma that affects the star rating assigned to the business; or
- c. An administrative error has been made in rating the business.

Only the item(s) listed on the application form for an administrative review will be examined. No further claims by the food business can be made after the application has been submitted.

## 3. Reassessment

- a. A reassessment involves an administrative review of the previous inspection as well as a new inspection of the food business.
- b. A reassessment can occur after minor, major and/or critical non-compliances and good management practices have been rectified and the food business does not want to wait for the next routine Eat Safe Ipswich inspection for their rating to be reassessed. During this inspection the officer will reassess the entire business to determine eligibility for a new star rating.
- c. The licensee is entitled to apply for a reassessment only in the following circumstance(s):
  - i. When minor and/or major and/or critical non-compliances have been rectified and/or good management practices have been implemented; and
  - ii. For a 2 star business, a waiting period of 3 month has passed since the previous Eat Safe Ipswich inspection; or
  - iii. For a 3 star business, a waiting period of 6 months has passed since the previous Eat Safe Ipswich inspection; or
  - iv. For a 4 star business, a waiting period of 6 month has passed since the previous Eat Safe Ipswich inspection.

4. Response Times

- a. The timeframe within which an application for administrative review or reassessment must be submitted are listed in the table below.
- b. The timeframe in which Council will assess and respond to the applications are also shown in the table below.

	<b>Timeframe for food business licenses</b>	<b>Council response time</b>
<b>Administrative Review</b>	Within 5 business days from the date of the inspection.	Within 10 business days from receipt of the properly made application.
	<b>Timeframe for food business licenses</b>	<b>Council response time</b>
<b>Reassessment</b>	0 Stars A 3 month waiting period applies.	Within 20 business days from receipt of the properly made application.
	2 Stars A 3 month waiting period applies.	
	3 Stars A 6 month waiting period applies.	
	4 Stars A 6 month waiting period applies.	

- c. Despite the response times shown, the prioritisation of administrative review and reassessment applications will occur at discretion of Council:
  - i. Every licensable food business must be rated at least once by October 2018 before reassessment applications are processed by Council; and
  - ii. In the event of a substantial influx of either administrative review applications and/or reassessment applications, Council will process the applications on the basis of the date the applications are received.

5. Reassessment increments

The following reassessment increments apply to all reassessments:

- a. 0-2 star food business can only increase to a 3 star rating within the same licence period that they received the 0 or 2 star rating or within 12 months of the previous inspection (and after the relevant waiting period); or
- b. 3-4 star food businesses can increase to a 5 star rating at any time (after the relevant waiting period);
- c. The following table outlines the waiting periods that apply to the administrative review and reassessment applications:

<b>Star rating</b>	<b>Waiting period before reassessment application</b>	<b>Year of increment</b>	<b>Maximum star rating</b>
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<b>0</b>	3 months from previous Eat Safe Ipswich inspection	Within the same licence period	3
<b>2</b>	3 months from previous Eat Safe Ipswich inspection	Within the same licence period	3
<b>3</b>	6 months from previous Eat Safe Ipswich inspection	Within the same licence period and after the 6 month waiting period has applied	5 (providing they have not received a 0 or 2 star rating within the past 12 months)
<b>4</b>	6 months from previous Eat Safe Ipswich inspection	Within the same licence period and after the 6 month waiting period has applied	5
<b>5</b>	6 months from previous Eat Safe Ipswich inspection	Within the same licence period	5

d. A food business that has received a 0-2 star rating cannot advance beyond a 3 star rating within a 12 month period from receiving a 0 or 2 star rating, i.e. a food business that has advanced from a 0 or 2 star rating to a 3 star rating cannot then apply to have a reassessment and advance to a 5 star rating within a 12 month period from the initial 0 or 2 star rating assessment.

6. Reassessment due to non-compliance

In addition to the ability for food business to apply to Council for a reassessment, Council reserves the right to reduce a food business's star rating due to observe non-compliance at any time.

**1.6 Definitions:**

*Administrative non-compliances* means administrative non-compliances are considered minor in nature, relate to 'general requirement' criteria and relate to an administrative requirement (e.g. display of licence, notification of food safety supervisor to Council).

*Administrative Review* means when a food business licensee disagrees with the Eat Safe Ipswich rating issued, an application to Council to have the rating 'Administratively Reviewed' (i.e. via desktop audit) can be made. An administrative review is conducted by an Environmental Health Coordinator or the Senior Environmental Health Officer.

*Critical non-compliances* means non-compliances that are associated with matters that pose the highest risk to producing safe food. Failure to comply with critical non-compliances may result in serious enforcement action such as the immediate suspension

of a food licence. For example, storing potentially hazardous food outside of temperature control or not protecting food from contamination are critical non-compliances.

*Easily rectified minor non-compliances* means non-compliances that are identified on the Eat Safe Ipswich audit proforma as those non-compliances which are minor in nature (refer to minor non-compliance definition) and can be rectified easily and promptly. For example, a split refrigerator seal is minor in nature (if it is not adversely affecting the temperature of the food in the refrigerator) and can be replaced within 24-48 hours. This is considered an 'easily rectified minor non-compliance'.

*Eat Safe Ipswich* refers to the food business rating scheme that was approved as a part of the Health and Amenity plan in Health And Community Safety Committee No. 2017(03) (15 August 2017).

*EHO* means Environmental Health Officer (also referred to as 'inspecting', 'assessing' or 'authorised' officer).

*Good management practices (GMPs)* means a list of management documents that identify and control food safety hazards in the food business. These administrative documents are seen by Council as effective tools in proactively managing food safety risks associated with any food operation.

*Licence period* means a period as it pertains the Ipswich City Council for a licensable food business under the *Food Act 2006* is 1 July to 30 June of the following year.

*Licensable food business* means a business licensed under section 48 of the *Food Act 2006*.

*Licensee* means the holder of the licence for a food business

*Major non-compliance* means a non-compliance that is identified on the on the East Safe Ipswich proforma as those non-compliances that are more serious and pose a high risk to food safety. Major non-compliances are likely to result in some form of enforcement action. A major non-compliance is more serious than a minor non-compliance and less serious than a critical non-compliance.

*Minor non-compliance* means a non-compliance that is identified on the Eat Safe Ipswich audit proforma as those non-compliances that are low risk or relate to a small number of defects. Minor non-compliances are less likely to present a hazard to consumers. For example, a minor non-compliance may be a small or minor maintenance issue, such as a cracked or chipped tile or chipped crockery.

*Reassessment* means an assessment that occurs after minor, major and/or critical non-compliances have been rectified and the food business does not want to wait for the next routine inspection for the Eat Safe Ipswich rating to be reassessed. This is a paid inspection in which an officer reassesses the entire business to determine eligibility for a new Eat Safe Ipswich rating.



**1.7 Policy Author:** Chief Operating Officer - Health, Security and Regulatory Services  
Department

**Date of Council resolution:**

**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS  
**No of resolution:** BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE  
**Date to be reviewed:** GOVERNANCE ADMIN TEAM

## ENVIRONMENTAL PROTECTION POLICY

It is the policy of the Ipswich City Council to achieve a high standard of environmental care in all of its activities as a local government. It is Council's objective to assist with protection of the environment in accordance with the principles of ecologically sustainable development.

Specifically, the Ipswich City Council will:-

1. Carry out an assessment covering all environmentally relevant activities operated by Council and their actual and possible impacts on the environment.
2. Develop and maintain a system of operating, monitoring and reporting all environmentally relevant activities to ensure all statutory requirements are met using best practise environmental management.
3. Provide necessary resourcing to ensure best practice is achieved.
4. Actively provide access for the community to remain informed and comment on Council's Integrated Environmental Management System.
5. Ensure that all employees, contractors and suppliers are aware of the Policy.
6. Continue to make improvements in environmental management by reviewing, reporting and updating the Integrated Environmental Management System and procedures.
7. Strive to be a community leader in environmental management.

**Date of Council Resolution:** 13 March 1996

**Committee Reference and Date:** Health and Sport Committee - 4 March 1996

**No of Resolution:** 08.02



## Environmental Protection Policy

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to assist with protection of the environment in accordance with the principles of ecologically sustainable development.

**1.2 Regulatory Authority:**

- *Environmental Protection Act 1994*
- *Environment Protection (Air) Policy 2008*
- *Environment Protection (Noise) Policy 2008*
- *Environment Protection (Water) Policy 2008*
- *Environment Protection Regulation 2008*
- *Biosecurity Act 2014*
- *Biosecurity Regulation 2016*
- *Waste Reduction and Recycling Act 2011*
- *Waste Reduction and Recycling Regulation 2011*
- *Planning Act 2016*

**1.3 Policy Statement:** Council manages its environmental impacts through the development and implementation of planning and management for healthy and sustainable environments and through environmental partnerships.

**1.4 Scope:** The core matters addressed by the policy include Council's intention that the City's natural systems will provide clean air, land and water to support biological diversity whilst serving human needs. Sustainable living is enhanced through protection of the environment through management of Council's activities and the proceeding environmental impacts. This policy does not apply to activities that are outside of Councils control.

**1.5 Roles and responsibilities:**

Council controlled activities will:-

- Comply with relevant legislation, regulation, policies and standards relating to the environment.
- Strive for environmental best practice and continual improvement in environmental protection.
- Incorporate environmental protection into decision making process, such as land use planning and strategic environmental asset management.

- Look to acquisition of future environmental assets while retaining and enhancing existing environmental assets.
- Strive for the most efficient use of resources, while pursuing innovative ways to minimise waste and maximise reuse of materials.
- Approach environmental protection in a holistic and integrated way.
- Develop and maintain an Environmental Management System which sets a framework for managing environmental performance of Council's operations.
- Establish measureable environmental performance objectives and targets.
- Work actively with the Ipswich community and other stakeholders to enhance the environmental quality of Ipswich City.
- Strive to be environmental protection leaders and at the forefront of environmental protection.
- Advocate on behalf of the community for improved environmental outcomes.

Through the implementation of Council's Environmental Protection Policy, Council aims to uphold the highest level of sustainability and best practice in pollution prevention and natural asset management across the organisation. Council will strive for best practice in all of its operations, and will continue to inform the community on Council's environmental protection policies and strategies.

By partnering with the Ipswich and wider community on environmental protection measures, Council aims to maintain and enhance the environment for future generations.

#### **1.6 Definitions:**

*Sustainability* means ensuring the indefinite conservation and protection of the environment whilst recognising the need for future growth.

**1.7 Policy Author:** Chief Operating Officer – Health Security and Regulatory Services

**Date of Council resolution:**

**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS

**No of resolution:** BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE

**Date to be reviewed:** GOVERNANCE ADMIN TEAM

## **FOSTERING OF DOMESTIC ANIMALS**

### **POLICY STATEMENT**

#### **Purpose:**

To provide direction of the circumstances and conditions under which Council will allow the fostering of domestic animals (principally cats and dogs) by members of the public on behalf of welfare agencies within the Ipswich City Council area.

#### **Definitions:**

The following words should be interpreted as defined in relation to this Policy:

**'Animal Welfare Agency'** is a recognised not for profit agency dedicated for the care and welfare of animals

**'Approved Foster Program'** is a program administered by an 'Animal Welfare Agency' to manage people who 'foster care' on behalf of that agency.

**'Foster'** is the term of providing temporary care for an animal which requires shelter, nourishment and/or treatment due to age and/or illness.

**'Foster Carer'** is a person who will 'foster' animals in their private home on behalf of a 'animal welfare agency' and is endorsed by an Animal Welfare Agency.

#### **Policy:**

Council may facilitate the fostering of domestic animals (typically cats and dogs) within the Ipswich City Council area where the fostering is undertaken by a recognised foster carer on behalf of a recognised Animal Welfare Agency subject to that agencies approved foster program.

The approved foster program should consist of the following minimum standards:

- Prior to the approval of a foster carer the animal welfare agency must undertake training of the person;
- Prior to the approval of a foster carer the animal welfare agency must ensure that the property where the animal is to be kept has suitable fencing or an enclosure to contain the animal/s to the property;
- Prior to the approval of a foster carer the animal welfare agency must make enquiries with the Ipswich City Council to ensure that the proposed foster carer is a suitable candidate;
- All animals that are fostered are to be micro-chipped and also wear an identification device which clearly identifies the animal as a foster animal;
- The Animal Welfare Agency must keep a register of approved foster carers;

- The Animal Welfare Agency must keep a register of all outward and inward transactions of fostered animals to each carer;
- The foster carer must agree to operate under the Local Laws and other legislation applicable to the Ipswich City Council area (see next section – if excess number animals then the carer must have approval from Council before commencing care).

Foster Carer's will be required to comply with the following minimum standards:

- Fostering of animals will not be permitted at a property where a regulated dog is kept;
- Foster carers must obtain an approved animal permit if they are going to be keeping excess numbers. (e.g. Current local law requirements are that a person residing on a 1000m<sup>2</sup> block is allowed to keep two registered dogs and two registered cats as pets without a permit. Assessment and approval through Councils permitting system will be required to determine if excess animals can be kept on the property);
- The foster animal is to wear the identification device supplied by the animal welfare agency at all times;
- Animal excreta and other waste, including food waste must be collected at least once a day and disposed of in a manner which will not –
  - cause environmental harm; or
  - become a breeding place for flies or other vermin; or
  - endanger the health or safety of any person; or
  - cause an odour nuisance.
- Animal food must be stored in vermin proof containers;
- All animals are to be kept in such a manner so that they do not create a nuisance;
- All fencing and enclosures on the premises used for the purpose of containing the animals must comply with the requirements of the relevant legislation;
- Should the foster carer breach any of these conditions or any other legislation, their approval to foster care may be revoked.

**Date of Council Resolution:** 17 August 2010

**Committee Reference and Date:** Policy and Administration Board No. 2010(05) of 3 August 2010 – City Management and Finance Committee No. 2010(08) of 10 August 2010 - Council Ordinary Meeting of 17 August 2010.

**No of Resolution:** 2



## FOSTERING OF DOMESTIC ANIMALS

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to provide direction of the circumstances and conditions under which Council will allow the fostering of domestic animals (principally cats and dogs) by members of the public on behalf of welfare agencies within the Ipswich City Council area.

**1.2 Regulatory Authority:**

- Animal Management (Cats and Dogs) Act 2008;
- Ipswich Planning Scheme;
- Local Law No. 4 (Permits) 2013; and
- Local Law No. 6 (Animal Management) 2013.

**1.3 Policy Statement:** Council is supportive of the fostering of animals by residents, although recognises the need for a balance between protecting the amenity of our communities and the needs of welfare organisations to have animals in foster.

Foster carers must operate within Council's local laws, ensuring the animals being kept within the 'as of right' numbers defined within Schedule 2, of Ipswich City Council's Subordinate Local Law No. 6.1 (Animal Management) 2013.

The table below provides some further information:

<u>Land size</u>	<u>'As of right' total animals (combination of either foster or pet)</u>	<u>Number of animals when permit is required</u>
<u>&lt; 2,000m<sup>2</sup></u>	<u>2</u>	<u>&gt; 2</u>
<u>&gt; 2,000m<sup>2</sup></u>	<u>4</u>	<u>&gt; 4</u>

The fostering of animals in excess of the 'as of right' allowable numbers will require a permit approval to be obtained. The permit required in these cases, is a commercial kennel licence, as it is the only permit that allows for animals to be swapped/transferred. A domestic animal permit would require the applicant to reapply every time an animal is swapped/transferred and as a result, is unsuitable for foster carers.

All dogs will require registration with Council, as per the requirements outlined in the Animal Management (Cats and Dogs) Act 2008.

Managing any alleged nuisances caused by foster animals will be undertaken in accordance with existing practices, with compliance action only taken when a nuisance is

proven.

Council may facilitate the fostering of domestic animals (typically cats and dogs) within the Ipswich City Council area where the fostering is undertaken by a recognised foster carer on behalf of a recognised Animal Welfare Agency subject to that agencies approved foster program. The approved foster program should consist of the following minimum standards:

- Prior to the approval of a foster carer the animal welfare agency must undertake training of the person;
- Prior to the approval of a foster carer the animal welfare agency must ensure that the property where the animal is to be kept has suitable fencing or an enclosure to contain the animal/s to the property;
- Prior to the approval of a foster carer the animal welfare agency must make enquiries with the Ipswich City Council to ensure that the proposed foster carer is a suitable candidate;
- All animals that are fostered are to be micro-chipped and also wear an identification device which clearly identifies the animal as a foster animal;
- The Animal Welfare Agency must keep a register of approved foster carers; The Animal Welfare Agency must keep a register of all outward and inward transactions of fostered animals to each carer;
- The foster carer must agree to operate under the Local Laws and other legislation applicable to the Ipswich City Council area (see next section – if excess number animals then the carer must have approval from Council before commencing care).

Foster Carer's will be required to comply with the following minimum standards:

- Fostering of animals will not be permitted at a property where a regulated dog is kept;
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- The foster animal is to wear the identification device supplied by the animal welfare agency at all times;
- Animal excreta and other waste, including food waste must be collected at least once a day and disposed of in a manner which will not – o cause environmental harm; or o become a breeding place for flies or other vermin; or o endanger the health or safety of any person; or o cause an odour nuisance.
- Animal food must be stored in vermin proof containers;
- All animals are to be kept in such a manner so that they do not create a nuisance;
- All fencing and enclosures on the premises used for the purpose of containing the animals must comply with the requirements of the relevant legislation;
- Should the foster carer breach any of these conditions or any other legislation, their approval to foster care may be revoked.



**1.4 Scope:** ~~This policy provides a consistent approach to the management of foster carers and the animals they care for on behalf of animal welfare organisations. The core matters addressed by the policy include the circumstances and conditions in which Council will allow the fostering of domestic animals on behalf of welfare agencies.~~ This policy does not apply to members of the public who are not associated with animal welfare agencies.

**1.5 Definitions:**

~~Animal Welfare Agency means a recognised not for profit agency dedicated for the care and welfare of animals~~

~~Approved Foster Program means a program administered by an 'Animal Welfare Agency' to manage people who 'foster care' on behalf of that agency.~~

~~As of right means the number of animals that can be kept on a property before a permit is required. Currently defined within Ipswich City Council's Subordinate Local Law No. 6.1 (Animal Management) 2013, Schedule 2.~~

*Foster* means providing temporary care for an animal which requires shelter, nourishment and/or treatment due to age and/or illness.

*Foster Carer* means a person who will 'foster' animals in their private home on behalf of a 'animal welfare agency' and is endorsed by an Animal Welfare Agency.

**1.6 Policy Author:** Chief Operating Officer – Health Security and Regulatory Services

**Date of Council resolution:**

**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS  
**No of resolution:** BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE  
**Date to be reviewed:** GOVERNANCE ADMIN TEAM

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## FOSTERING OF DOMESTIC ANIMALS

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to provide direction of the circumstances and conditions under which Council will allow the fostering of domestic animals (principally cats and dogs) by members of the public on behalf of welfare agencies within the Ipswich City Council area.

**1.2 Regulatory Authority:**

- Animal Management (Cats and Dogs) Act 2008;
- Ipswich Planning Scheme;
- Local Law No. 4 (Permits) 2013; and
- Local Law No. 6 (Animal Management) 2013.

**1.3 Policy Statement:** Council is supportive of the fostering of animals by residents, although recognises the need for a balance between protecting the amenity of our communities and the needs of welfare organisations to have animals in foster care.

Foster carers must operate within Council's local laws, ensuring the animals being kept within the 'as of right' numbers defined within Schedule 2, of Ipswich City Council's Subordinate Local Law No. 6.1 (Animal Management) 2013.

The table below provides some further information:

Land size	'As of right' total animals (combination of either foster or pet)	Number of animals when permit is required
< 2,000m <sup>2</sup>	2	> 2
> 2,000m <sup>2</sup>	4	> 4

The fostering of animals in excess of the 'as of right' allowable numbers will require a permit approval to be obtained. The permit required in these cases, is a commercial kennel licence, as it is the only permit that allows for animals to be swapped/transferred. A domestic animal permit would require the applicant to reapply every time an animal is swapped/transferred and as a result, is unsuitable for foster carers.

All dogs will require registration with Council, as per the requirements outlined in the *Animal Management (Cats and Dogs) Act 2008*.

Managing any alleged nuisances caused by foster animals will be undertaken in accordance with existing practices, with compliance action only taken when a nuisance is

proven.

**1.4 Scope:** This policy provides a consistent approach to the management of foster carers and the animals they care for on behalf of animal welfare organisations. This policy does not apply to members of the public who are not associated with animal welfare agencies.

**1.5 Definitions:**

*As of right* means the number of animals that can be kept on a property before a permit is required. Currently defined within Ipswich City Council's Subordinate Local Law No. 6.1 (Animal Management) 2013, Schedule 2.

*Foster* means providing temporary care for an animal which requires shelter, nourishment and/or treatment due to age and/or illness.

*Foster Carer* means a person who will 'foster' animals in their private home on behalf of a 'animal welfare agency' and is endorsed by an Animal Welfare Agency.

**1.6 Policy Author:** Chief Operating Officer – Health Security and Regulatory Services

**Date of Council resolution:**

**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS  
**No of resolution:** BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE  
**Date to be reviewed:** GOVERNANCE ADMIN TEAM



## PARKING PERMITS POLICY

Version: 1  
Document No.: 1

### 1.1 Objectives:

The objective of this policy is to provide a framework for the issuing of Parking Permits in accordance with Ipswich City Council's Local Laws.

### 1.2 Regulatory Authority:

- Ipswich City Council's Local Laws
- *Transport Operations (Road Use Management) Act 1995*
- *Transport Operations (Road Rules) Regulation 2009*
- Ipswich City Council's Fees and Charges

### 1.3 Policy Statement:

Parking Permits are issued for commercial and non-commercial purposes in areas in which parking is regulated by Ipswich City Council. Parking Permits are subject to conditions and fees (where applicable) in accordance with Ipswich City Council's Fees and Charges. The submission of a Parking Permit application form does not guarantee Council approval.

### 1.4 Scope:

This policy acknowledges the legislation, responsibilities of Council and relevant conditions for the issuing of Parking Permits.

### 1.5 Roles and responsibilities:

Council's Customer Service Centres:

- Receiving applications and fees
- Task the processing of the application to the relevant Council officer

Health, Security and Regulatory Services:

- Analysing, processing and issuing Parking Permits
- Informing relevant stakeholders of Parking Permit process
- Respond to enquiries/complaints regarding Parking Permits

### 1.6 Definitions:

The following words should be interpreted as defined in relation to this procedure.

**Commercial Vehicle Parking Permit:** A Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a business. Charges and Late Fees may apply.

**Media Parking Permit:** A Parking Permit required by a registered motor vehicle (including

motorcycle) of less than 4.5 tonne GVM that is owned by a media outlet such as a newspaper or television network. Charges and Late Fees may apply.

**General Contractor Parking Permit:** A Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a General Contractor or Contractor for Council. Charges and Late Fees may apply.

**Charity/Not-For-Profit Parking Permit:** A Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a charity or not-for-profit organisation. No charges apply.

**Residential Parking Permit:** A Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a resident who lives in an area where parking is regulated by Ipswich City Council. No charges apply.

#### **1.7 Standard Conditions for Approved Parking Permits**

- This permit must be displayed prominently on the passenger side of the dashboard of the approved vehicle when in use.
- Residential Parking Permits apply only to the road in the vicinity of the premises of the permit holder and allow exemption from time restrictions and paid parking fees.
- Council reserves the right to immediately revoke any Parking Permit.
- Council cannot guarantee or reserve a permit holder a specific parking bay or even that on-street parking will be available for use at any time.
- The vehicle cannot remain parked for longer than is reasonable in the circumstances.
- The vehicle must immediately be removed from the parking space if requested by an authorised person employed by the Ipswich City Council or a Queensland Police Officer.
- This permit does not apply to No Stopping, No Parking, Clearway or other locations where parking is prohibited under the *Transport Operations (Road Use Management – Road Rules) Regulation 2009*.
- This permit must not be used for personal or unrelated purposes.
- In accordance with Council's Local Laws, a Parking Permit will remain the property of Ipswich City Council and any vandalism, amending, copying or misuse of this permit is an offence.
- In the event a replacement permit is being requested:
  1. The permit holder must complete a statutory declaration that outlines why a replacement permit is required and the facts and circumstances of the loss, destruction or damage of the original permit.
  2. Council reserves the right to deny a replacement permit if the facts and circumstances under which the permit was lost, destroyed or damaged are not to the satisfaction of Council.
- A Parking Permit is valid for the period on the permit, unless earlier revoked. At the completion of this period, permit holders may apply for a new permit. However, there is no guarantee that the permit will be renewed.
- A Parking Permit is non-transferable.

- Council reserves the right to withdraw any permit by written notification to the permit holder giving 14 days' notice.
- A Penalty Infringement Notice may be issued for failure to comply with the conditions of the permit.

**1.8 Policy Author:** Chief Operating Officer – Health, Security and Regulatory Services


**Date of Council resolution:** 24 February 2015

**Committee Reference and date:** Policy and Administration Board No. 2015(01) of 10 February 2015 – City Management and Finance Committee No. 2015(02) of 17 February 2015

**No of resolution:** 12

**Date to be reviewed:** 24 February 2017

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	<b>PARKING PERMITS POLICY</b>	Version: 1 Document No.: 1
<b>1.1 Objectives:</b> The objective of this policy is to provide a framework for the issuing of Parking Permits in accordance with Ipswich City Council's Local Laws.		
<b>1.2 Regulatory Authority:</b> <ul style="list-style-type: none"><li>• <a href="#"><u>Local Law No. 4 (Permits) 2013</u></a></li><li>• <a href="#"><u>Local Law No. 5 (Parking) 2013</u></a></li><li>• <a href="#"><u>Subordinate Local Law No.5.1 (Parking) 2013</u></a></li><li>• <a href="#"><u>Local Law No. 7 (Local Government Controlled Areas and Roads) 2013</u></a></li><li>• <a href="#"><u>Subordinate Local Law No.7.1 (Local Government Controlled Areas and Roads) 2013</u></a></li><li>• <del>Ipswich City Council's Local Laws</del><ul style="list-style-type: none"><li>• <i>Transport Operations (Road Use Management) Act 1995</i></li><li>• <i>Transport Operations (Road Rules) Regulation 2009</i></li><li>• Ipswich City Council's Fees and Charges</li></ul></li></ul>		
<b>1.3 Policy Statement:</b> Parking Permits are issued for commercial and non-commercial purposes in areas in which parking is regulated by Ipswich City Council. Parking Permits are subject to conditions and fees (where applicable) in accordance with Ipswich City Council's Fees and Charges. The submission of a Parking Permit application form does not guarantee Council approval.		
<b>1.4 Scope:</b> This policy acknowledges the legislation, responsibilities of Council and relevant conditions for the issuing of Parking Permits.		
<b>1.5 Roles and responsibilities:</b> Council's Customer Service Centres: <ul style="list-style-type: none"><li>• Receiving applications and fees</li><li>• Task the processing of the application to the relevant Council officer</li></ul> Health, Security and Regulatory Services: <ul style="list-style-type: none"><li>• Analysing, processing and issuing Parking Permits</li><li>• Informing relevant stakeholders of Parking Permit process</li><li>• Respond to enquiries/complaints regarding Parking Permits</li></ul>		
<b>1.6 Definitions:</b>		

The following words should be interpreted as defined in relation to this procedure.

**Commercial Vehicle Parking Permit** means a Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a business. Charges and Late Fees may apply.

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**Media Parking Permit** means a Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a media outlet such as a newspaper or television network. Charges and Late Fees may apply.

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**General Contractor Parking Permit** means a Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a General Contractor or Contractor for Council. Charges and Late Fees may apply.

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**Charity/Not-For-Profit Parking Permit** means a Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a charity or not-for-profit organisation. No charges apply.

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**Residential Parking Permit** means a Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a resident who lives in an area where parking is regulated by Ipswich City Council. No charges apply.

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#### 1.7 Standard Conditions for Approved Parking Permits

- This permit must be displayed prominently on the passenger side of the dashboard of the approved vehicle when in use.
- Residential Parking Permits apply only to the road in the vicinity of the premises of the permit holder and allow exemption from time restrictions and paid parking fees.
- Council reserves the right to immediately revoke any Parking Permit.
- Council cannot guarantee or reserve a permit holder a specific parking bay or even that on-street parking will be available for use at any time.
- The vehicle cannot remain parked for longer than is reasonable in the circumstances.
- The vehicle must immediately be removed from the parking space if requested by an authorised person employed by the Ipswich City Council or a Queensland Police Officer.
- This permit does not apply to No Stopping, No Parking, Clearway or other locations where parking is prohibited under the *Transport Operations (Road Use Management – Road Rules) Regulation 2009*.
- ~~This permit must not be used for personal or unrelated purposes.~~
- ~~This permit does not apply to parking zones signed or metered for timeframes of less than two hours unless required for priority work by contractors~~
- ~~This permit is strictly for use in vehicles undertaking work and not for personal/unrelated purposes or commuter parking.~~
- In accordance with Council's Local Laws, a Parking Permit will remain the property of Ipswich City Council and any vandalism, amending, copying or misuse of this permit is an offence.



- In the event a replacement permit is being requested:
  1. The permit holder must complete a statutory declaration that outlines why a replacement permit is required and the facts and circumstances of the loss, destruction or damage of the original permit.
  2. Council reserves the right to deny a replacement permit if the facts and circumstances under which the permit was lost, destroyed or damaged are not to the satisfaction of Council.
- A Parking Permit is valid for the period on the permit, unless earlier revoked. At the completion of this period, permit holders may apply for a new permit. However, there is no guarantee that the permit will be renewed.
- A Parking Permit is non-transferable.
- Council reserves the right to withdraw any permit by written notification to the permit holder giving 14 days' notice.
- A Penalty Infringement Notice may be issued for failure to comply with the conditions of the permit.

#### **1.8 Specific Permit Conditions**

##### **1.8.1 Commercial Vehicle Parking Permit**

- The holder of a Commercial Vehicle Parking Permit can only use the permit while they are undertaking commercial operations

##### **1.8.2 Media Parking Permit**

- The driver or occupants must be engaged in news information gathering duties near the parking location

##### **1.8.3 General Contractors Parking Permit**

- The vehicle must be appropriately badged
- The driver or occupants must be engaged in Council duties near the parking location

##### **1.8.4 Residential Parking Permit**

- A residential parking permit is only applicable to light vehicles which include Sedan, Hatch, Wagon, 4WD, Utility, Light Vans and motorcycles. A residential permit is not valid for heavy commercial vehicles, trailers, boats, caravans or unregistered vehicles.
- A residential parking permit is strictly for residential use only.

##### **1.8.5 Charities and not-for-profit organisations,**

- Certificate of proof from the Australian Tax Office – Charity or Not-For-Profit Organisation submitted with their application form including the applicant's name and address.

**1.8 Policy Author:** Chief Operating Officer – Health, Security and Regulatory Services

**Date of Council resolution:**

**Committee Reference and date:**

**No of resolution:**

**Date to be reviewed:**

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## PARKING PERMITS POLICY

Version: 1  
Document No.: 1

**1.1 Objectives:** The objective of this policy is to provide a framework for the issuing of Parking Permits in accordance with Ipswich City Council's Local Laws.

**1.2 Regulatory Authority:**

- *Local Law No. 4 (Permits) 2013*
- *Local Law No. 5 (Parking) 2013*
- *Subordinate Local Law No.5.1 (Parking) 2013*
- *Local Law No. 7 (Local Government Controlled Areas and Roads) 2013*
- *Subordinate Local Law No.7.1 (Local Government Controlled Areas and Roads) 2013*
- *Transport Operations (Road Use Management) Act 1995*
- *Transport Operations (Road Rules) Regulation 2009*
- Ipswich City Council's Fees and Charges

**1.3 Policy Statement:**

Parking Permits are issued for commercial and non-commercial purposes in areas in which parking is regulated by Ipswich City Council. Parking Permits are subject to conditions and fees (where applicable) in accordance with Ipswich City Council's Fees and Charges. The submission of a Parking Permit application form does not guarantee Council approval.

**1.4 Scope:**

This policy acknowledges the legislation, responsibilities of Council and relevant conditions for the issuing of Parking Permits.

**1.5 Roles and responsibilities:**

Council's Customer Service Centres:

- Receiving applications and fees
- Task the processing of the application to the relevant Council officer

Health, Security and Regulatory Services:

- Analysing, processing and issuing Parking Permits
- Informing relevant stakeholders of Parking Permit process
- Respond to enquiries/complaints regarding Parking Permits

**1.6 Definitions:**

*Commercial Vehicle Parking Permit* means a Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a business. Charges and Late Fees may apply.

*Media Parking Permit* means a Parking Permit required by a registered motor vehicle (including motorcycle) of less than 4.5 tonne GVM that is owned by a media outlet such as a newspaper or television network. Charges and Late Fees may apply.

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#### **1.7 Standard Conditions for Approved Parking Permits**

- This permit must be displayed prominently on the passenger side of the dashboard of the approved vehicle when in use.
- Residential Parking Permits apply only to the road in the vicinity of the premises of the permit holder and allow exemption from time restrictions and paid parking fees.
- Council reserves the right to immediately revoke any Parking Permit.
- Council cannot guarantee or reserve a permit holder a specific parking bay or even that on-street parking will be available for use at any time.
- The vehicle cannot remain parked for longer than is reasonable in the circumstances.
- The vehicle must immediately be removed from the parking space if requested by an authorised person employed by the Ipswich City Council or a Queensland Police Officer.
- This permit does not apply to No Stopping, No Parking, Clearway or other locations where parking is prohibited under the *Transport Operations (Road Use Management – Road Rules) Regulation 2009*.
- This permit does not apply to parking zones signed or metered for timeframes of less than two hours unless required for priority work by contractors
- This permit is strictly for use in vehicles undertaking work and not for personal/unrelated purposes or commuter parking.
- In accordance with Council's Local Laws, a Parking Permit will remain the property of Ipswich City Council and any vandalism, amending, copying or misuse of this permit is an offence.
- In the event a replacement permit is being requested:
  1. The permit holder must complete a statutory declaration that outlines why a replacement permit is required and the facts and circumstances of the loss, destruction or damage of the original permit.
  2. Council reserves the right to deny a replacement permit if the facts and circumstances under which the permit was lost, destroyed or damaged are

not to the satisfaction of Council.

- A Parking Permit is valid for the period on the permit, unless earlier revoked. At the completion of this period, permit holders may apply for a new permit. However, there is no guarantee that the permit will be renewed.
- A Parking Permit is non-transferable.
- Council reserves the right to withdraw any permit by written notification to the permit holder giving 14 days' notice.
- A Penalty Infringement Notice may be issued for failure to comply with the conditions of the permit.

## **1.8 Specific Permit Conditions**

### **1.8.1 Commercial Vehicle Parking Permit**

- The holder of a Commercial Vehicle Parking Permit can only use the permit while they are undertaking commercial operations

### **1.8.2 Media Parking Permit**

- The driver or occupants must be engaged in news information gathering duties near the parking location

### **1.8.3 General Contractors Parking Permit**

- The vehicle must be appropriately badged
- The driver or occupants must be engaged in Council duties near the parking location

### **1.8.4 Residential Parking Permit**

- A residential parking permit is only applicable to light vehicles which include Sedan, Hatch, Wagon, 4WD, Utility, Light Vans and motorcycles. A residential permit is not valid for heavy commercial vehicles, trailers, boats, caravans or unregistered vehicles.
- A residential parking permit is strictly for residential use only.

### **1.8.5 Charities and not-for-profit organisations,**

- Certificate of proof from the Australian Tax Office – Charity or Not-For-Profit Organisation submitted with their application form including the applicant's name and address.

**1.8 Policy Author:** Chief Operating Officer – Health, Security and Regulatory Services

**Date of Council resolution:**

**Committee Reference and date:**

**No of resolution:**

**Date to be reviewed:**

## **WITHDRAWAL OF INFRINGEMENT NOTICE POLICY**

### **REQUESTS RECEIVED TO WITHDRAW PERSONAL INFRINGEMENT NOTICES (STATE PENALTIES ENFORCEMENT ACT 1999 AND STATE PENALTIES ENFORCEMENT REGULATION 2000.)**

#### **Definitions**

“charitable organisations” – an organisation performing charitable works within the local government area.

The Chief Executive Officer or the delegated officer (“the decision maker”) may allow an infringement notice to be withdrawn provided the circumstances meet certain criteria to warrant such action.

All applications for withdrawal of infringement notices shall be in writing. Such application shall include all details, circumstances and information necessary to allow a logical, reasonable, and transparent decision to be made. If insufficient or unclear information is provided by the applicant, Council may request the applicant to clarify or provide further information. In order for the decision maker to make a fully informed decision, the Council may conduct any investigation it deems necessary in order to assess the applicant’s application, including contacting witnesses referred to by the applicant.

Criteria for consideration in any application shall include, but not be limited to, the following:-

1. **INCORRECT/ INCOMPLETE/UNCLEAR INFORMATION** - A notice has been issued containing incorrect or incomplete information (eg. Vehicle registration number, incorrect name of offender or incorrect offence code) and that this has caused the infringement notice to be invalid, or the information recorded on the infringement notice is so unclear it cannot be read.
2. **MEDICAL CERTIFICATION** - A medical certificate or other acceptable supporting documentation, including statements from witnesses, can be produced confirming that the medical condition or a medical situation caused or contributed to, the offence to occur and that in view of such circumstances, the infringement notice should be withdrawn.
3. **MOTOR VEHICLE BREAKDOWN (Regulated Parking Offences)** - Evidence can be produced to prove a vehicle had a mechanical problem at the time of the parking offence and that the circumstances caused the driver to park illegally.
4. **PEOPLE WITH A DISABILITY (Regulated Parking Offences)** - A valid disabled persons parking permit can be produced, in instances, where the vehicle would not have been issued with an infringement notice had the permit been affixed to the vehicle.

5. CHARITY WORKERS (Regulated Parking Offences) – The person to whom the infringement notice was issued was, at the time of the alleged offence, undertaking a bona-fide temporary duty on behalf of a charitable organisation AND the offence does not involve traffic/pedestrian obstruction or safety related offences.<sup>1</sup>
6. EXTRAORDINARY CIRCUMSTANCES<sup>2</sup> - In a case where an application is not addressed by the above mentioned circumstances, the decision maker may determine that the circumstances are sufficient to warrant the withdrawal of the infringement notice.

**Date of Council Resolution:** 25 January 2006

**Committee Reference and Date:** City Management and Finance Board No. 2006(01) of 17 January 2006 - Council Ordinary Meeting of

**No of Resolution:** B08.01

**Date of Council Resolution:** 28 July 2004

**Committee Reference and Date:** City Management and Finance Committee No. 2004(05) of 20 July 2004

**No of Resolution:** 21.01

**Date of Council Resolution:** 18 July 2001

**Committee Reference and Date:** Finance and Special Purposes Committee - 10 July 2001

**No of Resolution:** 08.02

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<sup>1</sup> Withdrawal of an infringement notice under this criterion will only be applied to a first offence.

<sup>2</sup> See Procedure 08/18



## WITHDRAWAL OF INFRINGEMENT NOTICE POLICY

Version:

Document No.:

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**1.1 Objectives:** The objective of this policy is to provide the criteria for consideration of withdrawing an infringement notice.

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**1.2 Regulatory Authority:**

- *State Penalties Enforcement Act 1999*
- *State Penalties Enforcement Regulation 2000*

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**1.3 Policy Statement:** Council will provide logical, reasonable and transparent decisions in the withdrawal of infringement notices based upon written applications that observe relevant criteria.

**1.4 Scope:** The core matters addressed by the policy include the criteria for consideration in any application for an infringement withdrawal, as well as the requirements for written applications.

**1.5 Roles and responsibilities:**

The Chief Executive Officer or the delegated officer (the position delegated to review the decision) recognises that at the time a penalty infringement notice is issued, not all of the facts and circumstances surrounding the offence are known to the issuing officer. These facts and circumstances may be sufficient for an infringement to be withdrawn provided the certain criteria exists.

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Applications for withdrawal of infringement notices shall be in writing, including all details, circumstances and information necessary to allow a logical, reasonable and transparent decision to be made.

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If the named alleged offender was not responsible for committing the offence then a Statutory Declaration is required detailing the circumstances and providing the full name and address of the person responsible.

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If insufficient or unclear information is provided, Council may request clarification, further information or the application to be provided on a Statutory Declaration. For Council to make a fully informed decision, it may be necessary in order to assess an application to contact any named witnesses contained within the application.

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All applications for withdrawal of infringement notices shall in writing (in the form of a Statutory Declaration). This application shall include all necessary details, circumstances and information. If insufficient or unclear information is provided by the applicant, Council may request the applicant to clarify or provide further information.

In order for the decision maker to make a fully informed decision, the Council may conduct any investigation it deems necessary in order to assess the applicant's application, including contacting witnesses referred to by the applicant.

~~The decision maker may allow an infringement notice to be withdrawn or waived provided the circumstances meet certain criteria to warrant such action.~~

Criteria for consideration in any application shall include, but not be limited to, the following:

1. For vehicle offences where the ~~person driving the car at the time was not the vehicle owner was not the person in control of the vehicle at that time~~owner, a Statutory Declaration must be submitted providing the name and the address of the nominated driver within 28 days. The original infringement shall be withdrawn and a new infringement will be issued to the nominated driver.
2. A notice has been issued containing incorrect or incomplete information (e.g. vehicle registration number, incorrect name of offender or incorrect offence code) and this has caused the infringement notice to be invalid, or the information recorded on the infringement notice is so unclear that it cannot be read.
3. Medical certification: A medical certificate or other acceptable supporting documentation, including statements from witnesses, can be produced confirming that the medical condition at the time of the offence caused, or substantially contributed to, the offence occurring. In this case, the infringement notice should be withdrawn.
4. Motor vehicle breakdown (regulated parking offences): Evidence can be produced to prove a vehicle had a mechanical problem at the time of the parking offence and that the circumstances caused the driver to park illegally.
5. People with a disability (regulated parking offences): A valid disabled persons parking permit can be produced where the vehicle would not have been issued with an infringement notice had the permit been affixed to the vehicle.
6. Charity Workers (Regulated Parking Offences): The person to whom the infringement notice was, at the time of the alleged offence, undertaking a bona-fide temporary duty on behalf of a charitable organisation and the offence does not involve traffic/pedestrian obstruction or safety-related offences. Withdrawal of an infringement notice under this criterion will only be applied to a first offence.
7. Extraordinary Circumstances (See Procedure 08/18): In a case where an application is not addressed by the above-mentioned circumstances, the decision maker may determine that the circumstances are sufficient to warrant the withdrawal of the infringement notice.

**1.6 Definitions:** For the purpose of this policy, the definitions are as follows:

~~“Charitable Organisations”~~ means an organisation or not-for-profit entity performing charitable works within the local government area.

~~“Decision Maker”~~ means the Chief Operating Officer (Health, Security and Regulatory Services) or Delegated Officer.

**1.7 Policy Author:** Chief Operating Officer (Health, Security and Regulatory Services)

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Date of Council resolution:	
Committee Reference and date:	<b>THIS WILL BE FILLED IN ONCE THE POLICY HAS</b>
No of resolution:	<b>BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE</b>
Date to be reviewed:	<b>GOVERNANCE ADMIN TEAM</b>



## WITHDRAWAL OF INFRINGEMENT NOTICE POLICY

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to provide the criteria for consideration of withdrawing an infringement notice.

**1.2 Regulatory Authority:**

- *State Penalties Enforcement Act 1999*
- *State Penalties Enforcement Regulation 2000*

**1.3 Policy Statement:** Council will provide logical, reasonable and transparent decisions in the withdrawal of infringement notices based upon written applications that observe relevant criteria.

**1.4 Scope:** The core matters addressed by the policy include the criteria for consideration in any application for an infringement withdrawal, as well as the requirements for written applications.

**1.5 Roles and responsibilities:**

The Chief Executive Officer or the delegated officer (the position delegated to review the decision) recognises that at the time a penalty infringement notice is issued, not all of the facts and circumstances surrounding the offence are known to the issuing officer. These facts and circumstances may be sufficient for an infringement to be withdrawn provided the certain criteria exists.

Applications for withdrawal of infringement notices shall be in writing, including all details, circumstances and information necessary to allow a logical, reasonable and transparent decision to be made.

If the named alleged offender was not responsible for committing the offence then a Statutory Declaration is required detailing the circumstances and providing the full name and address of the person responsible.

If insufficient or unclear information is provided, Council may request clarification, further information or the application to be provided on a Statutory Declaration. For Council to make a fully informed decision, it may be necessary in order to assess an application to contact any named witnesses contained within the application.

Criteria for consideration in any application shall include, but not be limited to, the following:

1. For vehicle offences where the owner was not the person in control of the vehicle at that time, a Statutory Declaration must be submitted providing the name and the address of the nominated driver within 28 days. The original infringement shall be withdrawn and a new infringement will be issued to the nominated driver.

2. A notice has been issued containing incorrect or incomplete information (e.g. vehicle registration number, incorrect name of offender or incorrect offence code) and this has caused the infringement notice to be invalid, or the information recorded on the infringement notice is so unclear that it cannot be read.
3. Medical certification: A medical certificate or other acceptable supporting documentation, including statements from witnesses, can be produced confirming that the medical condition at the time of the offence caused, or substantially contributed to, the offence occurring. In this case, the infringement notice should be withdrawn.
4. Motor vehicle breakdown (regulated parking offences): Evidence can be produced to prove a vehicle had a mechanical problem at the time of the parking offence and that the circumstances caused the driver to park illegally.
5. People with a disability (regulated parking offences): A valid disabled persons parking permit can be produced where the vehicle would not have been issued with an infringement notice had the permit been affixed to the vehicle.
6. Charity Workers (Regulated Parking Offences): The person to whom the infringement notice was, at the time of the alleged offence, undertaking a bona-fide temporary duty on behalf of a charitable organisation and the offence does not involve traffic/pedestrian obstruction or safety-related offences. Withdrawal of an infringement notice under this criterion will only be applied to a first offence.
7. Extraordinary Circumstances (See Procedure 08/18): In a case where an application is not addressed by the above-mentioned circumstances, the decision maker may determine that the circumstances are sufficient to warrant the withdrawal of the infringement notice.

**1.6 Definitions:** For the purpose of this policy, the definitions are as follows:

*Charitable Organisations* means an organisation or not-for-profit entity performing charitable works within the local government area.

*Decision Maker* means the Chief Operating Officer (Health, Security and Regulatory Services) or Delegated Officer.

**1.7 Policy Author:** Chief Operating Officer - Health, Security and Regulatory Services

**Date of Council resolution:**

**Committee Reference and date:** THIS WILL BE FILLED IN ONCE THE POLICY HAS  
**No of resolution:** BEEN ADOPTED AT FULL COUNCIL BY THE CORPORATE  
**Date to be reviewed:** GOVERNANCE ADMIN TEAM



**SAFE CITY MONITORING SYSTEM  
POLICY**

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to identify Council position in relation to the objectives of the safe city program, and to provide policy position on decisions associated with installation and operation of cameras in the Safe City network.

**1.2 Regulatory Authority:**

Public authorities must meet legislative and regulatory requirements relating to the management of Closed Circuit Television (CCTV) recordings as public documents. Relevant legislation includes:

- Public Records Act 2002
- Information privacy Act 2009
- Right to Information Act 2009

Australian Standard AS 4806.1-2006 including Part 1: Management and Operation of Closed Circuit Television and Part 2: Application guidelines

Managing CCTV Records – Queensland State Archives October 2010

**1.3 Policy Statement:**

The objectives of the Safe City program are defined as follows:

The Safe City camera system shall be used as a vehicle to enhance and protect the community from hazards that can injure, damage or destroy property or life. The operation of and the recorded information from the monitoring can be further utilised in the prevention of crime and can assist in the functions of local government.

Council's position in relation to installation of cameras as part of the Safe City program is as follows:

Subject to funding, Council may install closed circuit television cameras using any appropriate technology in locations around the city as determined by Council resolution. The Chief Operating Officer (Health, Security and Regulatory Services) may approve the relocation of these cameras.

The decision to install a camera for the primary purpose of community safety must be supported by all or part of the following:

- Crime statistics in relation to criminal activity or public safety issues that impact on the safety of residents in a public space, verified and supported by Ipswich City Council and the Qld Police Service.
- Safety audits modelled by the Crime Prevention Bureau in conjunction with Ipswich City Council.
- Community demographics and impacts in the area.
- Targeted 'hot spot' activity that impacts on the safety and well being of people using a public space.
- Crime Prevention Through Environmental Design principles and other risk analysis documents.
- Business, community and service agency involvement and response.
- Critical priorities as may be determined by Council from time to time.
- Any other local issues relevant to the need to install a mobile/relocatable camera.

Installation and operation of camera units on the Safe City network must comply with current policies, procedures and operations manuals of the Safe City Camera monitoring facility.

#### **1.4 Scope:**

This policy applies to the Safe City community safety camera program. It does not apply to cameras primarily used for asset protection purposes, and does not apply to offence detection cameras (eg parking offence detection, illegal use of Council land, etc).

#### **1.5 Roles and responsibilities:**

Stakeholders for whom this policy imposes responsibilities are as follows:

- Safe City Steering Committee
- Mayor and Councillors
- Chief Operating Officer (Health, Security and Regulatory Services)

#### **1.6 Definitions:** n/a


#### **1.7 Policy Author:** Chief Operating Officer (Health, Security and Regulatory Services)

**Date of Council resolution:** 6 December 2011

**Committee Reference and date:** Policy and Administration Board No. 2011(10) of 22 November 2011 - City Management and Finance Committee No. 2011(12) of 29 November 2011

**No of resolution:** 4C

**Date to be reviewed:**

	<b>SAFE CITY MONITORING SYSTEM POLICY</b>	Version: Document No.:
<p><b>1.1 Objectives:</b> The objective of this policy is to identify Council's position in relation to <del>the objectives of the sSafe Ceity program,</del> and <del>to provide policy position on</del> decisions associated with installation and operation of cameras <del>and other devices on</del> the Safe City <del>public safety surveillance camera</del> network.</p>		
<p><b>1.2 Regulatory Authority:</b></p> <p><del>Public authorities must meet legislative and regulatory requirements relating to the management of Closed Circuit Television (CCTV) recordings as public documents. Relevant legislation includes:</del></p> <ul style="list-style-type: none"> <li>• <del>Public Records Act 2002</del></li> <li>• <del>Information privacy Act 2009</del></li> <li>• <del>Right to Information Act 2009</del></li> <li>• <del>Australian Standard AS 4806.1-2006</del></li> <li>• <del>Australia Standard AS 4806.2-2006</del></li> <li>• <del>Queensland State Archives October 2010</del></li> <li>• <del></del></li> </ul> <p><del>Australian Standard AS 4806.1-2006 including Part 1: Management and Operation of Closed Circuit Television and Part 2: Application guidelines</del></p> <p><del>Managing CCTV Records – Queensland State Archives October 2010</del></p> <p><b>1.3 Policy Statement:</b></p> <p><del>The objectives of the Safe City program are defined as follows:</del></p> <p>The Safe City camera <del>system network</del> shall be used as a <del>vehicle to enhance means to</del>and protect the community <del>in public spaces and strive to make Ipswich a safe place to live, work and play. From hazards that can injure, damage or destroy property or life.</del>The operation of and the recorded information from the <del>monitoring Safe City network</del> can be further utilised in the <del>detection and</del> prevention of crime and can assist in the functions of local government.</p> <p><del>Council's position in relation to installation of cameras as part of the Safe City program is as follows:</del></p> <p>Subject to <del>funding finance</del>, Council may <del>by resolution</del> install closed circuit television</p>		

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cameras using any appropriate technology in locations around the city as determined by Council resolution.

~~The Chief Operating Officer (Health, Security and Regulatory Services) may approve the relocation of these cameras.~~

The decision to install or relocate a Safe City public safety surveillance cameras and other devices for the primary purpose of community safety must be supported by all or part of the following in consultation with the Safe City and Corporate Security manager:

- Crime statistics in relation to criminal activity or public safety issues that impact on ~~the safety of residents~~community safety in a public space, verified and supported by Ipswich City Council and the ~~Qld-Queensland~~ Police Service (QPS), where possible.
- ~~Safety audits modelled by the Crime Prevention Bureau in conjunction with Ipswich City Council.~~
- ~~Targeted 'hot spot' activities~~or behaviours that impacts on the safety and /or perceived threat well being of crime people using in a public space.
- Crime Prevention Through Environmental Design (CPTED) audit, principles and other risk analysis documents and financial costs.
- Business, community and service agency involvement and response.
- Critical priorities as ~~may be~~ determined by Council from time to time.
- ~~Any other local issues relevant to the need to install a mobile/relocatable camera.~~

~~Installation and operation of cameras and other devices units on the Safe City network must comply with current policies, procedures and operations manuals of the Safe City Camera monitoring facility.~~

#### 1.4 Scope:

This policy applies to ~~the Safe City community public safety surveillance cameras and other devices program.~~ It does not apply to corporate security cameras which are not proactively monitored through the Safe City Program. ~~cameras primarily used for asset protection purposes, and does not apply to offence detection cameras (eg parking offence detection, illegal use of Council land, etc).~~

For the purposes of this policy, cameras used for detecting Council compliance offences such as parking, illegal dumping, motorbikes illegally using Council land or other Council compliance investigations are considered offence detection cameras and not Safe City public safety surveillance cameras. This policy does not apply to offence detection cameras.

#### 1.5 Roles and responsibilities:

##### 1.6 Definitions:

Public spaces means: A public space is a social space that is generally open and accessible to the people. Roads (including the pavement), public spaces, parks and beaches are typically considered a public space.

Public safety means: Refers to the welfare and protection of the general public in public spaces.

CCTV means: Refers to (closed-circuit television). A system in which signals are not

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publicly distributed but are monitored, primarily for surveillance and security purposes. CCTV relies on strategic placement of cameras, and observation of the camera's input.

Community Demographics means The study of a population based on factors such as age, race and sex, among others.

Other Devices means Refers to other devices on the Safe City network meeting the objectives of the Safe City program such as Licence Plate Recognition (LPR) and Emergency Call Points (ECP).

Offence Detection Cameras means cameras used for detecting offences such as parking offences, illegal dumping, motorbikes illegally using Council land or other compliance investigations are considered offence detection cameras and not corporate security cameras.

**1.7 Policy Author:** Chief Operating Officer (Health, Security and Regulatory Services)

**Date of Council resolution:** ~~6 December 2011~~

**Committee Reference and date:** ~~Policy and Administration Board No. 2011(10) of 22 November 2011—City Management and Finance Committee No. 2011(12) of 29 November 2011~~

**No of resolution:** ~~4C~~

**Date to be reviewed:**

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## SAFE CITY MONITORING SYSTEM POLICY

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to identify Councils position in relation to the Safe City program and decisions associated with installation and operation of cameras and other devices on the Safe City public safety surveillance camera network.

### **1.2 Regulatory Authority:**

- *Public Records Act 2002*
- *Information privacy Act 2009*
- *Right to Information Act 2009*
- Australian Standard AS 4806.1-2006
- Australia Standard AS 4806.2-2006
- Queensland State Archives October 2010

### **1.3 Policy Statement:**

The Safe City camera network shall be used as a means to protect the community in public spaces and strive to make Ipswich a safe place to live, work and play. The operation of and the recorded information from the Safe City network can be further utilised in the detection and prevention of crime and can assist in the functions of local government.

Subject to finance, Council may by resolution install closed circuit television cameras using any appropriate technology in locations around the city. The decision to install or relocate a Safe City public safety surveillance cameras and other devices for the primary purpose of community safety must be supported by all or part of the following in consultation with the Safe City and Corporate Security manager:

- Crime statistics in relation to criminal activity or public safety issues that impact on community safety in a public space, verified and supported by Ipswich City Council and the Queensland Police Service (QPS), where possible;
- Community demographics and impacts in the area;
- Activities or behaviours that impacts on the safety and/or perceived threat of crime in a public space;
- Crime Prevention Through Environmental Design (CPTED) audit, other risk analysis documents and financial costs;
- Business, community and service agency involvement and response; and
- Critical priorities as determined by Council from time to time.

**1.4 Scope:**

This policy applies to Safe City public safety surveillance cameras and other devices. It does not apply to corporate security cameras which are not proactively monitored through the Safe City Program or offence detection cameras.

**1.6 Definitions:**

*Public spaces* means a social space that is generally open and accessible to the people. Roads (including the pavement), public spaces, parks and beaches are typically considered a public space.

*Public safety* means the welfare and protection of the general public in public spaces.

*CCTV* (closed-circuit television) means a system in which signals are not publicly distributed but are monitored, primarily for surveillance and security purposes. CCTV relies on strategic placement of cameras, and observation of the camera's input.

*Community Demographics* means The study of a population based on factors such as age, race and sex, among others.

*Other Devices* means other devices on the Safe City network meeting the objectives of the Safe City program such as Licence Plate Recognition (LPR) and Emergency Call Points (ECP).

*Offence Detection Cameras* means cameras used for detecting offences such as parking offences, illegal dumping, motorbikes illegally using Council land or other compliance investigations are considered offence detection cameras and not corporate security cameras.

**1.7 Policy Author:** Chief Operating Officer (Health, Security and Regulatory Services)

**Date of Council resolution:**

**Committee Reference and date:**

**No of resolution:**

**Date to be reviewed:**



## TOILET ALLOCATIONS FOR EVENTS

Version: 1

Document No.: 1

**1.1 Objectives:** That Council provide a consistent approach to event organisers in determining the allocation of toilet facilities at events.

**1.2 Regulatory Authority:**

*Food Act 2005 for provisions around food handlers*

*Building Code Australia for provisions around disability access*

*Emergency Management Australia Manual: Safe and Healthy Mass Gatherings*

**1.3 Policy Statement:** This policy is to ensure that Council provides a consistent approach to advice, recommendations, and licence conditions that relate to the number of toilet facilities required at different type and sized events across the city.

In determining the specific numbers for each unique event, Council will take the following information into account when working with the event organiser:

- The number of patrons that are anticipated and staff, entertainers working at the event;
- Whether or not alcohol is being served;
- The total number of toilets already provided at the site through existing infrastructure; and
- The duration of the event (there is scope to reduce the number of facilities based on the number of hours an event may go for).

The following facilities must also be provided:

- one sanitary convenience bin per female toilet;
- separate toilet and hand washing facilities for food handlers;
- at least one unisex toilet for patrons with a disability at each group of toilet facilities (refer to the Building Code of Australia for more information);
- The event operator may also consider the provision of additional unisex toilets to alleviate long queues but this is not a requirement.

**1.4 Other Information:** The following evidence based information will be used by Council as a minimum standard to help determine the numbers of toilets required at each event.

## **TOILET FACILITIES**

Unless otherwise permitted by Council, all toilets must be water-flush and have hand basins provided, connected to a cold water supply. Portable water-flush toilets must be provided where existing toilet facilities are inadequate.

Toilet and hand basin facilities should be:

- clearly designated, with a separate approach for each sex, and with unisex toilets for persons with a disability
- separate from food service preparation and storage areas
- cleaned and maintained for the duration of the event
- well-lit and clearly identified
- situated and screened to ensure privacy
- provided with hand washing basins with cold running water, soap (bar or liquid), disposable towels or air dryers and waste containers
- provided with toilet paper
- provided with separate disposal units for sanitary napkins, nappies, incontinence pads, condoms, needles and syringes, and other rubbish
- provided with nappy changing facilities
- serviced (including pump-out of portables) on a 24-hour basis during the event (vehicular access necessary)

## **NUMBER OF TOILETS REQUIRED**

There is no uniform Australian Standard for calculating the number of toilets required for events. However, when planning the provision of toilet facilities, the following should be taken into consideration:

- type of event
- duration of the event
- crowd type and activities
- number of patrons
- alcohol and food consumption.

The following tables should be used as a guide only for events of one day or more. (Events of one or two hours with no food or drink may require fewer facilities.)

Toilet facilities for events where alcohol is not available					
MALES			FEMALES		
Patrons	WC	Urinals	Hand basin	WC	Hand basin
< 500	1	2	2	6	2
< 1000	2	4	4	9	4
< 2000	4	8	6	12	6
< 3000	6	15	10	18	10
< 5000	8	25	17	30	17

Toilet facilities for events where alcohol is available					
MALES			FEMALES		
Patrons	WC	Urinals	Hand basin	WC	Hand basin
< 500	3	8	2	13	2
< 1000	5	10	4	16	4
< 2000	9	15	7	18	7
< 3000	10	20	14	22	14
< 5000	12	30	20	40	20

Reducing toilet facilities for shorter duration events	
Duration of event	Quantity required
8 hrs plus	100%
6-8 hrs	80%
4-6hrs	75%
Less than 4hrs	70%

### **ABLUTION FACILITIES AT EVENT CAMPING SITES**

Suggested minimum requirements for camping facilities based on two to three nights camping according to the Emergency Management Australia Manual, Safe and Healthy Mass Gatherings:

**Table 1 Ablution facilities**

Sex	WC	Urinal	Hand basin	Showers
<i>Male</i>	1 per 50*	1 per 100*	1 per 75*	1 per 100*
<i>Female</i>	1 per 25*	N/A	1 per 75*	1 per 100*

(\* Units expressed as per person, i.e. 1 WC per 50 persons)

### **MAINTENANCE OF FACILITIES**

To maintain facilities in a sanitary condition, they must be cleaned at least daily or more frequently where necessary to prevent nuisance or offensive conditions and infestation/harbourage by insects or pests.

A cleaning schedule should be established for toilet facilities and hand basins to cover frequency of cleaning, monitoring, equipment and chemicals to be used. Maintenance and cleaning schedules for toilets and hand-basins must ensure:

- an adequate supply of toilet paper and soap
- cleaning of toilets to a suitable timetable
- provision for disposal and removal of sanitary napkins
- availability of a plumber or appropriate maintenance person to repair or remove blockages
- adequate cleaning supplies are available for cleaning staff

**1.5 Policy Author:** Health, Security and Regulatory Services

**Date of Council resolution:** 1 December 2015

**Committee Reference and date:** Policy and Administration Board No. 2015(12) of 17 November 2015 – City Management and Finance Committee No. 2015(12) of 24 November 2015

**No of resolution:** 6

**Date to be reviewed:** 1 December 2017



## TOILET ALLOCATIONS FOR EVENTS

Version: 1

Document No.: 1

**1.1 Objectives:** That Council provide a consistent approach to event organisers in determining the allocation of toilet facilities at events.

**1.2 Regulatory Authority:**

- Food Act 2006 for provisions around food handlers
- Building Code Australia for provisions around disability access
- Emergency Management Australia Manual: Safe and Healthy Mass Gatherings

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**1.3 Policy Statement:** This policy is to ensure that Council provides a consistent approach to advice, recommendations, and licence conditions that relate to the number of toilet facilities required at different type and sized events across the city.

In determining the specific numbers for each unique event, Council will take the following information into account when working with the event organiser:

- The number of patrons that are anticipated and staff, entertainers working at the event;
- Whether or not alcohol is being served;
- The total number of toilets already provided at the site through existing infrastructure; and
- The duration of the event (there is scope to reduce the number of facilities based on the number of hours an event may go for).

The following facilities must also be provided:

- one sanitary convenience bin per female toilet;
- separate toilet and hand washing facilities for food handlers;
- at least one unisex toilet for patrons with a disability at each group of toilet facilities (refer to the Building Code of Australia for more information);
- The event operator may also consider the provision of additional unisex toilets to alleviate long queues but this is not a requirement.

**1.4 Other Information:** The following evidence based information will be used by Council as a minimum standard to help determine the numbers of toilets required at each event.

### **TOILET FACILITIES**

Unless otherwise permitted by Council, all toilets must be water-flush and have hand basins provided, connected to a cold water supply. Portable water-flush toilets must be provided where existing toilet facilities are inadequate.

Toilet and hand basin facilities should be:

- clearly designated, with a separate approach for each sex, and with unisex toilets for persons with a disability
- separate from food service preparation and storage areas
- cleaned and maintained for the duration of the event
- well-lit and clearly identified
- situated and screened to ensure privacy
- provided with hand washing basins with cold running water ([warm water required for those basins accessed by food handlers](#)), soap (bar or liquid), disposable towels or air dryers and waste containers
- provided with toilet paper
- provided with separate disposal units for sanitary napkins, nappies, incontinence pads, condoms, needles and syringes, and other rubbish
- provided with nappy changing facilities
- serviced (including pump-out of portables) on a 24-hour basis during the event (vehicular access necessary)

### **NUMBER OF TOILETS REQUIRED**

There is no uniform Australian Standard for calculating the number of toilets required for events. However, when planning the provision of toilet facilities, the following should be taken into consideration:

- type of event
- duration of the event
- crowd type and activities
- number of patrons
- alcohol and food consumption.

The following tables should be used as a guide only for events of one day or more. (Events of one or two hours with no food or drink may require fewer facilities.)



Toilet facilities for events where alcohol is not available					
MALES			FEMALES		
Patrons	WC	Urinals	Hand basin	WC	Hand basin
< 500	1	2	2	6	2
< 1000	2	4	4	9	4
< 2000	4	8	6	12	6
< 3000	6	15	10	18	10
< 5000	8	25	17	30	17

Toilet facilities for events where alcohol is available					
MALES			FEMALES		
Patrons	WC	Urinals	Hand basin	WC	Hand basin
< 500	3	8	2	13	2
< 1000	5	10	4	16	4
< 2000	9	15	7	18	7
< 3000	10	20	14	22	14
< 5000	12	30	20	40	20

Reducing toilet facilities for shorter duration events	
Duration of event	Quantity required
8 hrs plus	100%
6-8 hrs	80%
4-6hrs	75%
Less than 4hrs	70%

#### **ABLUTION FACILITIES AT EVENT CAMPING SITES**

Suggested minimum requirements for camping facilities based on two to three nights camping according to the Emergency Management Australia Manual, Safe and Healthy Mass Gatherings:

Table 1 Ablution facilities

Sex	WC	Urinal	Hand basin	Showers
Male	1 per 50*	1 per 100*	1 per 75*	1 per 100*
Female	1 per 25*	N/A	1 per 75*	1 per 100*

(\* Units expressed as per person, i.e. 1 WC per 50 persons)

#### **MAINTENANCE OF FACILITIES**

To maintain facilities in a sanitary condition, they must be cleaned at least daily or more frequently where necessary to prevent nuisance or offensive conditions and infestation/harbourage by insects or pests.

A cleaning schedule should be established for toilet facilities and hand basins to cover frequency of cleaning, monitoring, equipment and chemicals to be used. Maintenance and cleaning schedules for toilets and hand-basins must ensure:

- an adequate supply of toilet paper and soap
- cleaning of toilets to a suitable timetable
- provision for disposal and removal of sanitary napkins
- availability of a plumber or appropriate maintenance person to repair or remove blockages
- adequate cleaning supplies are available for cleaning staff

**1.5 Policy Author:** [Chief Operating Officer](#) - Health, Security and Regulatory Services

**Date of Council resolution:** 1 December 2015

**Committee Reference and date:** Policy and Administration Board No. 2015(12) of 17 November 2015 – City Management and Finance Committee No. 2015(12) of 24 November 2015

**No of resolution:** 6

**Date to be reviewed:** 1 December 2017



## TOILET ALLOCATIONS FOR EVENTS

Version: 1

Document No.: 1

**1.1 Objectives:** That Council provide a consistent approach to event organisers in determining the allocation of toilet facilities at events.

**1.2 Regulatory Authority:**

- *Food Act 2006 for provisions around food handlers*
- *Building Code Australia for provisions around disability access*
- *Emergency Management Australia Manual: Safe and Healthy Mass Gatherings*

**1.3 Policy Statement:** This policy is to ensure that Council provides a consistent approach to advice, recommendations, and licence conditions that relate to the number of toilet facilities required at different type and sized events across the city.

In determining the specific numbers for each unique event, Council will take the following information into account when working with the event organiser:

- The number of patrons that are anticipated and staff, entertainers working at the event;
- Whether or not alcohol is being served;
- The total number of toilets already provided at the site through existing infrastructure; and
- The duration of the event (there is scope to reduce the number of facilities based on the number of hours an event may go for).

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- The event operator may also consider the provision of additional unisex toilets to alleviate long queues but this is not a requirement.

**1.4 Other Information:** The following evidence based information will be used by Council as a minimum standard to help determine the numbers of toilets required at each event.

## **TOILET FACILITIES**

Unless otherwise permitted by Council, all toilets must be water-flush and have hand basins provided, connected to a cold water supply. Portable water-flush toilets must be provided where existing toilet facilities are inadequate.

Toilet and hand basin facilities should be:

- clearly designated, with a separate approach for each sex, and with unisex toilets for persons with a disability
- separate from food service preparation and storage areas
- cleaned and maintained for the duration of the event
- well-lit and clearly identified
- situated and screened to ensure privacy
- provided with hand washing basins with cold running water (warm water required for those basins accessed by food handlers), soap (bar or liquid), disposable towels or air dryers and waste containers
- provided with toilet paper
- provided with separate disposal units for sanitary napkins, nappies, incontinence pads, condoms, needles and syringes, and other rubbish
- provided with nappy changing facilities
- serviced (including pump-out of portables) on a 24-hour basis during the event (vehicular access necessary)

## **NUMBER OF TOILETS REQUIRED**

There is no uniform Australian Standard for calculating the number of toilets required for events. However, when planning the provision of toilet facilities, the following should be taken into consideration:

- type of event
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- crowd type and activities
- number of patrons
- alcohol and food consumption.

The following tables should be used as a guide only for events of one day or more. (Events of one or two hours with no food or drink may require fewer facilities.)

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< 1000	2	4	4	9	4
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< 5000	8	25	17	30	17

**Toilet facilities for events where alcohol is available**

MALES				FEMALES	
Patrons	WC	Urinals	Hand basin	WC	Hand basin
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< 5000	12	30	20	40	20

**Reducing toilet facilities for shorter duration events**

Duration of event	Quantity required
8 hrs plus	100%
6-8 hrs	80%
4-6hrs	75%
Less than 4hrs	70%

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Suggested minimum requirements for camping facilities based on two to three nights camping according to the Emergency Management Australia Manual, Safe and Healthy Mass Gatherings:

**Table 1 Ablution facilities**

Sex	WC	Urinal	Hand basin	Showers
<i>Male</i>	1 per 50*	1 per 100*	1 per 75*	1 per 100*
<i>Female</i>	1 per 25*	N/A	1 per 75*	1 per 100*

(\* Units expressed as per person, i.e. 1 WC per 50 persons)

**MAINTENANCE OF FACILITIES**

To maintain facilities in a sanitary condition, they must be cleaned at least daily or more frequently where necessary to prevent nuisance or offensive conditions and infestation/harbourage by insects or pests.

A cleaning schedule should be established for toilet facilities and hand basins to cover frequency of cleaning, monitoring, equipment and chemicals to be used. Maintenance and cleaning schedules for toilets and hand-basins must ensure:

- an adequate supply of toilet paper and soap
- cleaning of toilets to a suitable timetable
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- availability of a plumber or appropriate maintenance person to repair or remove blockages
- adequate cleaning supplies are available for cleaning staff

**1.5 Policy Author:** Chief Operating Officer - Health, Security and Regulatory Services

**Date of Council resolution:** 1 December 2015

**Committee Reference and date:** Policy and Administration Board No. 2015(12) of 17 November 2015 – City Management and Finance Committee No. 2015(12) of 24 November 2015

**No of resolution:** 6

**Date to be reviewed:** 1 December 2017



## USE OF OFFENCE DETECTION CAMERAS & DEVICES POLICY

Version:

Document No.:

### 1.1 Objectives:

The objective of this policy is to state Council's position in relation to the installation and operation of offence detection cameras and devices for the purpose of evidence collection for breaches of legislation.

### 1.2 Regulatory Authority:

Public authorities must meet legislative and regulatory requirements relating to the management of captured images through the use of offence detection cameras and devices as public documents. Relevant legislation includes:

- *Public Records Act 2002;*
- *Information Privacy Act 2009;*
- *Right to Information Act 2009.*

### 1.3 Policy Statement:

The objective of offence detection camera and device use is as follows:

Offence detection cameras and devices shall be used as an evidence collection apparatuses to enhance and protect the community by gathering images and footage that will assist in the detection of offences relating to community safety, protection of assets, protection of amenity and other offence related matters.

Council's position in relation to the use of fixed offence detection cameras (i.e. camera/s secured to a fixed location) is as follows:

Complaint Based:

Fixed offence detection cameras may be installed at a location determined by an Authorised Officer following the receipt of a complaint, if it is determined that the use of an offence detection camera would assist in the gathering of evidence, in relation to the basis of the complaint. These cameras may be installed overtly or covertly, dependent on the nature and location of the offence/s.

Prior to the installation of the camera/s, consultation will be undertaken with the Chief Operating Officer (Health, Security and Regulatory Services) and the divisional Councillor to determine if they have any information that will assist in the matter.

Pro-active Enforcement:

Where offences have been detected by an Authorised Officer, however, a complaint has not been received in relation to the matter, fixed offence detection cameras (i.e. camera/s secured to a fixed location) may be installed at a location in the following circumstances:

- The offence/s targeted must be frequent or regular in the area;
- The use of resources will improve one or more of the following:
  - Community Safety;
  - Protection of Assets;
  - Protection of the amenity of the area;
  - Assist in the prevention of nuisance to residents.
- Prior to the installation of the camera/s, consultation will be undertaken with the Chief Operating Officer (Health, Security and Regulatory Services) and the Divisional Councillor to determine if they have any information that will assist in the matter.

The use of other devices (e.g. digital camera, video camera, etc.) for the purpose of capturing images of footage to be used as evidence shall be at the discretion of the Authorised Officer.

#### **1.4 Scope:**

This policy applies to the use of offence detection cameras and devices for the purpose of gathering evidence relating to offences against legislation.

This policy does not apply to cameras used in the Safe City community safety camera program or any cameras which are part of a closed circuit television (CCTV) system.

Offence detection cameras and devices may be any of the following:

- Self-contained motion activated unit overtly installed;
- Self-contained motion activated unit covertly installed;
- Video capturing device/s attached to an Authorised Officer;
- Video capturing device/s attached to a fleet vehicle;
- Hand held video capturing device/s.



**1.5 Roles and responsibilities:**

Stakeholders for whom this policy imposes responsibilities are as follows:

- Authorised Officers of the Ipswich City Council;
- Chief Operating Officer (Health, Security and Regulatory Services);

**1.6 Definitions:**

n/a.

**1.7 Policy Author:** Chief Operating Officer (Health, Security and Regulatory Services)

**Date of Council resolution:** 23 July 2013

**Committee Reference and date:** Policy and Administration Board No. 2013(08) of 9 July 2013 - City Management and Finance Committee No. 2013(07) of 16 July 2013

**No of resolution:** 1

**Date to be reviewed:** 23 July 2015



**USE OF OFFENCE DETECTION  
CAMERAS & DEVICES POLICY**

Version:  
Document No.:

**1.1 Objectives:**

The objective of this policy is to state Council's position in relation to the installation and operation of offence detection cameras and devices for the purpose of evidence collection ~~for breaches of legislation.~~

**1.2 Regulatory Authority:**

~~Public authorities must meet legislative and regulatory requirements relating to the management of captured images through the use of offence detection cameras and devices as public documents. Relevant legislation includes:~~

- ~~• Public Records Act 2002;~~
- ~~• Information Privacy Act 2009;~~
- ~~• Right to Information Act 2009.~~

**1.3 Policy Statement:**

~~The objective of offence detection camera and device use is as follows:~~

Offence detection cameras and devices shall be used as ~~an~~ evidence collection apparatuses to enhance and protect the community by gathering images and footage that will assist in the detection of offences relating to community safety, protection of assets, protection of amenity and other offence related matters.

~~Council's policy position in relation to the use of fixed offence detection cameras (i.e. camera/s secured to a fixed location) is as follows:~~

~~Complaint Based:~~

Fixed offence detection cameras may be installed at a location determined by an Authorised Officer following the receipt of a complaint, if it is determined that the use of an offence detection camera would assist in the gathering of evidence, in relation to the basis of the complaint. These cameras may be installed overtly or covertly, dependent on the nature and location of the offence/s.

Prior to the installation of the camera/s, consultation will be undertaken with the ~~Chief Operating Officer (Health, Security and Regulatory Services) and the divisional Councillor to determine if they have any information that will assist in the matter.~~ Principal Officer of the work team concerned or the Co-ordinator (Compliance).

- The offence/s targeted must be frequent or regular in the area;
- The use of resources will improve one or more of the following:
  - Community ~~Safety~~safety;
  - Protection of ~~Assets~~assets;
  - Protection of the amenity of the area;
  - Assist in the prevention of nuisance to residents.
- Prior to the installation of the camera/s, consultation will be undertaken with the Principal Officer of the work team concerned or the Co-ordinator (Compliance). ~~Chief Operating Officer (Health, Security and Regulatory Services) and the Divisional Councillor to determine if they have any information that will assist in the matter.~~

The use of other devices (e.g. digital camera, video camera, etc.) for the purpose of capturing images of footage to be used as evidence shall be at the discretion of the Authorised Officer.

#### 1.4 Scope:

This policy applies to the use of offence detection cameras and devices for the purpose of gathering evidence relating to offences against legislation.

This policy does not apply to cameras used in the Safe City community safety camera program or any cameras which are part of a closed circuit television (CCTV) system.

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- Self-contained motion activated unit overtly installed;
- Self-contained motion activated unit covertly installed;
- Video capturing device/s attached to an Authorised Officer;
- Video capturing device/s attached to a fleet vehicle;
- ~~Hand held~~ or body worn video capturing device/s.

#### 1.5 Roles and responsibilities:

**Date of Council resolution:** ~~23 July 2013~~

**Committee Reference and date:** ~~Policy and Administration Board No. 2013(08) of 9 July 2013~~ City Management and Finance Committee No. 2013(07) of 16 July 2013

**No of resolution:** ~~1~~

**Date to be reviewed:** ~~23 July 2015~~



## USE OF OFFENCE DETECTION CAMERAS & DEVICES POLICY

Version:

Document No.:

**1.1 Objectives:** The objective of this policy is to state Council's position in relation to the installation and operation of offence detection cameras and devices for the purpose of evidence collection.

**1.2 Regulatory Authority:**

- *Public Records Act 2002*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*

**1.3 Policy Statement:**

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  - Community safety;
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This policy applies to the use of offence detection cameras and devices for the purpose of gathering evidence relating to offences against legislation.

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- Video capturing device/s attached to a fleet vehicle;
- Hand held or body worn video capturing device/s.

**1.5 Policy Author:** Chief Operating Officer (Health, Security and Regulatory Services)

**Date of Council resolution:**

**Committee Reference and date:**

**No of resolution:**

**Date to be reviewed:**

## EMPLOYEE DEVELOPMENT ADVISORY COMMITTEE

13 FEBRUARY 2018

### REPORT

<u>COUNCILLORS' ATTENDANCE:</u>	Councillor Pisasale (Chairperson); Councillors Wendt (Deputy Chairperson and Deputy Mayor), Antonioli (Mayor), Stoneman and Martin (Observer)
<u>COUNCILLOR'S APOLOGIES:</u>	Councillor Silver
<u>OFFICERS' ATTENDANCE:</u>	Gary Kellar (Acting Chief Executive Officer), Chief Financial Officer (Andrew Roach), Staffing and Remuneration Manager (Julie Battelley), Organisational Development Manager (Maria Pawluczyk), Member of the Ipswich City Council Social Club (Matt Lennon), Member of Ipswich City Council Social Club (Tia Prasser), Employee Representative (Karin Hall), Employee Representative (Jason Claassen),
<u>OFFICERS' APOLOGIES:</u>	Employee Representative (Miranda Reis), Employee Representative (Tanya Appleton) and Employee Representative (Kristin Peasey)

#### 1. RESIGNATION OF EMPLOYEE REPRESENTATIVE MIRANDA REIS

With reference to a verbal report by the Organisational Development Manager concerning the resignation of Employee Representative (Miranda Reis) from the Employee Development Advisory Committee.

#### RECOMMENDATION

- A. That the Employee Development Advisory Committee accept the resignation of Employee Representative (Miranda Reis) from the Committee and that the Chairperson of the Employee Development Advisory Committee send a letter of appreciation to Miranda Reis.
  - B. That the Organisational Development Manager prepare an expression of interest advertisement for a new Employee Representative for the Employee Development Advisory Committee for advertising on 'The Wire' and on all Council noticeboards.
  - C. That the Organisational Development Manager contact the Chief Operating Officer (Economic Development and Marketing) seeking possible nominations from the Department for representation on the Employee Development Advisory Committee.
-

2. UPDATE - IPSWICH CITY COUNCIL STAFF FAMILY FUN DAY

With reference to a verbal report by Employee Representative (Tia Prasser) providing an update on the Ipswich City Council Staff Family Fun Day.

RECOMMENDATION

That the Acting Chief Executive Officer liaise with the Chief Operating Officer (Economic Development and Marketing) to discuss the status of the Family Fun Day and provide an update to a future meeting of the Employee Development Advisory Committee.

---

3. PREVIOUS EMPLOYEE DEVELOPMENT ADVISORY COMMITTEE REPORT TO BE INCLUDED ON AGENDA

With reference to a verbal report by the Chairperson concerning the previous reports of the Employee Development Advisory Committee.

RECOMMENDATION

That the previous report of the Employee Development Advisory Committee be included as the first item on the agenda for the next meeting.

---

4. RECENT SOCIAL CLUB EVENT

With reference to a verbal report by Employee Representative (Tia Prasser) concerning the recent social club event held on Saturday, 10 February 2018.

RECOMMENDATION

That the report be received and noted.

---

5. COUNCIL CONTACT OFFICERS AND EMPLOYEE ASSISTANCE PROGRAM

With reference to a verbal report by the Mayor concerning Council's Contact Officers and the Employee Assistance Program.

RECOMMENDATION

That the Employee Relations Manager prepare a report to a future meeting of the Employee Development Advisory Committee outlining the current process for utilisation of Council's Contact Officers and the Employee Assistance Program as well as a communication plan for advising council staff of these services.

---

6. CORPORATE TRIATHLON

With reference to a verbal report by Employee Representative (Matt Lennon) concerning the Corporate Triathlon to be held on 24 February 2018.

## RECOMMENDATION

That Employee Representative (Matt Lennon) provide a report on the outcome of the event to the next meeting of the Employee Development Advisory Committee.

---

### 7. SUPERVISOR SKILLS PROGRAM

With reference to a verbal report by the Organisational Development Manager concerning Council's Supervisor Skills Program and the interest in the program shown by Council staff.

## RECOMMENDATION

That the report be received and noted.

---

### 8. LOCAL GOVERNMENT ASSOCIATION CHALLENGE

With reference to a verbal report by the Acting Chief Executive Officer concerning Council's entry in the Local Government Association Challenge.

## RECOMMENDATION

- A. That the Organisational Development Manager continue to organise teams for this event for 2019 with Council supporting as many opportunities as possible for teams to train and to be provided with mentors.
  - B. That the Organisational Development Manager prepare a Development Program for the Challenge and send details of the program to the Administration Support Manager for forwarding to all Councillors.
- 

## PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting opened at 12.06 pm.

The meeting closed at 12.38 pm.

---



<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20 February 2018	OAR: YES
<b>Authorisation:</b> Andrew Roach	

A4615645

30 January 2018

**MEMORANDUM**

TO: MAYOR AND MEMBERS OF CITY MANAGEMENT FINANCE AND COMMUNITY ENGAGEMENT COMMITTEE

FROM: CHIEF EXECUTIVE OFFICER

RE: ASSESSMENT ON IPSWICH CITY COUNCIL'S (ICC) PROGRESS TOWARDS IMPLEMENTING THE ANNUAL OPERATIONAL PLAN

**INTRODUCTION:**

This is a report by the Chief Executive Officer dated 30 January 2018 concerning an assessment of Ipswich City Council's progress towards implementing the 2017-2018 Operational Plan.

**BACKGROUND:**

The Ipswich City Council 2017-2018 Operational Plan (the Plan) was formally adopted by Council on 20 June 2016. Section 174 of the *Local Government Regulation 2012* states the Chief Executive Officer must present a written assessment of progress towards implementing the Plan at quarterly intervals to the local government.

An assessment of each Department's progress towards implementing the Plan has been prepared for the period 1 October 2017 to 30 December 2017 and is contained in Attachment A, with a Financial and Key Performance Indicators Report to support the assessments - refer Attachment B.

**ATTACHMENTS:**

<b>Name of Attachment</b>	<b>Attachment</b>
<a href="#">2017-2018 Operational Plan Assessment – 2nd Quarter 1 October 2017 to 30 December 2017</a>	Attachment A
<a href="#">Financial and Key Performance Indicators Report for the period 1 July 2017 – 30 September 2017</a>	Attachment B

**RECOMMENDATION:**

That the report be received and the contents noted.

Gary Kellar  
**ACTING CHIEF EXECUTIVE OFFICER**



# 2017 - 2018 Operational Plan 2<sup>nd</sup> Quarter Report

2<sup>nd</sup> Quarter Update – Operational Plan

Print Date: 31-Jan-2018

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## STRENGTHENING OUR LOCAL ECONOMY AND BUILDING PROSPERITY (JOBS)

Goal 1: Use the competitive advantages of the Ipswich economy to provide jobs for the growing population and prosperity for the city through business diversification, adapting and responding to technological advances and creating an attractive economic environment for business investment.

Strategy 1: Build partnerships and develop programs to widely promote investment opportunities and support business development and activity in the city

Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
1.1 Promote a major investment pathway within Council that supports investment attraction in key sectors. (9.2/1.1)	Economic Development and Marketing	1.1.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.1.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing Management and Events Plan 2015-2018	<p>The Office of Economic Development has focused its resources and capabilities on delivering measurable outcomes in local business growth, business and investment attraction, industry development, engagement and advocacy.</p> <p>The updated plan prescribes actions to attract strategic businesses, employers and new investments to Ipswich while building on the city's industry strengths and opportunities to create globally competitive and sustainable industry sectors.</p> <p>With a target of 100,000+ new jobs to 2041, OED is working with stakeholders to build our key commercial and industrial precincts.</p>
1.2 Develop trade and export links to support long-term competitiveness in the Ipswich economy. (9.2/1.2)	Economic Development and Marketing	1.2.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.2.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing Management and Events Plan 2015-2018	<p>The Office of Economic Development has focused its resources and capabilities on delivering measurable outcomes in local business growth, business and investment attraction, industry development, engagement and advocacy.</p> <p>The updated plan prescribes</p>

				<p>actions to attract strategic businesses, employers and new investments to Ipswich while building on the city's industry strengths and opportunities to create globally competitive and sustainable industry sectors.</p> <p>With a target of 100,000+ new jobs to 2041, OED is working with stakeholders to build our key commercial and industrial precincts.</p>
1.3 Work with adjoining local governments to support shared and complementary economic growth priorities. (9.2/1.3)	Economic Development and Marketing	1.3.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.3.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing Management and Events Plan 2015-2018	<p>The Office of Economic Development has focused its resources and capabilities on delivering measurable outcomes in local business growth, business and investment attraction, industry development, engagement and advocacy.</p> <p>The updated plan prescribes actions to attract strategic businesses, employers and new investments to Ipswich while building on the city's industry strengths and opportunities to create globally competitive and sustainable industry sectors.</p> <p>With a target of 100,000+ new jobs to 2041, OED is working with stakeholders to build our key commercial and industrial precincts.</p>
1.4 Utilise the city's increasing multiculturalism to diversify economic opportunity in service provision, business development and employment. (9.2/1.4)	Economic Development and Marketing	1.4.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment,	1.4.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing Management and Events Plan 2015-2018.	<p>The Office of Economic Development has focused its resources and capabilities on delivering measurable outcomes in local business growth, business and investment</p>

		development and export		<p>attraction, industry development, engagement and advocacy.</p> <p>The updated plan prescribes actions to attract strategic businesses, employers and new investments to Ipswich while building on the city's industry strengths and opportunities to create globally competitive and sustainable industry sectors.</p> <p>With a target of 100,000+ new jobs to 2041, OED is working with stakeholders to build our key commercial and industrial precincts.</p>
Arts, Social Development and Community Engagement	1.4.2 Increased participation of multicultural communities in capability building programs.		1.4.2.1 Pro-actively ensure that multicultural community outreach is included in the development of assisted programs from employment and enterprise support.	<p>Council continued to support the Breaking the Cycle Program in Redbank. Volunteer drivers were identified within the community to support learner drivers achieve their 100 hours. Discussions are taking place with PCYC to determine if the program can continue in 2018 at Redbank and also be offered at Riverview.</p>
			1.4.2.2 Deliver inclusive community learning and information technology programs through Library Services	<p>Mentor training is a significant component of the Indigocoders coding and robotics program for Indigenous secondary students currently being developed in partnership with Kambu Health. The aim is that these mentors will be able to facilitate ongoing coding education within their community, e.g. setting up an Indigocoders Code Club to be held regularly in the library space.</p>
			1.4.2.3 Provide support to service	<p>Council continued to support the</p>

			providers and community groups.	Breaking the Cycle Program in Redbank. Volunteer drivers were identified within the community to support learner drivers achieve their 100 hours. Discussions are taking place with PCYC to determine if the program can continue in 2018 at Redbank and also be offered at Riverview.
			1.4.2.4 Understand the capability building needs of the multicultural community, identify and address gaps in local social services provision.	<p>Ongoing. With the commencement of HUB Coordinators at schools in 2018 further information regarding community training needs will be identified. Council will work with key stakeholders to develop a calendar of training that meets out multicultural community's needs.</p> <p>Ongoing assistance is provided to community groups, to develop grant applications for funding which responds to community needs.</p> <p>State Government funding has been approved for a Photovoice Program in Redbank Plains. Photovoice is a creative concept in which people from diverse backgrounds use video and/or photo images to capture aspects of their life experiences and share them with others. The program will commence in February 2018.</p>
			1.4.2.5 Develop and deliver an annual calendar of capability building programs to be delivered specific to multicultural needs.	Preparation of an annual calendar of training has been commenced and will be promoted via council's website, media section and staff

				electronic contact lists. Linked to 14.2.4 the training courses will address the identified capability needs of our community with a focus on multicultural and Indigenous communities. New training programs will be developed with partners or people will be linked to existing training pathways.
			1.4.2.6 Plan and deliver a Multicultural Business and Opportunities Expo.	Planning for a Multicultural Business and Opportunities Expo is scheduled to commence in March 2018 and delivered in late 2018.
Strategy 2: Provide a full spectrum of life-long learning opportunities, from early learning through schooling to vocational training and tertiary education that aligns skills and education with emerging employment opportunities				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
1.5 Promote whole-of-life learning opportunities, particularly early learning and adult learning. (9.2/2.1)	Arts, Social Development and Community Engagement	1.5.1 Increased participation in learning opportunities across targeted community groups.	1.5.1.1 Identify indicators for learning outcomes (early learners and adult learners) to enable information sharing and advocacy, when required.	Project commencing  Library staff attended the Me and My Library professional development workshop at Laidley in October 2017. Discussion included assessing training needs and goal setting, finding data for effective program development and how to use data to advantage when communicating with different groups.
			1.5.1.2 Identify opportunities to Partner with external organisations (e.g. research, service provisions).	In progress and aligned with current and future projects.  Library staff are planning for a digital literacy program for Indigenous students from Years 7-9 in partnership with Kambu Health to begin in 2018.  Members of SeniorNet Ipswich presented 5 sessions of the Tech

					Savvy Seniors Queensland grant program around computer use, social media and online shopping.
				1.5.1.3 Provide a range of life-long learning programs and experiences across all ages and life stages (Library Services).	<p>The Tech Savvy Seniors Queensland grant project continues providing technology based experiences for participants aged 55 years and over.</p> <p>The Indie Author Expo presented in November 2017 addressed an area of growing interest in the 40 years + age group. It provided self published and independent authors the opportunity to share their work with like-minded individuals and gather information to progress their endeavours.</p>
				1.5.1.4 Introduction of library based facilitated play-group.	Attendance figures for this quarter increased. On average there were 8.5 adults and 10.5 children bringing the total average attendance to 19.
				1.5.1.5 Target year 7 students for library awareness and technology orientation.	A targeted secondary schools programming brochure has been developed and will be distributed to all Ipswich secondary school Principals from January 2018. In addition, Year 7 indigenous students are included in the target group for the Indigocoders coding program being developed in partnership with Kambu Health.
				1.5.1.6 Provide experiential learning opportunities and engagement through the Library Maker Space.	After being officially launched in August 2017, the Library Maker Space STEAM Room continues to be of interest to library customers of all ages. The Maker



				Space has become a showcase piece for Ipswich Libraries with visitors from libraries Queensland wide, including the State Library, visiting the space. The offerings in the space are constantly assessed and maintained as required. Programs continue to utilise the space and the technology within, e.g. Tech Time: For the modern artist which focused on HTC Vive Tilt Brush experiences.
			1.5.1.7 Provide self-paced learning opportunities with online tutorials available from the Virtual Library Branch.	Community training sessions are being offered as part of the Tech Self-Ed digital literacy program. This program offers 2 levels of instruction, basic and experienced, and both sessions include online tutorial tools that are freely accessible via the Virtual Library Branch. Client Services staff also regularly provide training for library customers who book a Help Session via the Virtual Branch.
			1.5.1.8 As required, assist service providers in the delivery of their learning programs and enhance program outcomes.	Relevant library staff have received training in platforms required for the Adult Literacy Internal Support program and content development will soon begin. The library is also partnering with Kambu Health to assist with the coding and robotics skill development outcomes for a selected group of Indigenous secondary school students and adult mentors.
1.6 Implement the skilling Ipswich Program which covers community skilling, industry sector skills strategies and Indigenous employment and expands the education and training sector in the city. (9.2/2.2)	Economic Development and Marketing	1.6.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of	1.6.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing, Management and	The Office of Economic Development is leading an Ipswich Regional Education Consortium project to maximise the economic opportunities from

		employment, investment, development and export.	Events Plan 2015-2018.	our local institutions. In addition, we are undertaking industry cluster work to build on our existing industry strengths and create a pipeline of talented new local workers.
1.7 Ensure state, private and tertiary education facilities match population growth and provide adequate skills and knowledge to support local economy and assist people to have rewarding careers. (9.2/2.3)	Economic Development and Marketing	1.7.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.7.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing, Management and Events Plan 2015-2018.	The Office of Economic Development is leading an Ipswich Regional Education Consortium project to maximise the economic opportunities from our local institutions. In addition, we are undertaking industry cluster work to build on our existing industry strengths and create a pipeline of talented new local workers.
<b>Strategy 3: Develop the Ipswich City Centre as the regional capital of the Western Corridor of DEQ and as an important regional employment centre</b>				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
1.8 Maintain a strong Council presence within the Ipswich CBD as the main administrative centre for the Local Government Area. (9.2/3.1)	Works, Parks and Recreation	1.8.1 Planned relocation of complete Council Administrative Services and Hub Library to new development in Ipswich CBD by 2018/19.	1.8.1.1 Building Design due for completion by 31 December 2017	Proposed design delayed due to contractual matters.
			1.8.1.2 Relocation and Occupation due for completion by 31 December 2019	Relocation remains on track for completion by 31/12/2019.
1.9 Facilitate the development of Ipswich City Centre with a vibrant mix of land uses including government offices and services, commercial premises, retail, key community facilities, food and beverage outlets and higher density inner city living. (9.2/3.3)	Planning and Development	1.9.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	1.9.1.1 Deliver through Development Assessment	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			1.9.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.
1.10 Ensure the Ipswich City Centre is well served with appropriate infrastructure, including digital infrastructure, transport, parklands and public spaces. (9.2/3.6)	Planning and Development	1.10.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and the Local Government Infrastructure Plan	1.10.1.1 Deliver through Development Assessment	These outcomes are implemented through detailed consideration and assessment of relevant development

		and are delivered through appropriate development outcomes.		applications.
			1.10.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary	Comprehensive provisions are contained within the current planning scheme.
<b>Strategy 4: Strengthen the local digital economy</b>				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
1.11 Review critical success factors and develop a plan, including a digital infrastructure plan, to support the development of a vibrant local digital economy. (9.2/4.1)	Economic Development and Marketing	1.11.1 Prioritisation and broad integration of the Ipswich Smart City Program.	1.11.1.1 Implement and continually evolve the Ipswich Smart City Program.	The Ipswich Smart City Program is progressing a series of priority economic and social outcomes focused on jobs, growth and liveability across the city. Two Pilot Precincts attracting research and development have been delivered and 18 initiatives are underway.
<b>Strategy 5: Support the growth and operation of RAAF Base Amberley and associated aerospace and defence support industries</b>				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
1.12 Protect RAAF Base Amberley from land uses and activities that would impact on its operational integrity. (9.2/5.1)	Planning and Development	1.12.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	1.12.1.1 Deliver through Development Assessment	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			1.12.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary	Comprehensive provisions are contained within the current planning scheme.
<b>Strategy 6: Diversify the local economy</b>				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
1.13 Support the development of education and research facilities and technology and knowledge-based industries. (9.2/6.1)	Economic Development and Marketing	1.13.1 Prioritisation and broad integration of the Ipswich Smart City Program.	1.13.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing, Management and Events Plan 2015-2018.	The updated Ipswich Economic Development Strategy seeks to build local business capability to foster local job-generating growth in accessing and servicing global markets. This greater intelligence on local business capability needs will help inform institutions of the education and skills required, helping build a

				<p>talented local workforce into the future.</p> <p>Currently there is a focus on prioritising and promoting opportunities through the Tourism Assets Assessment Report, the Study Ipswich Consortium, the Ipswich Defence Industry Attraction Steering Committee and the Advancing Regional Innovation Program.</p>
<p>1.14 Support economic activity based on retail and hospitality in the existing and proposed centres. (9.2/6.3)</p>	<p>Economic Development and Marketing</p>	<p>1.14.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.</p>	<p>1.14.1.1 Implement and continually evolve the Advance Ipswich Economic Development plan 2016-2018 and the Destination Marketing, Management and Events Plan 2015-2018.</p>	<p>The updated Ipswich Economic Development Strategy seeks to build local business capability to foster local job-generating growth in accessing and servicing global markets. This greater intelligence on local business capability needs will help inform institutions of the education and skills required, helping build a talented local workforce into the future.</p> <p>Currently there is a focus on prioritising and promoting opportunities through the Tourism Assets Assessment Report, the Study Ipswich Consortium, the Ipswich Defence Industry Attraction Steering Committee and the Advancing Regional Innovation Program.</p>
<p>1.15 Support tourism opportunities based on heritage assets, events, motor and adventure sports, eco-tourism and nature-based recreation, rural areas and farm-based tourism. (9.2/6.4)</p>	<p>Economic Development and Marketing</p>	<p>1.15.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.</p>	<p>1.15.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing, Management and Events Plan 2015-2018.</p>	<p>The updated Ipswich Economic Development Strategy seeks to build local business capability to foster local job-generating growth in accessing and servicing global markets. This greater intelligence on local business capability needs will help inform institutions of the education and skills required, helping build a talented local workforce into the</p>

				future. Currently there is a focus on prioritising and promoting opportunities through the Tourism Assets Assessment Report, the Study Ipswich Consortium, the Ipswich Defence Industry Attraction Steering Committee and the Advancing Regional Innovation Program.
1.16 Support transport, logistics, and manufacturing industries, particularly where local SEQ Western Corridor products and agriculture are used. (9.2/6.5)	Economic Development and Marketing	1.16.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.16.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018.	The updated Ipswich Economic Development Strategy seeks to build local business capability to foster local job-generating growth in accessing and servicing global markets. This greater intelligence on local business capability needs will help inform institutions of the education and skills required, helping build a talented local workforce into the future. Currently there is a focus on prioritising and promoting opportunities through the Tourism Assets Assessment Report, the Study Ipswich Consortium, the Ipswich Defence Industry Attraction Steering Committee and the Advancing Regional Innovation Program.
1.17 Support traditional agricultural production and rural activities. (9.2/6.6)	Economic Development and Marketing	1.17.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export	1.17.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018.	The updated Ipswich Economic Development Strategy seeks to build local business capability to foster local job-generating growth in accessing and servicing global markets. This greater intelligence on local business capability needs will help inform institutions of the education and skills required, helping build a talented local workforce into the future.

				Currently there is a focus on prioritising and promoting opportunities through the Tourism Assets Assessment Report, the Study Ipswich Consortium, the Ipswich Defence Industry Attraction Steering Committee and the Advancing Regional Innovation Program.
1.18 Support emerging and niche agricultural enterprises in rural areas. (9.2/6.7)	Economic Development and Marketing	1.18.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	1.18.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing, Management and Events Plan 2015-2018.	<p>The updated Ipswich Economic Development Strategy seeks to build local business capability to foster local job-generating growth in accessing and servicing global markets. This greater intelligence on local business capability needs will help inform institutions of the education and skills required, helping build a talented local workforce into the future.</p> <p>Currently there is a focus on prioritising and promoting opportunities through the Tourism Assets Assessment Report, the Study Ipswich Consortium, the Ipswich Defence Industry Attraction Steering Committee and the Advancing Regional Innovation Program.</p>
1.19 Research, monitor and review market and investment trends to identify opportunities for new business activities. (9.2/6.8)	Economic Development and Marketing	1.19.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export	1.19.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing, Management and Events Plan 2015-2018.	<p>The updated Ipswich Economic Development Strategy seeks to build local business capability to foster local job-generating growth in accessing and servicing global markets. This greater intelligence on local business capability needs will help inform institutions of the education and skills required, helping build a talented local workforce into the future.</p> <p>Currently there is a focus on</p>

				prioritising and promoting opportunities through the Tourism Assets Assessment Report, the Study Ipswich Consortium, the Ipswich Defence Industry Attraction Steering Committee and the Advancing Regional Innovation Program.
1.20 Retain flexibility in planning scheme provisions to accommodate emerging business activities and economic opportunities. (9.2/6.9)	Planning and Development	1.20.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	1.20.1.1 Deliver through Development Assessment	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			1.20.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.

## MANAGING GROWTH AND DELIVERING KEY INFRASTRUCTURE

Goal 2: Plan and develop a vibrant and sustainable city that accommodates the needs of a diverse and growing population and economy.				
Strategy 1: Develop a compact, sustainable, mixed use urban form that supports community and economy development				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
2.1 Limit urban development to a defined urban footprint thereby protecting important natural environmental areas, waterways, rural areas and scenic landscapes (9.3/1.1)	Planning and Development	2.1.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	2.1.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			2.1.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.
2.2 Encourage a diversity of housing types, styles and densities that meet community housing needs. (9.3/1.2)	Planning and Development	2.2.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	2.2.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			2.2.1.2 Monitor effectiveness of relevant planning scheme	Comprehensive provisions are contained within the current

			provisions and amend/update where necessary.	planning scheme.  In addition, Planning Scheme Policy Amendments Pack 02/2017, incorporating updates to a range of technical development construction standards was adopted by Council on 20 October 2017 and took effect on 6 November 2017.
	Arts, Social Development and Community Engagement	2.2.2 Social housing strategy that aligns to projected community needs.	2.2.2.1 Develop Social Housing Policy.	To be developed in consultation with Planning and Development and post further engagement and consultation processes with broader stakeholder group identified in forum.
			2.2.2.2 Commence development of a Social Housing Strategy.	To be developed in consultation with Planning and Development and post further engagement and consultation processes with broader stakeholder group identified in forum.
			2.2.2.3 Commence Stakeholder Engagement Strategy to facilitate the delivery of improved social housing outcomes.	Affordable housing forum held in December 2017, well attended with strong engagement and commitment to this from broader stakeholder group. Outcomes being analysed and prioritised for Council and where partnerships can assist to meet goals.
			2.2.2.4 Identify pathway for the development of an affordable housing policy and strategy.	To be developed in consultation with Planning and Development .
2.3 Encourage higher density development around major centres and transport nodes and corridors including sensitive infill development that conserves and responds appropriately to places of heritage character significance. (9.3/1.3)	Planning and Development	2.3.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	2.3.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			2.3.1.2 Monitor effectiveness of	Comprehensive provisions are



			relevant planning scheme provisions and amend/update where necessary.	contained within the current planning scheme.  In addition:  Planning Scheme amendments pack 04/2017, including additional character place listings, was approved by Council on 19 September 2017 and took effect on 3 October 2017;  Planning Scheme amendments pack 06/2016, dealing with amendments to definitions for Local Shops and Shopping Centres was adopted by Council on 20 October 2017 and took effect on 6 November 2017.
2.4 Develop a strong network of centres to support community connectedness and identity and accessibility to services and facilities that contribute to both social and economic outcomes. (9.3/1.4)	Arts, Social Development and Community Engagement	2.4.1 Delivery of Council owned social infrastructure aligned to the Social Infrastructure Plan.	2.4.1.1 Provide accessible and flexible public spaces in Ipswich Libraries.	ongoing
			2.4.1.2 Commence development of a Social Infrastructure Strategy (including investment prioritisation framework).	Early planning has occurred with audit and further work scheduled to commence in 3-4 quarter of the year.
			2.4.1.3 Develop consistent Operating Model for Council Owned Community Centres.	Report on proposed Operating Model of Community Centres adopted at Council Ordinary Meeting of 25 July 2018
			2.4.1.4 Create register of non-Council owned community infrastructure in Ipswich. Develop business process to maintain integrity of data.	Data gathering commenced and will be developed further post audit results in quarter 3 and 4.
			2.4.1.5 Develop strategy to facilitate increased community access to non-Council owned infrastructure.	To commence post audit results and consultation with key stakeholders.
			2.4.1.6 Partner to provide social	Ongoing. Staff attend

			services outreach (e.g. in community centres, schools etc.).	interagency meetings and have strong working relationships with many of the Ipswich schools. Staff play an active role in linking service providers, State and Federal agencies to deliver appropriate services which meet current student and community needs direct to schools or through community centres owned by council or the State Government.
2.5 Establish a network of regionally significant and local business and industry activity nodes. (9.3/1.5)	Economic Development and Marketing	2.5.1 Ensure an effective framework of priorities, opportunities and alignment is maintained and championed with a measurable focus on factors of employment, investment, development and export.	2.5.1.1 Implement and continually evolve the Advance Ipswich Economic Development Plan 2016-2018 and the Destination Marketing, Management and Events Plan 2015-2018.	The updated Ipswich Economic Development Strategy boosts our employer attraction efforts across both the public and private sectors. Underpinning our strategy is a greater level of advocacy, combining a partnership approach with evidence and case management, to aim for employment and economic growth exceeding population growth.
2.6 Incorporate relevant provisions and programs to support responsible pet ownership. (9.3/1.7)	Health Security and Regulatory Services	2.6.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	2.6.1.1 Actions are listed in the Health and Amenity Plan under various priorities and include outputs and outcomes that will be achieved within the financial year.	All HAP actions and related projects are being progressed. A public 6 month progress report will be made available on Councils website in Jan/Feb 2018.
Strategy 2: Provide adequate land and infrastructure to support community development and economic activity				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
2.7 Planning scheme provisions to provide an adequate supply of serviced land to accommodate demand for business and employment growth and to meet community housing needs. (9.3/2.1)	Planning and Development	2.7.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	2.7.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			2.7.1.2 Monitor effectiveness of	Comprehensive provisions are

			relevant planning scheme provisions and amend/update where necessary.	contained within the current planning scheme.  In addition:  Planning Scheme amendments pack 06/2016, dealing with amendments to definitions for Local Shops and Shopping Centres was adopted by Council on 20 October 2017 and took effect on 6 November 2017.
2.8 Facilitate infrastructure planning and delivery arrangements with developers, government agencies and utility providers to ensure infrastructure is delivered in a timely and efficient manner to support both community and economic development. (9.3/2.2)	Planning and Development	2.8.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and the Local Government Infrastructure Plan and are delivered through appropriate development outcomes.	2.8.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			2.8.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	The current planning scheme includes a Priority Infrastructure Plan (PIP). An updated and revised Local Government Infrastructure Plan (LGIP) has been prepared and is currently awaiting final Ministerial approval.
<b>Strategy 3: Provide a transport system that supports the safe, reliable and sustainable movement of people and goods for all travel modes</b>				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
2.9 Develop and implement an integrated transport plan that provides a platform for enabling sustainable travel choices through the city being well connected for business, freight and visitors; a convenient and competitive public transport system; and more compact and mixed land uses to reduce trip lengths and make public transport, walking and cycling more viable. (9.3/3.1)	Infrastructure Services	2.9.1 Ensure delivery of actions and outcomes in the Ipswich City Council Transport Plan (iGo) are achieved.	2.9.1.1 Transport Infrastructure Projects. Forward Design. Construction	A 10 Year Transport Infrastructure Investment Plan was adopted by Council in August 2016. This Plan is used to deliver the design and construction of transport infrastructure projects.
			2.9.1.2 Business Case: Norman Street Bridge	The Preliminary Business Case development for the NSB has commenced and will be completed in 17/18 financial year.
			2.9.1.3 iGo Action Plans and	iGO Active Transport Action Plan

			Strategies Development	has been finalised and adopted by Council in October 2016. Its outcomes and actions will be delivered over the coming years. An iGO Public Transport Advocacy & Action Plan will be developed over the next 12 months. The Active Transport Wayfinding strategy has commenced and is due to be completed in 17/18.
			2.9.1.4 10 year Infrastructure Investment Plan review	The 10YTIP is reviewed and updated each year. The latest version has been completed and will be considered as part of the 18/19 budget deliberations in the first quarter of 2018.
			2.9.1.5 Planning Studies and Data Analysis	Road corridor studies continue to be undertaken. In addition, the annual strategic traffic count program is conducted with data analysed and used for strategic purposes. The latest data will be tabled at a committee meeting in the first quarter of 2018.
Strategy 4: The city's heritage is conserved				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
2.10 Places and items of cultural heritage significance are identified, protected and used appropriately. (9.3/4.1)	Planning and Development	2.10.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes	2.10.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			2.10.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.  In addition, Planning Scheme

				amendments pack 04/2017, including additional character place listings was approved by Council on 19 September 2017 and took effect on 3 October 2017.
	Arts, Social Development and Community Engagement	2.10.2 Preservation and accessibility of digital heritage resources.	2.10.2.1 Ensure accessibility and ease of access to the Library Services' Picture Ipswich Collection.	Picture Ipswich has 14,000+ archived images and continues to collect, research and catalogue relevant historical photos of Ipswich and its present and past residents. In 2017 17,318 users accessed the collection with 7,654 coming from Trove.
			2.10.2.2 Curate and promote heritage resources through Library Services.	Picture Ipswich recently partnered with the Ipswich City Council's media department to celebrate the collection daily. Picture Ipswich provides 'On This Day' photos and descriptions for daily dissemination. This has provided great promotion of the Picture Ipswich collection as well as encouraging engagement on the Ipswich City Council Facebook page.
	Arts, Social Development and Community Engagement	2.10.3 Preservation and accessibility of primary cultural heritage material.	2.10.3.1 Ipswich Library Services continues to cultivate internal and external networks to gain access to private heritage collections for preservation purposes.	During this quarter the Digital Archivist met with a local group of seniors (60+ and better), delivered a workshop and made good connections. May 2018 marks 10 years of Picture Ipswich and celebration plans are being finalised which will include leveraging current relationships as well as welcoming new one's within the community.
			2.10.3.2 Continue to preserve and exhibit significant items of cultural heritage relating to Ipswich in the Ipswich Art Gallery.	ongoing
2.11 Council continues to provide a heritage awareness,	Planning and	2.11.1 These initiatives continue	2.11.1.1 Continue to provide free	Council continues to provide a

education and promotions program, including a free heritage adviser service for owners of listed historic properties. (9.3/4.2)	Development	to be delivered through the Ipswich Heritage Program.	Heritage Advisor Service	free Heritage Adviser Service, with bookings arranged through the Planning and Development Department.
Strategy 5: Provide an integrated open space network that is accessible and meets the recreational needs of residents and visitors				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
2.12 Provide access to major waterways through waterside parks and linear open space. (9.3/5.2)	Works, Parks and Recreation	2.12.1 Ongoing planning and delivery of shared pedestrian / cycle pathways through Ipswich's vast linear open space corridors.	2.12.1.1 Incorporate recommendations from Water-Based Recreation facilities Plan into development of Council's future capital works program	Development of draft 2018/19 Capital works program completed.
	Works, Parks and Recreation	2.12.2 Ongoing planning and delivery of open space infrastructure which facilitates community access to the Bremer and Brisbane Rivers, and local creeks.	2.12.2.1 Continue partnering with development industry to ensure quality open space outcomes	Consultation and partnering is ongoing as opportunities present through planning of Council's capital works programs and conditioning of development.

## CARING FOR OUR COMMUNITY

Goal 3: Create a city that values its past and embraces opportunities to work together for the betterment of the community.				
Strategy 1: Inform, educate and celebrate with the community those elements of our history that have shaped our identity				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
3.1 Develop a clear understanding of what unites us and forms the city's identity. (9.4/1.1)	Economic Development and Marketing	3.1.1 Active citizen and stakeholder engagement informing strategic marketing and communications.	3.1.1.1 Implement and continually evolve a City of Ipswich perception and positioning framework.	Council continues to develop its marketing, communications, media and digital capabilities with a focus on increasing its ability to meaningfully engage with residents and broader audiences.
	Arts, Social Development and Community Engagement	3.1.2 Celebration of the contribution of diverse communities.	3.1.2.1 Partner with C&K to deliver the Celebrate Series (Library Services).	On 5 December 2017, 24 children and 31 adults engaged in culturally traditional dance and story based activities at the Celebrate Thailand event. The next event in this series will be 'Celebrate First Nations' which will be held at Ipswich Central Library on Wednesday 21 February 2018.

			<p>3.1.2.2 Host the Cultural Train (touring musical tour group) performance in partnership with BEMAC.</p>	<p>Unfortunately Ipswich Libraries missed out on the opportunity to be involved in this year's Culture Train however we have already indicated our interest in hosting this multicultural music performance in 2018</p>
			<p>3.1.2.3 Develop and deliver an annual events calendar that includes diverse range of activities.</p>	<p>In planning for 2018 and the opening of a new branch at Springfield existing programs have been reviewed and in some cases updated to more effectively meet the needs of our diverse community. A program of events for the first 6 months of 2018 has been completed and planning for the second half of the year has commenced.</p> <p>The Community Development Team delivers a number of diverse events throughout the year which encourage all sectors of the community to participate in celebrating key national remembrance days or community achievements. Such events allow attendees to meet new people, be entertained by Ipswich artists, cultural groups, and school performance. While at events participants can meet services providers and keep themselves informed of current issues/services important to them.</p>
<p>3.2 Strengthen Council's branding of Ipswich to align with our identity and changing communities. (9.4/1.3)</p>	<p>Economic Development and Marketing</p>	<p>3.2.1 Active citizen and stakeholder engagement informing strategic marketing and communications.</p>	<p>3.2.1.1 Implement and continually evolve a City of Ipswich perception and positioning framework.</p>	<p>Council continues to develop its marketing, communications, media and digital capabilities with a focus on increasing its ability to meaningfully engage with residents and broader audiences.</p>

Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
3.3 Implement a regular program of community opinion surveys to track changes in the values that impact Council's policy development and service delivery. (9.4/1.4)	Arts, Social Development and Community Engagement	3.3.1 Decision making informed by community needs.	3.3.1.1 Develop Community Research Strategy (that facilitates regular measurement of community values).	Development scheduled for commencement in 2018.
			3.3.1.2 Conduct community survey that provides a baseline assessment of community values (to inform policy and service delivery decision making).	Linked to 3.3.1.4 - Development of Social Policy Framework. A community survey will be developed in 2018 and conducted in late 2018 or early 2019
			3.3.1.3 Commence implementation of knowledge management methodologies to facilitate sharing of research outcomes across Council.	Ongoing. Research and benchmarking with other LGAs and State agencies in Australia and abroad will be undertaken to inform development of a methodology to be implemented in late 2018.
			3.3.1.4 Commence development of social policy framework that reflects community values.	Research into local government best practice examples examined. Further work scheduled to commence in line with survey development in 2018.
Strategy 2: Invest in data collection, analysis and targeted research to provide the evidence base for development of strategy and resource				
3.4 Develop greater understanding of community needs through community engagement, research and analysis to inform program, service and facility planning and delivery. (9.4/2.1)	Arts, Social Development and Community Engagement	3.4.1 Greater connectedness between data/information and decision making.	3.4.1.1 Conduct annual Library customer satisfaction survey.	2017 Survey Completed.
			3.4.1.2 Develop Community Engagement Strategy that identifies approach to community research (that identifies the current and future needs of the City's diverse and rapidly growing community).	Ongoing. The Strategy will be completed and submitted to Council for adoption during the last quarter of 2018.
			3.4.1.3 Commence implementation of knowledge management methodologies to facilitate sharing of research outcomes across Council.	Ongoing. Research and benchmarking with other LGAs and State agencies in Australia and abroad will be undertaken to inform development of a



				methodology to be implemented in late 2018.
			3.4.1.4 Use of library systems metrics, social media input and customer surveys to inform planning and delivery of library services and outreach programs.	Marketplace metrics and turnover indicates the continued popularity of this collection offering with the majority of item turnover in each collection trending up. Top Ten titles being the highest performing and demand of such has lead to the increase of copies provided to fulfil customer demand.
3.5 Develop a comprehensive set of indicators to inform the community on the direction of socioeconomic change and progress in achieving desired social and economic outcomes. (9.4/2.2)	Arts, Social Development and Community Engagement	3.5.1 Community informed and engaged through planned communication.	3.5.1.1 Develop Community Engagement Strategy / Communication Plan that includes a transparent approach to reporting direction and progress of social change.	Assessment tool has been drafted to include key areas for community development in Ipswich.
			3.5.1.2 Deliver a series of community information sessions to communicate: results and other information relating to 2016 Census and planned Council response to emerging social issues.	ABS information has been analysed with final results being delayed due to ABS delays and retraction. Early analysis of Divisional and Ipswich data shared internally with Councillors. Final reports to be delivered early 2018. Information sessions held with id profile of Census 2016 data with staff (2 sessions) and community stakeholders (1 session) in December 2017. Findings of Census data informing planning and other departments actions/projects.
3.6 Develop a research policy to maximise the benefits of collaboration with education and research institutes. (9.4/2.3)	Arts, Social Development and Community Engagement	3.6.1 Realised benefits to the community as a direct result of research partnerships.	3.6.1.1 Implement consistent use of Council's Research Assessment Tool which assesses the design and objectives of incoming research proposals.	Assessment tool being used for proposed studies.
			3.6.1.2 Develop a Social Research Partnerships Policy and/or	Development scheduled for 2018

		Strategy.		
			3.6.1.3 Pro-actively investigate opportunities for social research investment or partnerships.	To occur in line with strategy development above and as per opportunities as they arise.
3.7 Establish collaborative agreements for the co-operative development and sharing of socioeconomic data across the region. (9.4/2.4)	Arts, Social Development and Community Engagement	3.7.1 Ability to benchmark performance across a range of metrics.	3.7.1.1 Develop data sharing protocols to inform formal Agreements on how shared data can be used.	A review of Council's current policy and procedures in relation to data sharing and benchmarking against other LGA's in Australia will be undertaken during 2018.
			3.7.1.2 Establish partnerships with government agencies (e.g. QPS, Queensland Health) to share and/or build a variety of social datasets.	In progress and on-going across multiple branches.
3.8 Increase the use of on-line and digital communications to deliver and promote services and information to the community. (9.4/2.5)	Economic Development and Marketing	3.8.1 Prioritisation and broad integration of the Ipswich Smart City Program.	3.8.1.1 Implement and continually evolve the Ipswich Smart City Program.	Council continues to develop its marketing, communications, media and digital capabilities with a focus on increasing its ability to meaningfully engage with residents and broader audiences.
	Arts, Social Development and Community Engagement	3.8.2 Increased digital engagement of communities.	3.8.2.1 Strategic use of library systems and digital marketing channels to promote engagement and use of resources, events and programs.	This quarter Facebook has proven to be an effective communication tool for the library service. Content and interest has increased with a total of 230+ people liking our page and total of 191 posts being sent out. The new library management system is due to be launched this quarter and social media advertising will benefit from this rollout.
			3.8.2.2 Determine the community's reliance, confidence and preference for sourcing information via Council's on line and digital communications.	A component of the Community Engagement Strategy/Communication Plan, scheduled for delivery in 2018

Strategy 3: Adopt and deliver an explicit Community Development framework tailored to the needs of the varied communities				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
			3.8.2.3 Develop a Community Engagement Strategy/Communication Plan that includes the use of digital engagement to optimise reach.	Scheduled for delivery in 2018.
			3.8.2.4 Commence implementation of digital knowledge management and communication methodologies to promote social services and other relevant information (e.g. community events) to community stakeholders.	Ongoing. Research and benchmarking with other LGAs and State agencies in Australia and abroad will be undertaken to inform the implementation digital knowledge management and communication methodologies in late 2018.
3.9 Develop a community development plan for our communities of place and interest. (9.4/3.1)	Arts, Social Development and Community Engagement	3.9.1 Increased capability of, and participation by, communities.	3.9.1.1 Develop Community Development Plan that identifies; local communities of place, issues & challenges and development strategies for implementation.	Project scheduled for commencement in the later part of 2018.
3.10 Facilitate capacity building through a comprehensive community development training program. (9.4/3.2)	Arts, Social Development and Community Engagement	3.10.1 Increased resilience through strength of community leadership.	3.10.1.1 Identify community needs with regards to capacity building.	A project to be undertaken with the implementation of the Community Development Plan.
			3.10.1.2 Develop a Community Capacity Strategy that; identifies the needs of a diverse community, documents a stakeholder engagement strategy for the purposes of advocacy and identifies capacity building initiatives that bridge the gap between needs and services currently available.	Development of a Community Capacity Strategy to be undertaken with the implementation of the Community Development Plan.
			3.10.1.3 Advocate with external agencies and service providers for the development of a suite of capacity building initiatives that meet diverse community needs.	Advocacy and engagement with external stakeholders to be undertaken with the implementation of the Community Development Plan.
			3.10.1.4 Develop and implement	Linked to 3.9.1.1 implementation

			capacity building program of work.	of a capacity building program as a deliverable under the adopted Community Development Plan.
3.11 Enhance the capacity of the city's community facilities to link community needs with appropriate services. (9.4/3.3)	Works, Parks and Recreation	3.11.1 Planning and design of three (3) new community facilities being Redbank Plains South Local Community Centre, Springfield Central Hub Library and Rosewood Library.	3.11.1.1 The Redbank Plains South Local Community Centre and Springfield Central Hub Library to be delivered in 2017/18	Redbank Plains South Local Community Centre is currently under construction schedule for completion in 2nd quarter of 2018 following procurement. The Springfield Library Design has been completed and works will commence in the 1st quarter 2018. Rosewood Library detailed design has commenced.
	Arts, Social Development and Community Engagement	3.11.2 Plans for, and design of, community facilities are informed by community needs.	3.11.2.1 Update service mapping data to get a current overview or clustering of services by geographic location.	Scheduled to commence later in the year.
			3.11.2.2 Develop functional purpose information for new community facilities that ensures that design meets social needs.	Ongoing. Functional purpose information has been developed for the construction of the School Road Community Centre at Redbank Plains and for the proposed Springfield State School Community Centre. However functional purpose will always be unique dependent on local community's current and future needs.
3.12 Ensure the needs of the city's growing child and youth population are incorporated through the adoption of a child and youth friendly community policy. (9.4/3.4)	Arts, Social Development and Community Engagement	3.12.1 Closer alignment to child friendly city principles.	3.12.1.1 Develop indicators and/or framework for a child friendly community.	Indicators will be developed to align with the development of broader strategy.
			3.12.1.2 Develop policy framework to ensure that the City's design and service delivery meets the requirements of a child friendly city.	Design for the framework to occur in 3-4th quarter.
			3.12.1.3 Align the State of the Children's Report to child friendly principles.	Development of State of the Children's Report being reviewed as State government looking to develop this resource. Council

				working with agencies to support this process to include important information in broader children and families policy work.
3.13 Build productive relationships with the city's schools to maximise their positive impact on the community. (9.4/3.5)	Arts, Social Development and Community Engagement	3.13.1 Greater engagement with targeted communities.	3.13.1.1 Develop and maintain strong relationships between Library Services and education providers through targeted programs, events and outreach visits.	The partnership with Kambu Health continues to gather strength with progress being made with the Indigocoders coding program to begin in 2018. Program delivery is planned to start April 2018. The library also worked very closely with SeniorNet, an Ipswich community group of seniors who educate seniors in technology, to present 5 sessions as part of the Tech Savvy Seniors Qld grant program. Promotion of the Ipswich Libraries 2017-2018 Summer Reading Club in November 2017 included targeted messaging to all educational providers highlighting the value of this program in combatting the 'Summer Slide' as identified in the 2016 Summer Reading Club Report from the State Library of Queensland.
	Arts, Social Development and Community Engagement	3.13.2 Increased community use of schools.	3.13.2.1 Develop collaborative engagement network with school representatives.	Ongoing. Staff have strong working relationships with many of the Ipswich schools and work in partnership to promote the value of education and school facilities to students, their families and the wider community. The commencement of 5 Community Hubs for the 2018 school year will help these school communities gain better access to align educational and social services.

			<p>3.13.2.2 Partner with schools to develop and deliver targeted programs such as Protégé Master Classes, School Holiday Programs, Baby Rhyme Time, SEED, immunisation etc.</p>	<p>During this quarter the First 5 Forever Team delivered a Pop-Up Library program at Churchill State School and a series of sessions for a playgroup that meets at Ipswich East State School.</p> <p>There will be an increased focus on pursuing opportunities to partner with schools in this quarter as the Tech Trek grant is implemented and alternate venues are trialled especially in the Redbank Plains area as the programming space in this library is reduced.</p>
Arts, Social Development and Community Engagement	3.13.3 Increased community access to learning	3.13.3.1 Provide reference assistance, support and resources as identified through Library Services.	<p>Ongoing. Staff work with schools and provide links to organisations that deliver complementary programs that meet current and future needs of students and their families.</p> <p>Ongoing support was provided to school students by Librarians at the Information desk, including help to source information for school assignments and recreational reading. Librarians curated resources for several teachers on various curriculum topics, for use in the classroom. Students continue to use the online tutoring service - "Studiosity". Yr. 11 students engaged in the most sessions. Students predominantly sought help for the subject of Maths and usage was highest from students accessing remotely from home. A total of 186 student tutorial sessions were provided, which is an increase on the same period last year. There was no use in</p>	

				December due to school holidays.
			3.13.3.2 Provide professional development for coding and robotics.	Training sessions for library staff were presented in the following two areas of technology: 1. Coding with Scratch 2. 3D design with Tinkercad. Staff from all library teams were invited to register and the sessions will continue in early 2018.
			3.13.3.3 Maintain formal partnership agreement with Ipswich District Teacher Librarian Network.	ongoing

**Strategy 4: Foster collaboration, partnerships and use of evidence to shape service planning and delivery for the benefit of our communities**

Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
3.14 Facilitate service planning and delivery arrangements with government and non-government agencies utilising Council's evidence base to ensure services are delivered in an equitable, timely and efficient manner to meet community needs. (9.4/4.1)	Arts, Social Development and Community Engagement	3.14.1 Coordinated social service delivery informed by social data.	3.14.1.1 Establish strategic engagement networks with Government and Non-Government Agencies to; share social data and ensure appropriate decision making in the delivery of services.	In progress and on-going across multiple branches and projects.
3.15 Support local community service agencies to improve their effectiveness through local interagency collaborations and partnerships. (9.4/4.2)	Arts, Social Development and Community Engagement	3.15.1 Optimised social service delivery	3.15.1.1 Establish strategic engagement networks with Government and Non-Government Agencies to; share social data and ensure appropriate decision making in the delivery of services.	In progress and on-going across multiple branches and projects.

**Strategy 5: Foster a diverse range of activities to promote sustainable, healthy lifestyles and community well-being**

Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
3.16 Implement a Community Events program across the city that includes community and family activities. (9.4/5.1)	Arts, Social Development and Community Engagement	3.16.1 Greater family participation in public programs.	3.16.1.1 Develop and deliver an annual events program that promotes and encourages family participation.	The Community Development Team delivers a number of key events throughout the year to encourage all sectors of the community to celebrate key national remembrance days or community achievements. These

				<p>events allow participants to meet new people, be entertained by Ipswich artists, cultural groups, and school performances. While at events participants can meet services providers and keep themselves informed of current issues/services important to them. The following events were delivered throughout the quarter: Seniors Connect Sessions, International Volunteers' Day, International Day for People with Disability, and DVAC Community Film Night.</p>
			3.16.1.2 Develop and implement a communication strategy to maximise access to and knowledge of the calendar of events.	Scheduled to commence in 2018.
3.17 Develop awareness and education programs relating to health care intervention and prevention, healthy eating, healthy lifestyles and well-being. (9.4/5.2)	Arts, Social Development and Community Engagement	3.17.1 Increased engagement of community members in their own health outcomes.	3.17.1.1 Promote Words for Wellness initiative and resources.	Due to demand an increase of additional copies of titles for the Words for Wellbeing have ordered. A Market Place style template has been overlaid on this offering so performance and demand can be better assessed and increase circulation of titles.
			3.17.1.2 Maintain and develop Words for Wellness MOU with associated Partners.	The Library Communication Co-ordinator made contact with the Acting Director of Corporate Communications at West Moreton Health Service. The current team at WMHS has undergone staff restructure and new appointments will be advised in 2018.
			3.17.1.3 Develop and deliver a program of health awareness and education programs relevant to the high risk health needs of Ipswich residents.	Further planning discussions took place between Ipswich Libraries and Hearing Australia regarding Health Checks, a community health information day that will be held at Ipswich Central Library



				on Wednesday, 21 March 2018. The Tech Savvy Seniors Qld program also includes a session, STEAM Fit, around health and technology to be presented in May 2018.
3.18 Utilise Planning Scheme provisions to encourage active recreation, the use of active transport and the development of walkable, mixed use neighbourhoods. (9.4/5.3)	Planning and Development	3.18.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and the Local Government Infrastructure Plan and are delivered through appropriate development outcomes.	3.18.1.1 Deliver through Development Assessment.	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			3.18.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary.	Comprehensive provisions are contained within the current planning scheme.
3.19 Acknowledge, promote and support the success and participation of Ipswich residents and teams in local, regional, national and international sporting events. (9.4/5.4)	Works, Parks and Recreation	3.19.1 Continue to support and provide Council's sporting Event Sponsorship Program.	3.19.1.1 Sport and Recreation Officers' continued promotion of the program through liaison with local clubs to host local, district, regional, state, national and international sporting events within the boundaries of the city.	2 events supported in the last quarter.
			3.19.1.2 Sport and Recreation Officers' continued promotion of the program through partnerships with local, state and national sporting organisations.	Ongoing club development efforts and liaison with State Sporting Organisations for input to state level planning. Two applications submitted in liaison with community club stakeholders to the Qld Government Female Facilities for Sport funding program.
			3.19.1.3 Continued efforts to develop local club development plans to pro-actively seek infrastructure funding opportunities to meet event hosting facility requirements	Two applications submitted in liaison with community club stakeholders to the Qld Government Female Facilities for Sport funding program
3.20 Plan and deliver a diverse range of cultural programs to engage the Ipswich community, celebrate Ipswich's cultural heritage and foster cultural development. (9.4/*)	Arts, Social Development and Community Engagement	3.20.1 Broad community participation in the arts.	3.20.1.1 Develop Ipswich's Arts and Cultural Strategy and governance framework for public art.	In Progress - Consultant Positive Solutions have been engaged to progress Arts and Culture Strategy

				Arts & Cultural Strategy Discussion Document released to the community with a survey seeking feedback before a draft strategy is finalised.
			3.20.1.2 Deliver a broad range of cultural programs as part of the Library Services programming.	Ongoing.  Cultural inclusion is a regular focus of library programs. Examples include the Celebrate series held quarterly (a celebration of early literacy through culture), Indigocoders coding program and participation in Kambu IEYSP Winter School. There are also plans for 2 cultural music/storytelling performances to be held in the library in 2018.
Arts, Social Development and Community Engagement	3.20.2 Increased cultural tourism.	3.20.2.1 Facilitate delivery of Ipswich Poetry Feast.		The Awards Presentation for the 15th Annual Ipswich Poetry Feast was held at the Metro Ipswich International Hotel on Friday, 13 October 2017. Just over 170 people attended the evening including the overall winner of the competition. 1319 entries were received including international entries and 538 entries from 53 schools. The 16th Annual IPF competition will be launched on Sunday, 25 March 2018.
		3.20.2.2 Support the Story Arts Festival.		Completed for 2017/18
		3.20.2.3 Develop and deliver a diverse range of high quality exhibitions and activities at the Ipswich Art Gallery.		Ongoing, with exhibition attendance figures continuing to increase.
		3.20.2.4 Build capacity and capability of local artists.		Ongoing. Quarterly artist network meetings are held which

				<p>allow for networking and professional development. It should be noted that with adoption of an Arts and Cultural Policy the format of these meetings may be changed to align with the policy's outcomes in relation to capacity and capability building for local artists.</p> <p>State Government has confirmed funding through the Regional Arts Development Fund Program (RADF) to support local artists with skills development and mentoring, and to develop new works.</p>
			3.20.2.5 Actively support, develop and engage with the local performing arts community ensuring a balanced program is delivered celebrating and enriching the cultural diversity of the City.	ongoing
<b>Strategy 6: Build on the success of Council's community safety programs to address new and emerging issues</b>				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
3.21 Develop a set of community safety indicators to track our progress on meeting community expectations. (9.4/6.1)	Arts, Social Development and Community Engagement	3.21.1 Community safety expectations are formed on the basis of an agreed set of performance indicators.	3.21.1.1 Develop a suite of Community Safety Performance Indicators.	Scheduled to commence in 2018.
	Arts, Social Development and Community Engagement	3.21.2 Work program aligned to deliver improvement measured by agreed key performance indicators.	3.21.2.1 Programs relating to addressing community safety and perception of personal safety measured by performance indicators.	Relates to 3.21.1.1. Scheduled to commence in 2018.
3.24 Delivery of the Safe City program aligned to crime prevention and community safety plans. (9.4/6.4)	Health Security and Regulatory Services	3.24.1 The Safe City network and program is incorporated in projects and plans to realise a reduction in crime in public places and an increased sense of community safety.	3.24.1.1 Safe City program is listed as a stakeholder in various Council strategies and programs (e.g. Crime Prevention Plan; Smart City Strategy Project Plans).	The Safe City program is delivered in line with policies, procedures and actions within project plans for the financial year. All are being delivered within service level agreements.

				Safe City is also preparing to be relocated as part of the CBD redevelopment. No disruption to services are anticipated.
3.25 Facilitate programs, education and awareness on reducing public health risks in the community. (9.4/6.6)	Health Security and Regulatory Services	3.25.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	3.25.1.1 Actions are listed in the Health and Amenity Plan under various priorities and include outputs and outcomes that will be achieved within the financial year.	All HAP actions and related projects are being progressed. A public 6 month progress report will be made available on Councils website in Jan/Feb 2018.
<b>Strategy 7: Invest in social infrastructure to build a distinctive Ipswich identity and to maximise economic and social outcomes</b>				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
3.26 Develop and implement an Arts and Culture Strategy to reflect the current and future needs of the city. (9.4/7.1)	Arts, Social Development and Community Engagement	3.26.1 Approved strategy becomes the baseline for consistent and goal oriented decision making.	3.26.1.1 Development of an evidence-based Needs Analysis and Business Plan to support future funding opportunities.	Development of Strategy currently underway by consultants Positive Solutions - Arts & Cultural Strategy Discussion Document released to the community with a survey seeking feedback before a draft strategy is finalised.
			3.26.1.2 Develop concept design for new facility.	Both the Needs Analysis and Business Case have been completed and submitted for review by the PCG prior to advancing through to Council  Status remains unchanged from previous quarter outcome
3.27 Develop a new Regional Performing Arts Centre in the Ipswich CBD. (9.4/7.1)	Arts, Social Development and Community Engagement	3.27.1 Obtain 'in-principle' State and Federal Government support.	3.27.1.1 Updating of the State Government "Maturing the Infrastructure Pipeline Project" completed through submission of above Needs Analysis and Business Case.	Status remains unchanged from previous quarter outcome

Strategy 8: Develop greater community resilience and readiness				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
3.29 Ensure the library services strategy is responsive to the emerging need for a digital approach. (9.4/7.4)	Arts, Social Development and Community Engagement	3.29.1 That the Library's digital strategy aligns to community expectation and Council's digital aspiration.	3.29.1.1 Develop Library Strategy 2017-2022.	Draft Library Strategy 2017-2022 (based on the Coping with Growth 2008-2022 Plan) completed and ready for review.
			3.29.1.2 Deliver key requirements to achieve eSmart Library Service status.	Completed
			3.29.1.3 Deliver Virtual Library Branch.	In progress.
			3.29.1.4 Deliver high performing eResource collections.	This quarter saw both eAudiobooks and e-book loans hold steady at the increased rate seen in the previous quarter.
			3.29.1.5 Provide digital literacy programming across all age ranges.	Ipswich Libraries regularly delivers digital literacy programs to all ages. Specific age targeted digital literacy programs include Tech Savvy Seniors Qld, Kids Code Club, Adult Code Club and the Holiday Program technology workshops. The 2017-2018 Summer Reading Program theme is Game On and some activities for this school age audience were technology based.
3.30 Work in partnership with other levels of government and other agencies to ensure effective responses to disasters and emergencies. (9.4/8.1)	Works, Parks and Recreation	3.30.1 An approved and endorsed Local Disaster Management Plan is in place with an annual review process.	3.30.1.1 Submit to Council and LDMP for endorsed	Completed 22/8/2017.
			3.30.1.2 Conduct a gap analysis of released state planning instruments	On track - awaiting release new State Recovery and DM Guidelines as at 31 December 2017.
			3.30.1.3 Develop draft LDMP	To commence January 2018

			3.30.1.4 Undertake stakeholder consultation on draft plan	To commence January 2018
			3.30.1.5 Undertake stakeholder consultation	To commence January 2018
3.31 Develop and provide information to the community regarding effective responses to disasters and emergencies. (9.4/8.2)	Works, Parks and Recreation	3.31.1 Emergency Management Strategy to be developed to provide a framework for public information.	3.31.1.1 Identify strategies for progression of emergency management framework	Identified and draft strategies have been prepared and on track.
			3.31.1.2 Develop draft strategy	Draft Strategy document has been prepared and yet to be reviewed.
			3.31.1.3 Undertake stakeholder consultation on draft plan	To commence January 2018
			3.31.1.4 Submit to Council	Anticipate submission in May 2018
3.32 Facilitate capacity building and leadership to enhance resilience in the community. (9.4/8.3)	Works, Parks and Recreation	3.32.1 Development of a communication strategy as part of the overall Emergency Management Strategy.	3.32.1.1 Identify strategies for progression of emergency management framework, this must include a communications element.	Identified and draft strategies have been prepared and are on track.
			3.32.1.2 Develop draft strategy	Draft Strategy document has been prepared and yet to be reviewed.
			3.32.1.3 Undertake stakeholder consultation on draft plan	To commence January 2018
			3.32.1.4 Submit to Council	Anticipate submission in May 2018.

3.33 Use Planning Scheme provisions to appropriately manage the risks arising from natural and other hazards. (9.4/8.4)	Planning and Development	3.33.1 Ensure relevant provisions are contained in the Ipswich Planning Scheme and are delivered through appropriate development outcomes.	3.33.1.1 Deliver through Development Assessment	These outcomes are implemented through detailed consideration and assessment of relevant development applications.
			3.33.1.2 Monitor effectiveness of relevant planning scheme provisions and amend/update where necessary	Comprehensive provisions are contained within the current planning scheme. Further review of flood mapping and associated flood regulations is awaiting finalisation of the Brisbane River Catchment Flood Study and Floodplain Management Plan.

## CARING FOR OUR ENVIRONMENT

Goal 4: Important areas of native habitat are conserved, the city's important waterways are protected and their water quality enhanced, and the city responds appropriately to climate change and uses resources prudently.				
Strategy 1: Develop and implement an integrated approach to the planning and management of nature conservation matters in partnership with the community, private land owners and government agencies				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
4.1 Review the Conservation Partnerships Program and implement changes. (9.5/2.1)	Works, Parks and Recreation	4.1.1 Highly effective partnership program with financial and technical incentives to support conservation and waterway health improvement on private land.	4.1.1.1 Develop and implement a Koala Conservation Agreement	Begun implementation of key components including fauna infrastructure and release mapping.
			4.1.1.2 Remove the free nest boxes from Habitat Gardens	Completed 30.9.2017
4.2 Provide strategic delivery of environmental offsets across the city. (9.5/2.2)	Works, Parks and Recreation	4.2.1 Work in partnership with offset brokers / organisations in the strategic delivery of environmental offsets in alignment with the Nature Conservation Strategy and Koala Habitat Management Plan.	4.2.1.1 Delivery of offsets with Cherish the Environment Foundation	Cherish the Environment Foundation continues to engage with proponents to establish service agreements for offset provision.
			4.2.1.2 Koala and Brush-Tailed Rock Wallaby Habitat restoration projects undertaken	Koala Habitat Plan completed; education material developed and printed. Brush-tailed Rock Wallaby plan in development.
	Works, Parks and Recreation	4.2.2 Delivery of the iconic species programs (Koala, Brush-	4.2.2.1 Protected and significant plant program to be developed	Currently on-hold

Strategy 2: Waterways are protected and managed to achieve enhanced environmental, ecological and water quality outcomes				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
		tailed Rock Wallaby, Platypus, Melaleuca Irbyana, Cooneana Olive).		
4.3 Work in partnership with property owners, community groups and government agencies to protect and better manage important waterways, wetlands and groundwater resources. (9.5/3.1)	Works, Parks and Recreation	4.3.1 Improved waterway and wetland health.	4.3.1.1 Deliver Habitat Connections program in alignment with Beautiful Ipswich	Ongoing, opportunities to combine Habitat Connections with Beautiful Ipswich are being explored.
	Works, Parks and Recreation	4.3.2 Improve aquatic habitat diversity.	4.3.2.1 Deliver Habitat Connections program in alignment with Beautiful Ipswich	On-going. Opportunities to combine Habitat Connections with Beautiful Ipswich are being explored.
	Works, Parks and Recreation	4.3.3 Improved riparian condition and extent.	4.3.3.1 Deliver Habitat Connections program in alignment with Beautiful Ipswich	Ongoing, opportunities to combine Habitat Connections with Beautiful Ipswich are being explored.
	Works, Parks and Recreation	4.3.4 Implement the Waterway Partnership program working with private landholders to restore riparian corridors and reduce erosion risks.	4.3.4.1 Deliver Habitat Connections program in alignment with Beautiful Ipswich	On-going. Opportunities to combine Habitat Connections with Beautiful Ipswich are being explored.
4.4 Implement appropriate pollutant control mechanisms, particularly for sediment and erosion during the construction phase of development. (9.5/3.2)	Health Security and Regulatory Services	4.4.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	4.4.1.1 Actions are listed in the Health and Amenity Plan under various priorities and include outputs and outcomes that will be achieved within the financial year.	All HAP actions and related projects are being progressed. A public 6 month progress report will be made available on Councils website in Jan/Feb 2018.
4.6 Ensure effective catchment and floodplain management. (9.5/3.4)	Works, Parks and Recreation	4.6.1 Review and implementation of the Waterway Health Strategy.	4.6.1.1 Develop a revised Waterway Health Strategy	Final document in design and final review.
	Works, Parks and Recreation	4.6.3 Maintain up-to-date flood studies	4.6.3.1 Undertake the Bremer River Catchment Flood Study	In development
	Works, Parks and Recreation	4.6.4 Delivery of the Habitat	4.6.4.1 Rehabilitation of program	Ongoing



Strategy 3: Enhance urban greening				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
	Recreation	Connections Program.	location sites through the removal of pest plants and re-vegetation with native plants	
	Works, Parks and Recreation	4.6.5 Delivery of Catchment Corridor Plans.	4.6.5.1 Develop the Deebing Creek Corridor Plan	Completed.
4.7 Undertake street tree planting and landscaping and protect significant vegetation within road reserves. (9.5/4.2)	Works, Parks and Recreation	4.7.1 Planning, design and implementation of stage 1 "My Suburb, My City" Beautification program for Collingwood Park and River View.	4.7.1.1 Street trees planted along key major thoroughfares including Collingwood Drive, Namatjira Drive and Lawrie Drive, Collingwood Park and Old Ipswich Road, Riverview. A further nominated suburb list for roll-out in 18/19 of further street tree planting on major thoroughfares to be finalised following discussions with relevant divisional Councillors.	All street trees installed in Collingwood Drive, Namatjira Drive and Lawrie Drive, Collingwood Park and Old Ipswich Road, Riverview.  Contractor to commence landscape works in Collingwood Drive centre median and round-a-bout late January 2018.  Planning and design for projects in Div 1, 4 and 7 due for completion January 30 2018. Delivery to commence in March 2018.
	Works, Parks and Recreation	4.7.2 Conduct Street Tree Asset capture and Assessment.	4.7.2.1 Identified Resource requirement and currently undertaking asset capture (Several suburbs completed)	A second resource was allocated in October to assist. Estimated completion is end of financial year 2018.
	Works, Parks and Recreation	4.7.3 Complete footpath garden Asset capture and mapping.	4.7.3.1 Identified Resource requirement and currently undertaking asset capture (Several suburbs completed)	Mapping of assets and maintenance layer is 95% complete.
	Works, Parks and Recreation	4.7.4 Complete condition assessment of existing gardens to identify a possible refurbishment program.	4.7.4.1 Incorporate with Beautiful Ipswich program. (Stage one currently reviewing)	Challenge employment and Skills Alliance currently engaged to undertake "Point of Interest" works in parks within Collingwood Park and Riverview.
	Works, Parks and Recreation	4.7.5 Strategic plan identifying possible Street Tree planting	4.7.5.1 Incorporate with Beautiful Ipswich program. (Stage one	Planning and design for street trees in Div 1, 4 and 7 due for

		opportunities (where are their gaps) and develop a Street Tree planting program.	currently reviewing)	completion January 30 2018. Delivery to commence in March 2018.
	Works, Parks and Recreation	4.7.6 Strategic plan identifying possible Footpath garden capital opportunities (New) and develop a Footpath garden capital program.	4.7.6.1 Incorporate with Beautiful Ipswich program. (Stage one currently reviewing)	To be considered as future works, subject to available funding.
	Works, Parks and Recreation	4.7.7 Review current maintenance program, including Street Trees and Footpath gardens	4.7.7.1 Draft a resource plan for the 17/18 Maintenance Program.	Ongoing. Completion of tree/garden asset data capture and mapping will assist.
<b>Strategy 4: Use resources efficiently and sustainably</b>				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
4.8 Waste is treated as a resource and is minimised through reducing, reusing and recycling. (9.5/5.1)	Works, Parks and Recreation	4.8.1 Maximise diversion of waste from landfilling through the kerbside recycling & green waste services and public transfer stations.	4.8.1.1 Promote the waste diversion services provided by Council to the local community	Material diverted from Landfill in the Dec-17 quarter Kerbside recycling service = 3,866 tonnes Kerbside green waste service = 1,419 tonnes Recycling & Refuse Centres = 4,047 tonnes
			4.8.1.2 Investigate how Council will implement the Container Refund Scheme to provide the greatest benefits for Ipswich residents	Report submitted to January 2018 committee for discussion
			4.8.1.3 Participate in the Council of Mayors working groups on diversion of specific waste materials from landfilling	Working group currently not active.
			4.8.1.4 Support businesses that manufacture products using recycled content	Waste Strategy has been adopted and action plan under development.
			4.8.1.5 Investigate measures to divert priority waste materials from landfilling such as glass, concrete and tyres	Waste Strategy has been adopted and action plan under development.
	Works, Parks and Recreation	4.8.2 Develop and implement the Resource Optimisation Plan.	4.8.2.1 Approve and implement the Materials Recovery Plan	Completed. To be designed and printed.

4.9 Water is treated as a precious resource within a total water cycle management framework. (9.5/5.3)	Works, Parks and Recreation	4.9.1 Review and implement the Integrated Water Strategy.	4.9.1.1 Develop business cases for further conversion to river supply for irrigation purposes at Council sporting fields where feasible and cost effective.	Commenced and ongoing.
	Works, Parks and Recreation	4.9.2 Identify and deliver water saving projects, including the use of technology for minimising water use in Council facilities and sports fields.	4.9.2.1 Finalise conversion of irrigation supply from town to river supply at the Tivoli Sporting Complex	Project Completed
	Works, Parks and Recreation	4.9.4 Delivery of stormwater improvement projects, including stormwater harvesting; stormwater offsets, rain gardens.	4.9.4.1 Finalise the implementation of the Redbank Plains Recreation Reserve storm water harvesting project.	Completed.
Strategy 5: Improve environmental awareness, education and compliance				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
4.10 Ensure appropriate compliance is undertaken in relation to littering, dumping and air and water pollution. (9.5/6.2)	Health Security and Regulatory Services	4.10.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	4.10.1.1 Actions are listed in the Health and Amenity Plan under various priorities and include outputs and outcomes that will be achieved within the financial year	All HAP actions and related projects are being progressed. A public 6 month progress report will be made available on Councils website in Jan/Feb 2018.

## LISTENING, LEADING AND FINANCIAL MANAGEMENT

Goal 5: Visionary and accessible leadership is provided that consults and communicates on key decisions and delivers sound financial management and good governance outcomes.				
Strategy 1: The Mayor and Councillors represent the Ipswich community and provide strong and visionary leadership				
<b>Key Actions</b>	<b>Responsibility</b>	<b>Key Outcome</b>	<b>Deliverables</b>	<b>Progress Comments</b>
5.1 The accessibility to and the visibility of the Mayor and Councillors are maintained. (9.6/1.1)	Finance and Corporate Services	5.1.1 Maintain the accessibility of mayor and elected members in public and media platforms.	5.1.1.1 Conduct media enquiries and requests for Councillors in accordance with policy and guidelines	Media enquiries and requests are managed through Economic Development and Marketing in accordance with policies and guidelines. Corporate Services assist Media branch with any

				information required in the preparation of responses to media enquiries in a timely fashion.
			5.1.1.2 Conduct advertising and promotional activities in accordance with policy and guidelines	Processes and systems established to assist with overseeing advertisements and promotional activities created by the Electorate Office continue to ensure timely actioning.
			5.1.1.3 Provide electorate offices with up-to-date and current information about Council activities and initiatives	Ongoing quarterly update meetings are conducted with staff and electorate offices ensuring new and upcoming changes within the organisation are communicated to the electorate office.
			5.1.1.4 Development and Implementation of Line of Sight Program.	Project initiatives continuing as part of Line of Sign Program
Finance and Corporate Services	5.1.2 Mayor's office and electorate offices have capacity, resources and visibility within the community.	5.1.2.1 Support electorate offices with appropriate resources and capacity to deliver high standards of service		Support and resources continue to be provided in accordance with established policies and procedures and based on service requirements.
		5.1.2.2 Electorate officers are provided with training and		Training calendar continues to be populated with training and

			development opportunities	development opportunities for electorate officers.
			5.1.2.3 Ensure electorate offices are visible and accessible to the community	Divisional office contact details feature on intranet and Council website, advertisements included in the local publications on question time, office hours etc.
5.2 The Mayor and Councillors continue to promote and advocate on behalf of the city and the community. (9.6/1.2)	Finance and Corporate Services	5.2.1 Elected members undertake roles and responsibilities to a high standard.	5.2.1.1 Provide advocacy role on behalf of community or individuals where required	ICC Councillors are active in the region and have fulfilled duties in accordance with requirements of the Act.
			5.2.1.2 Respond effectively to issues impacting on the City and community	ICC Councillors are active in the region and have fulfilled duties in accordance with requirements of the Act.
			5.2.1.3 Ensure effective and responsible policy and decision making	Council has established policies and procedures in relation to decision making, reviewed on an annual basis.  As part of the Governance Review Council policies have been published on Council's website.
			5.2.1.4 Maintain a high standard of ethical conduct and transparent decision making	Review of the Councillors Code of Conduct has been undertaken as part of the Governance Review. Consultation currently being undertaken to finalise review activities.

Strategy 2: Provide comprehensive and meaningful community engagement to inform Council decision making				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
	Finance and Corporate Services	5.2.2 Monitor and review Council's performance, strategic and operational reporting.	5.2.2.1 Reporting and monitoring is reviewed for effectiveness and performance outcomes	Councils performance is monitored and reported on through branch activity reports, financial budgetary performance and quarterly operational reporting with alignment to strategic and operational activities in accordance with the Act.
			5.2.2.2 Ensure reporting to Council is timely and accurate	Councils performance is monitored and reported on through branch activity reports, financial budgetary performance and quarterly operational reporting with alignment to strategic and operational activities in accordance with the Act.
			5.2.2.3 Exception reporting is provided to Council where required	Councils performance is monitored and reported on through branch activity reports, financial budgetary performance and quarterly operational reporting with alignment to strategic and operational activities in accordance with the Act.
5.3 Council decisions are better informed through meaningful engagement with the community. (9.6/2.1)	Arts, Social Development and Community Engagement	5.3.1 Data and information provided to Council reflects community needs.	5.3.1.1 Develop Community Research Strategy.	Scheduled to commence in 2018.
5.3.1.2 Conduct community survey that provides a baseline assessment of community values, needs and feedback (to inform decision making).			Scheduled to be conducted in 2018.	
5.3.1.3 Commence implementation			Ongoing. Research and	

			of knowledge management methodologies to facilitate sharing of research outcomes across Council.	benchmarking with other LGAs and State agencies in Australia and abroad will be undertaken to inform development of a methodology to be implemented in late 2018.
			5.3.1.4 Link the statistical data with community engagement findings in order to strengthen the design and delivery of good community engagement projects.	In progress and on-going. Statistical and community engagement data was used to inform the Redbank and Riverview community conversations projects during the last quarter.
5.4 Community engagement is tailored to the needs of the community and the project. (9.6/2.2)	Arts, Social Development and Community Engagement	5.4.1 Efficient and outcome-focused community engagement	5.4.1.1 Develop project specific Community Engagement Plans, as appropriate, that customises engagement strategy to target community.	In progress and on-going. Statistical and community engagement data was used to inform the Redbank and Riverview community conversations project plans during the last quarter.
5.5 Council maintains a key focus on customer service and meeting the needs of the community. (9.6/2.3)	Finance and Corporate Services	5.5.1 Meet or exceed corporate targets for customer service standards.	5.5.1.1 Achieve first-point-of-contact resolution when answering customer enquiries	Achieved 85% vs Target of 52%
			5.5.1.2 Answer incoming customer calls directly in a timely manner	Achieved 86% vs Target of 85% (80% = Satisfactory)
			5.5.1.3 Ensure rate arrears are kept low	Achieved 1.98% vs Target of 2.70%
			5.5.1.4 Complete customer service requests in a timely manner	Achieved 97% vs Target of 85%
			5.5.1.5 Register and task all types of incoming Council communication in a timely manner	Achieved 99% vs Target of 85%
			5.5.1.6 Development and	Project initiatives continuing as

Strategy 3: Implement initiatives that strengthen governance skills and knowledge.				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
5.6 Councillors and staff are provided with the necessary skills, training and resources to make informed, effective, efficient, impartial and timely decisions. (9.6/3.1)	Finance and Corporate Services	5.6.1 Council continues to provide training, development and resources to Councillors and staff to enable and support, effective, informed, timely and impartial decision making.	5.6.1.1 Deliver training and development aligned to performance appraisal development plans	A number of training sessions are scheduled for March/ April delivery subject to demand.
			5.6.1.2 Corporate training and development opportunities are available for all employees	Training calendar continues to be populated with training and development opportunities.
			5.6.1.3 Councillors are provided with appropriate training opportunities.	Various training sessions offered and undertaken by Councillors and will continue to be provided in the 2017/2018 year.
5.7 Council information is accurate and managed effectively to ensure appropriate access, confidentiality and security. (9.6/3.2)	Finance and Corporate Services	5.7.1 Maintain an open and transparent approach to information.	5.7.1.1 Provide policies and procedures that are up-to-date	Established processes/procedures are in place to ensure regular Departmental reviews are undertaken on policies and procedures. An inventory of policies and procedures has been completed as part of the Governance Review.
			5.7.1.2 Maintain privacy principles and provide access to information where required	Information continues to be managed in accordance with legislative obligations. Release of information is managed through established processes and procedures.
			5.7.1.3 Effectively manage and resolve administrative action complaints	Administrative Action Complaints policies and procedures established and reviewed to ensure currency and best practice. Nine (9) Administrative Action Complaints received and processed within legislative time frames in the last quarter.



Strategy 4: Maintain a financially sustainable and resilient approach to budgeting				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
			5.7.1.4 Review and maintain a strategic approach to information and retention	The cross functional team within Finance and Corporate Services continues to review and undertake activities that improve information accessibility, retrieval and retention. A data based team has been established in the Information & Communication Technology branch to facilitate reviews and activities relating to information access and retention.
			5.7.1.5 Development and Implementation of Line of Sight Program.	Project initiatives continuing as per project plan.
	Finance and Corporate Services	5.7.2 Review and maintain Council's enterprise risk management framework	5.7.2.1 Update the Enterprise Risk Management Framework	The Enterprise Risk Management Framework has been reviewed and updated. A risk management program is currently being implemented throughout Council.
			5.7.2.2 Report to Executive Management on corporate exposures	Risk Management reporting is being provided to the Executive Management and will be further development as the risk management program is implemented throughout Council.
			5.7.2.3 Regular monitoring of risks and opportunities	Risk Register workshops are being undertaken during this quarter. Input into a centralised Risk Management system will enable ongoing and structure monitoring of risks.
			5.7.2.4 Monitor insurance exposures and risks to control premiums	Insurance portfolio/program will continue to be monitored as part of yearly renewal processes.

5.8 Aim to operate Council's finances with a modest surplus. (9.6/4.1)	Finance and Corporate Services	5.8.1 Ensure sound budgeting principles consistent with long-term financial targets.	5.8.1.1 Regularly update and review Council's long term financial plan (LTFP).	Current LFFF was for the commencement of the budget process went to CMF&CE committee on 23/1/18. The LTFP will now be updated as part of the budget process for adoption with the budget.
			5.8.1.2 Review input assumptions and financial sustainability targets as part of preparation of the LTFP.	Current LFFF was for the commencement of the budget process went to CMF&CE committee on 23/1/18. The LTFP will now be updated as part of the budget process for adoption with the budget.
			5.8.1.3 Prepare Council's annual budget in line with financial targets set out in the LTFP.	Council's annual budget process is underway and initial capital submission have been received and are being reviewed against sustainability target. The timeline for the budget process has been presented to Exec Team.
			5.8.1.4 Monitor and report Council's performance compared to budget.	Monthly performance reports comparing actual to budget are prepared and tabled at committee
5.9 Manage and reduce the city's debt on the basis of 'don't spend more than you earn, and borrow for assets only'. (9.6/4.2)	Finance and Corporate Services	5.9.1 Effectively manage revenue sources relative to debt and service levels.	5.9.1.1 Manage Council's debt in accordance with Council's debt policy.	Ongoing - will be reviewed as part of budget and update of LTFP.
			5.9.1.2 Forecast Council's debt position as part of Council's long term financial planning and budget process.	Council has reviewed and submitted its LTFP to QTC as part of the annual borrowing program and requirements and discussions with Councillors will be held as part of the commencement of 18/19 annual budget process.

Strategy 5: Good neighbourly relations are maintained through effective dispute resolution, community education and compliance.				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
			5.9.1.3 Monitor and review Council's financial performance ratios and targets.	Monthly performance reports are undertaken and submitted to Committee and ratio targets are monitored as part of LTFF preparation and review.
5.10 The community is provided with information, education and tools to minimise and, if necessary, resolve neighbourhood disputes and to be aware of their obligations under laws and regulations. (9.6/5.1)	Health Security and Regulatory Services	5.10.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	5.10.1.1 Actions are listed in the Health and Amenity Plan under Customer Centric priorities and include outputs and outcomes that will be achieved within the financial year	All HAP actions and related projects are being progressed. A public 6 month progress report will be made available on Councils website in Jan/Feb 2018.
5.11 Council undertakes inspections and appropriate compliance action in respect to nuisance activities. (9.6/5.2)	Health Security and Regulatory Services	5.11.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	5.11.1.1 Actions are listed in the Health and Amenity Plan under various priorities and include outputs and outcomes that will be achieved within the financial year.	All HAP actions and related projects are being progressed. A public 6 month progress report will be made available on Councils website in Jan/Feb 2018.
Strategy 6: Maintain a consistent and efficient approach to laws and compliance activities across the city.				
Key Actions	Responsibility	Key Outcome	Deliverables	Progress Comments
5.12 The community is provided with information and access on how to apply for and comply with licences and permit conditions, and obligations under local laws and legislation. (9.6/6.1)	Health Security and Regulatory Services	5.12.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved.	5.12.1.1 Actions are listed in the Health and Amenity Plan under various priorities and include outputs and outcomes that will be achieved within the financial year.	All HAP actions and related projects are being progressed. A public 6 month progress report will be made available on Councils website in Jan/Feb 2018.
5.13 Council will undertake programmed inspections and patrols and will respond to requests made by the community	Health Security and Regulatory Services	5.13.1 Ensure delivery of actions and outcomes in the Ipswich City	5.13.1.1 Actions are listed in the Health and Amenity Plan under	All HAP actions and related projects are being progressed. A

<p>to ensure quality of life is being maintained across the city. (9.6/6.2)</p>		<p>Council Health and Amenity Plan are achieved.</p>	<p>various priorities and include outputs and outcomes that will be achieved within the financial year.</p>	<p>public 6 month progress report will be made available on Councils website in Jan/Feb 2018.</p>
<p>5.14 Council has local laws that are contemporary, sustainable and efficient for the good governance of the Local Government Area. (9.6/6.3)</p>	<p>Health Security and Regulatory Services</p>	<p>5.14.1 The local laws provide clear and consistent outcomes for Council and the community in resolving compliance matters and are reviewed regularly.</p>	<p>5.14.1.1 A policy will be developed to provide a framework for how and when local laws will be reviewed to ensure they contain no redundant provisions and are contemporary regulatory tools.</p>	<p>The approach to contemporary local law making and reviews for Council will be put forward in the coming months to finalise a way forward for key policy and operational amendments to local laws.</p>



**Ipswich City Council**

**FINANCIAL AND CORPORATE  
KEY PERFORMANCE INDICATORS  
OF THE IMPLEMENTATION OF THE  
2017-2018 OPERATIONAL PLAN**

**December 2017**

Financial Report on the Progress of Implementation of the 2017-2018 Operational Plan  
December 2017

**Departmental Breakdown**

Revenue and Expense: ☺<1% or \$50k worse than budget whichever is greater; ☹<5% or \$125k worse than budget whichever is greater; ☹>=5% or >=\$125k worse than budget whichever is greater.  
Capital: Within 5% or \$50k +/- budget whichever is greater; ☹ within 10% or \$250k +/- budget whichever is greater; ☹ more than 10% or >\$250k +/- budget whichever is greater. U=under; O=over

Trend of year to date results as at 31 December 2017:

**Departmental Controlled:**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Arts, Social Development and Community Engagement</b>	Revenue	☺	☺	☺	☺	☺							☺
	Employee Expenses*	☺	☺	☺	☺	☺							☺
	Other Expense Categories**	☺	☺	☺	☺	☺							☺
	Capital	U☺	U☺	U☺	U☺	U☺	O☺						U☺

Satisfactory results for revenue and expenses.  
Capital expenditure over budget by \$37k or 34.3%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Economic Development and Marketing</b>	Revenue	☺	☺	☺	☺	☺							☺
	Employee Expenses*	☺	☺	☺	☺	☺							☺
	Other Expense Categories**	☺	☺	☺	☺	☺							☺
	Capital	n/a	n/a	n/a	n/a	n/a	n/a						n/a

Satisfactory results for revenue and other expenses categories.  
Employee expenses are over budget \$100k or 4.2%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Infrastructure Services Department</b>	Revenue	☺	☺	☺	☺	☺							☺
	Employee Expenses*	☺	☺	☺	☺	☺							☺
	Other Expense Categories**	☺	☺	☺	☺	☺							☺
	Capital	U☺	O☺	O☺	U☺	U☺	U☺						U☺

Satisfactory results for revenue and expenses.  
Capital expenditure under budget \$1.22m or 4.0%. See pages 19-22 for details.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Finance and Corporate Services Department</b>	Revenue	☺	☺	☺	☺	☺							☺
	Employee Expenses*	☺	☺	☺	☺	☺							☺
	Other Expense Categories**	☺	☺	☺	☺	☺							☺
	Capital	U☺	U☺	U☺	U☺	U☺	U☺						U☺

Satisfactory results for revenue and expenses.  
Capital expenditure under budget by \$3.95m or 39.1%.

\* Employee expenses including Labour Contracts  
\*\* Operational Expense excluding the above

Financial Report on the Progress of Implementation of the 2017-2018 Operational Plan  
December 2017

**Departmental Breakdown**

Revenue and Expense: ☺<1% or \$50k worse than budget whichever is greater; ☹<5% or \$125k worse than budget whichever is greater; ☹>=5% or >=\$125k worse than budget whichever is greater.  
Capital: ☺ Within 5% or \$50k +/- budget whichever is greater; ☹ within 10% or \$250k +/- budget whichever is greater; ☹ more than 10% or >\$250k +/- budget whichever is greater. U=under; O=over

Trend of year to date results as at 31 December 2017:

**Departmental Controlled:**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Works, Parks and Recreation Department</b>	Revenue	☺	☺	☺	☺	☺							☺
	Employee Expenses*	☺	☺	☺	☺	☺							☺
	Other Expense Categories**	☺	☺	☺	☺	☺							☺
	Capital	O☹	O☹	U☹	U☹	U☹	U☹						U☺

Satisfactory results for revenue and expenses.  
Capital expenditure under budget for Infrastructure Program \$2.30m or 17.5%. Capital expenditure for fleet and equipment purchase under budget \$402k or 8.5%.  
Capital expenditure for IWS under budget \$128k or 25.9%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Health, Security and Regulatory Services Department</b>	Revenue	☺	☺	☺	☺	☺							☺
	Employee Expenses*	☺	☺	☺	☺	☹	☹						☺
	Other Expense Categories**	☺	☺	☺	☺	☺	☺						☺
	Capital	U☺	U☺	U☺	U☺	U☺	U☹						U☺

Satisfactory results for other expense categories. Employee expenses over budget \$201k or 6.0%. Revenue under budget as a result of parking officers currently undertaking testing requirements for the new ANPR vehicle, resulting in a reduction in PIN volumes  
Capital expenditure under budget \$440k or 61.8%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Planning and Development Department</b>	Revenue	☺	☺	☺	☺	☺							☺
	Employee Expenses*	☺	☺	☺	☺	☺							☺
	Other Expense Categories**	☺	☺	☺	☺	☺	☹						☺
	Capital	n/a	n/a	n/a	n/a	n/a	n/a						

Satisfactory results for revenue and employee expenses. Other expense categories over budget \$265k or 30.35% due to a number of legal appeals.

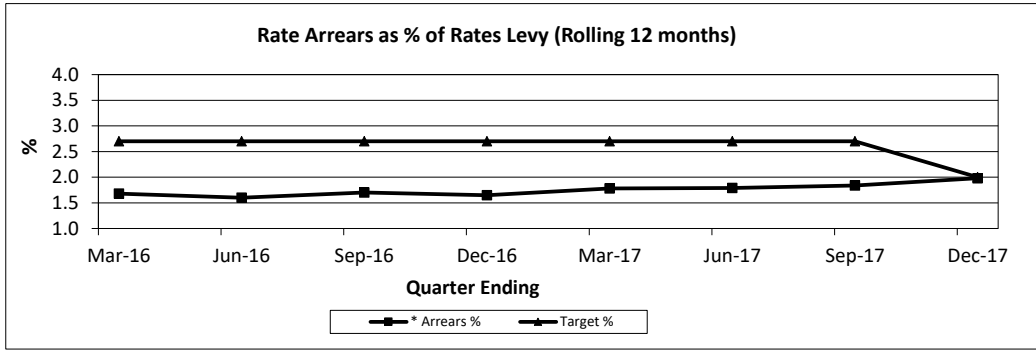
**Corporate Controlled:**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Corporate Items</b>	Revenue	☺	☹	☺	☺	☺							☺
	Expenses	☹	☹	☹	☹	☹							☺
	Capital	O☹	O☹	O☹	O☹	O☹	O☹						U☺

Satisfactory results for revenue. Expenses over budget \$3.23m or 6.24% .  
Capital expenditure for donated assets over budget \$13.223m or 45.58% which relates to budget phasing.

\* Employee expenses including Labour Contracts  
\*\* Operational Expense excluding the above

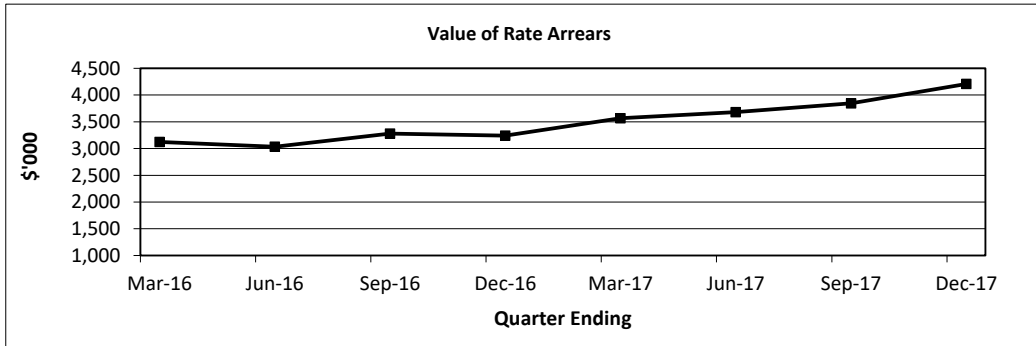
**Rate Arrears as at 31 December 2017:**



	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17
* Arrears %	1.68	1.6	1.7	1.65	1.78	1.79	1.84	1.98
Target %	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.00

\* Rolling 12 month average

**Value of Rate Arrears:**

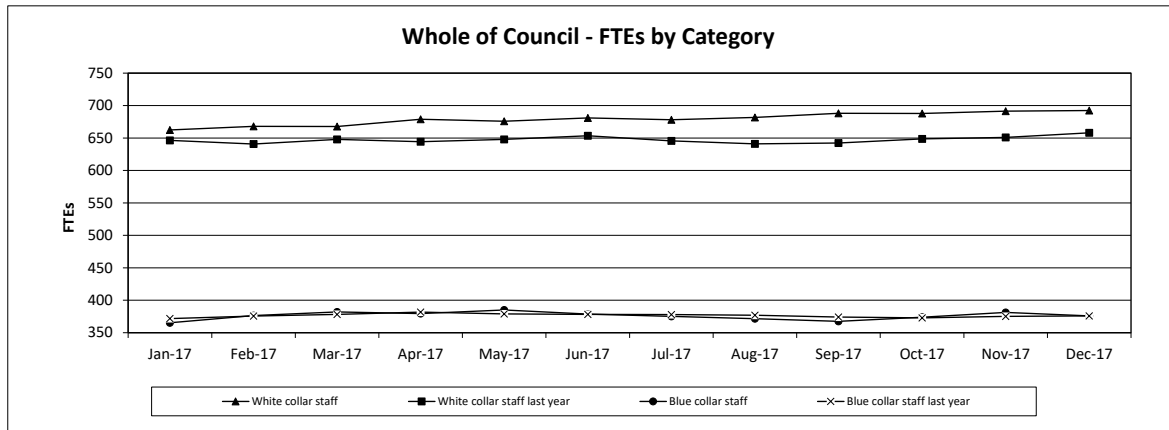


	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17
\$'000	3,125	3,034	3,281	3,242	3,568	3,680	3,844	4,207



**Full Time Equivalents:**

**Whole of Council**



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	662.4	668.1	667.7	679.0	675.8	681.0	678.1	681.7	688.0	687.8	691.4	692.4
Blue collar staff	365.3	376.5	382.0	379.5	385.0	378.7	375.0	371.5	367.5	373.8	381.2	375.9
<b>Total</b>	<b>1,027.7</b>	<b>1,044.6</b>	<b>1,049.7</b>	<b>1,058.5</b>	<b>1,060.9</b>	<b>1,059.7</b>	<b>1,053.1</b>	<b>1,053.2</b>	<b>1,055.5</b>	<b>1,061.7</b>	<b>1,072.5</b>	<b>1,068.3</b>
Movement prior month (white collar)	4.4	5.7	(0.3)	11.3	(3.2)	5.1	(2.9)	3.6	6.3	(0.1)	3.5	1.0
Movement prior month (blue collar)	(10.5)	11.2	5.5	(2.5)	5.5	(6.3)	(3.7)	(3.5)	(4.0)	6.3	7.3	(5.2)
White collar staff last year	646.3	640.8	647.9	644.4	647.9	653.4	645.5	641.1	642.4	648.5	650.8	658.0
Blue collar staff last year	371.8	375.8	378.3	381.8	379.0	378.2	377.9	376.9	374.2	372.9	375.1	375.8
Total FTEs last year	1,018.1	1,016.5	1,026.2	1,026.2	1,026.9	1,031.6	1,023.4	1,018.1	1,016.6	1,021.4	1,025.9	1,033.8

**Sick Leave:**

**Whole of Council**

	Dec-16 Hours	Jan-17 Hours	Feb-17 Hours	Mar-17 Hours	Apr-17 Hours	May-17 Hours	Jun-17 Hours	Jul-17 Hours	Aug-17 Hours	Sep-17 Hours	Oct-17 Hours	Nov-17 Hours	Dec-17 Hours
White collar staff	64.38	65.27	64.98	64.98	64.02	63.67	63.30	63.35	65.46	65.08	66.91	67.45	67.96
Blue collar staff	86.04	86.32	87.22	86.73	85.08	82.95	82.16	81.17	83.03	82.61	82.54	81.30	82.41
WOC staff	72.07	72.73	72.84	72.66	71.43	70.44	69.91	69.57	71.57	71.15	72.31	72.22	72.93

\* Rolling 12 month average

Over the quarter sick leave has deteriorated by 2.88 hours for white collar workers and improved by 0.2 hours for blue collar workers .

**Annual Leave:**

**Annual Leave Balances as at pay period ended 25 December 2017:**

**Whole of Council**

	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
No of people with 0-4 weeks	774	839	834	801	836	822	807	794	786	785	808	803	800
No of people with 4-8 weeks	293	225	239	275	252	271	284	290	303	307	285	296	291
No of people with 8+ weeks	8	9	10	12	12	7	11	12	8	10	14	15	14

Of the 14 people with balances over 8+ weeks, one employee has a balance over 10 weeks. This employee's assigned hours are 10.6 per week.

**Lost Time Injury Frequency Rates:**

**Whole of Council**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	1	0	0	0	0	1	0	0	1	0	0	0	0
LTIFR	6	0	0	0	0	8	0	0	0	0	0	0	0
LTIFR Rolling 12 months	6	6	5	4	4	4	3	3	3	3	3	2	2
Cumulative Days lost 12 months	70	60	59	59	85	104	125	110	100	111	129	138	155
LTISR Rolling 12 months	41	35	35	32	49	63	64	64	58	64	74	79	88

\* December figures for LTIFR will be available in April Quarter Financial Report of the 2017-18 Operational Plan.

**Capital Expenditure**

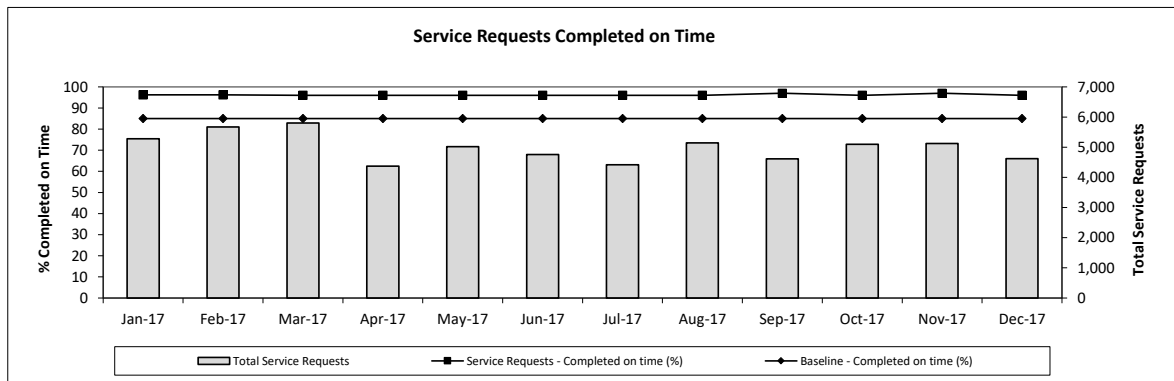
Results as at 31 December 2017:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
Department Controlled	41,458	48,613	7,155	162,923	25%	162,923
Corporate Controlled	27,405	22,178	(5,227)	58,044	47%	58,044
	<b>68,863</b>	<b>70,791</b>	<b>1,928</b>	<b>220,967</b>	<b>31%</b>	<b>220,967</b>

Department controlled actuals behind budget as some capital projects are running behind schedule. Corporate controlled actuals are over budget due to a higher than anticipated level of donated assets received by Council.

**Customer Engagement System**

All Council:



All Council	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Service Requests - Completed on time (%)	96	96	96	96	96	96	96	96	96	97	96	96
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	5,279	5,671	5,802	4,374	5,020	4,758	4,416	5,140	4,612	5,095	5,124	4,620

<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20.02.18	OAR: YES
<b>Authorisation:</b> Gary Kellar	

A4625786

6 February 2018

## MEMORANDUM

TO: MAYOR AND MEMBERS OF CITY MANAGEMENT, FINANCE AND COMMUNITY  
ENGAGEMENT COMMITTEE

FROM: ACTING CHIEF EXECUTIVE OFFICER

RE: EXECUTIVE SECRETARIAT UPDATE

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### **INTRODUCTION:**

This is a report by the Acting Chief Executive Officer providing an update on the Chief Executive's Office for the month of January 2018.

### **BACKGROUND:**

The Executive Secretariat consists of the Executive Office, Mayoral Office, Executive Research, Internal Audit and Legal Services.

Following is a summary of activities for each area:

#### **Executive Office**

##### ***Governance Review***

The Administrative Working Group is continuing to progress the implementation of the recommendations from the Governance Review. Attached is an update of progress to each of the recommendation areas (refer Attachment A).

##### ***Representative Duties***

The role of the Chief Executive Officer (CEO) at Ipswich City Council contains significant responsibilities in terms of representative duties on numerous bodies, companies, steering committees and forums both for the purposes of direct input into the decision making and to obtain understanding through an observation role of matters pertinent to the Council. The CEO attended the following meetings, forums and deputations in January 2018:

- Committee Meetings
- Special Council Meeting

- Council Ordinary Meeting
- Councillor Working Group – Governance Recommendations
- CBD PCG Meeting
- Company Board Meetings
- Extraordinary Board Meeting for Ipswich City Properties Pty Ltd
- Interviews for Non Executive Directors for Ipswich City Properties Pty Ltd
- Valuer General (Department of Natural Resources and Mines)
- West Moreton Hospital and Health Service
- Springfield Land Corporation
- SEQ CEOs Forum

The CEO also attended catch-up meetings with direct reports to discuss operational issues in areas and met with Councillors individually.

During January the CEO exercised financial delegations as per Council resolutions listed in Attachment B.

### **Emerging Issues**

#### ***CBD Redevelopment***

As per Council resolutions Ipswich City Council and Ipswich City Properties Pty Ltd are negotiating with epc.Pacific to finalise the agreement for lease and development application.

#### ***Review Governance Arrangements of Controlled Entities***

Interviews were undertaken to appoint two non-executive Directors to the Board of Ipswich City Properties Pty Ltd. The appointments are currently being finalised. A review of governance arrangements and the structure of Ipswich City Properties is also being undertaken.

The external independent business and accounting review of the controlled entities is progressing with a report expected by end of February 2018.

### **Executive Research**

For the month of January 2018, the Executive Research Office handled 33 new requests for assistance with 29 matters resolved and 23 still ongoing. Trending topics for the month of January 2018 consist mainly of overgrown properties, stormwater, speeding and illegal parking centred around school parking with the commencement of the school year.

A working group has been formed in preparation for the divisional electoral boundary review. Initial decisions will be held with ECQ in coming weeks to determine technical aspects of how the review will be undertaken. It is anticipated that a work shop or similar will be scheduled with Councillors to discuss midyear. By way of voter numbers, Division 9 is now out of quota with the remaining 9 divisions still being within the prescript limits with this trend anticipated to continue.

Work is continuing on the governance review with several further items close to being finalised.

## **Internal Audit**

### **Current issues for mentioning:**

#### ***Arboriculture Internal Audit***

- Draft report has been issued and is awaiting departmental responses.

### **The following audits are in preparation and scoping development:**

- Security and Safety Cameras Internal Audit
- Waste Business Management Services Review for maintaining certifications
- Design Certification Internal Audit
- Line Marking and Signs Internal Audit
- Construction Quality Verification Internal Audit

### **Continued internal audit observer involvement in the following groups:**

- Information and Communications Technology Collaborative Group
- Human Resources Information Systems Project

#### ***Internal Investigations***

- Numerous internal investigations are ongoing and assistance being provided to the Crime and Corruption Commission and Queensland Police Service in relation to external investigations.

#### ***External Independent Member to the Audit and Risk Management Committee***

- Initial shortlisting was conducted to assist The Committee Chair in preparation for the selection process.

#### ***Preparation of reports for the February 2018 Audit and Risk Management Committee***

- Prepared the three standard items for the committee relating to internal audit activities, finalised internal and external audit recommendations, internal audit register, recent internal audit reports issued and statistics for current and overdue recommendations.

#### ***Risk Workshops***

- Further developed internal audit operational risks.
- Discussion of Risk Framework with CAMMS risk consultant.

## **Legal Services**

### ***Legal Requests:***

- From 1 January 2018 – 31 January 2018 the legal branch has received 24 additional legal requests, one of which has been outsourced.
- Three (3) of these matters were “High” priority, twelve (12) were “medium” priority, three (3) were “low” priority and the remaining six (6) are “ongoing”.
- Of the legal requests received since 1 January 2018; 4% have been received from ASDCE; 4% from EDM, 8.5% from Executive Secretariat, 12.5% from FCS, 12.5% from HRSR, 12.5% from IS, 25% from PDH and 21% from WPR.
- File numbers for the period 1 July 2017 – 31 January 2018 is 192.

***New prosecution/litigation matters:***

- There are 5 matters renewed at the next Prosecution Panel Meeting.
- An additional Planning and Development Appeal has also been received with respect to ICC’s decision to refuse a Development Application to change the use of 6 Stella Street, Camira from a dwelling to a medical centre.

***Ongoing projects and litigation:***

- There are currently 14 ongoing prosecution matters regarding matters of unlawful development, traffic and animal related offences.
- There are currently fewer than ten ongoing Planning & Environment Court and Court of Appeal planning matters. In short these relate to WMI, Lipoma/LEDA, Cherish, permissible change applications, conditions appeals and appeals against refusals.
- CCC investigations.
- Advice and review of agreements concerning Supercars.
- CBD re-development.

***Staff:***

- All staff have returned to work after the Christmas/New Year period.
- Allison Ferres-Macdonald has commenced maternity leave.
- Fiona O’Neill, Dan’s EA and Paralegal has resigned to take a similar role with Queensland Health. The recruitment process has commenced with a suitable replacement to commence as soon as possible.

**Attachments**

<b>Name of Attachment</b>	<b>Attachment</b>
Attachment A –  <a href="#">Implementation of the Corporate Governance Review Recommendations status report</a>	Attachment A
Attachment B –  <a href="#">CEO delegations exercised under Council resolution</a>	Attachment B

**RECOMMENDATION:**

That the report providing the activities of the Office of the Chief Executive Officer be received and the contents noted.

Gary Kellar  
**ACTING CHIEF EXECUTIVE OFFICER**

###

**GOVERNANCE REVIEW IMPLEMENTATION - PROGRESS REPORT**

#	RECOMMENDATION	STATUS	PROGRESS COMMENTS - JANUARY 2018
1	Council consider the re-introduction of a Code of Conduct for Councillors as a public expression of its commitment to ethical governance.	In progress	For Items 1, 2 and 3 - A report has been prepared for the Policy and Admin Advisory Committee providing a suite of integrity policies for review - Code of Conduct, Conflict of Interest guidelines, Public Records and Acceptable Requests Guideline, Guide to dealing with developers and lobbyists. Draft policies currently out for consultation with Councillors prior to submission to Committee.
2	The CEO consult with the executive team to review the extent of councillor/staff contact contained in the "red box" lists to ensure nominated contacts within the organisation have sufficient level of responsibility and accountability to advise and inform Councillors accurately and reliably in a manner consistent with management policy. Following the review the CEO advise Council on changes desirable to the Reasonable Requests Guidelines.	In progress	Updated Acceptable Requests Guidelines drafted and out for consultation with Councillors prior to submission through the Policy and Administration Advisory Committee.
3	The CEO ensure that effective guidelines are promulgated to Councillors and employees (including relevant training) outlining their respective responsibilities in recognising, avoiding and responding to inappropriate approaches under the Reasonable Request Policy.	In progress	In progress. See Item 2 above. Implementation plan pending Council's adoption for new guidelines.
4	The CEO take action to achieve more effective compliance with Section 295 of the Local Government Regulation 2012 by publishing identifiable and consolidated Register of Interests for Councillors with clear links from the Councillor information page of the Council's website.	Completed	Registers are now subject to ongoing monitoring as an operational practice.
5	The CEO instruct Minutes Clerks when recording Councillors' declaration of conflicts of interest to record the Committee Report Item number and the topic or subject heading to fairly identify the context of the declared conflict of interest	Completed	Further development of conflicts of interest practice will proceed as a continuous improvement activity.
6b	Council partition the Committee agenda into matters to be dealt with in option session and matters to be dealt with in closed session, subject to listing the topic headings in the publicly available Committee agenda.	Completed	
6c	When reaching the Items on the Committee agenda that are to be dealt with in closed session, a motion should be moved that the Committee move into closed session to consider the nominated items on the agenda	Completed	
6d	Having returned from Closed session a motion should be moved specifying the actual recommendations from the closed session in respect of each matter considered and for those recommendations to be voted on, individually or collectively.		
6e	The motions, recommending those recommendations to the Council, having been carried, the reports considered in Closed session should be committed to the public record of the Committee meeting for public disclosure, except in circumstances where the Committee recommends the report be deemed confidential in keeping with the definitions in Section 275 of the Local Government Act 2009	Completed	



#	RECOMMENDATION	STATUS	PROGRESS COMMENTS - JANUARY 2018
6f	This procedure for dealing with matters in closed session be also applied to the Council's other Committees as and when required.	Completed	
7	Council adopt the practice of publishing on its website all reports considered by Committees and all Committee reports submitted to Council including officers' recommendations, Committee recommendations as well as Council's formal resolutions, in order to provide full transparency of its decision making	Completed	
8	Council improve public information on its website by incorporating a page containing a list of all adopted and current policies together with links to the actual documents for accessible inspection by inquirer	In progress	Completed - A- Z Table of contents now included on Website. Review of currency of policies in progress.
9a	The CEO review the conditions of the delegated power to decide applications under the Planning Act to avoid any risk of consultation with Councillors being interpreted as directing employees or exercising undue influence.	In progress	Draft amendment being considered.
9b	The CEO prepare a program to incorporate in Council induction and CPD programs including awareness training in relation to workplace behaviour including preventing undue influence of delegated authority decisions, bullying and harassment.	In progress	Review of ongoing training plan in progress.
10	Council revisit the recommendations of the QAO and Internal Audit in relation to the Procurement function and reconcile those recommendations with the implementation plan for the new Procurement Framework.	In progress	Working towards 31 March 2018.  All previous recommendations have been reviewed and a gap analysis with implemented framework and actions has being drafted to enable preparation of a detailed action plan.
11	The Audit Plan element for examination of the Council's Procurement function be retained in the 3 year plan and continue to monitor the implementation of the new Procurement Framework, to provide ongoing review of its effectiveness.	Scheduled	CFO to review the project plan to consider and establish a service agreement with Departments. To be reviewed as part of ongoing implementation/ embedding of procurement issues.
12	The CEO review the Claim Form for use by Councillors in submitting expenditure for reimbursement to include declarations as to the compliance of the claim with Council policy and to provide for notations concerning the deduction of disallowed items.	Completed	
13	Council review its arrangements for the City Wide and Divisional Allocations particularly in relation to funding for community purposes to align more closely with the transparency and accountability requirements of Section 109 of the Local Government Act 2009 and Section 202 of the Local Government Regulation 2012.	In progress	Workshops scheduled for Feb/March.
14	The CEO extract relevant matters from this report to include in the executive office risk register and develop appropriate risk mitigation strategies to deal with them.	In progress	Risk register being compiled in early 2018. Strategic and Operational Risk Registers currently being compiled.

#	RECOMMENDATION	STATUS	PROGRESS COMMENTS - JANUARY 2018
15	The CEO formulate guidelines for the assessment of correspondence likely to be regarded as a public record and provide Councillors and their administrative assistants with a convenient process to enable a capture of relevant material.	In progress	Policy on Public Records drafted and out with Councillors for consultation prior to submission to Policy and Administration Advisory Committee.
16	Council proceed to implement the recommendations of the Internal Audit unit in relation to controlled entities.	In progress	External independent review in progress. Report expected by end of February 2018.
17	The charter of Council's Audit Committee be expanded to include risk management and the committee's name be altered to the Audit and Risk Management Committee.	Completed	
18	The CEO arrange for procedures concerning the reception of the Observation Report to include a procedure for the Mayor to present the report to the next ordinary meeting of the local government after being received and the staff of the Mayor's office be alerted to this requirement.	Completed	
19	The CEO consult with the Mayor to convene working parties to develop the approved implementation plan for any changes endorsed from this review and a formal project plan be compiled to manage the implementation.	Completed	Working party meets regularly to review progress report.
<b>ADDITIONAL ITEMS ARISING FROM GOVERNANCE INITIATIVES</b>			
20	Review of Local Law & Sub-ordinate Local Law & Procedures for conduct of Council/Committee meetings	In progress	Preliminary review commenced.
21	Review of formatting of reports to Committee & Council	In progress	Preliminary review commenced.
22	Review all Policies for currency and accuracy and accessible publication on website	In progress	Policies for review identified and circulated to Departments/ Branches for review. Will continue with usual review process thereafter.
23	Review of Delegations	On hold	A significant resource is required to progress this review. Plan to schedule for start of March 2018
24	Performance Management System	In progress	Substantive review pending new HRIS system.
25	Review of Complaints Management System/Framework	In progress	Complaints Management framework scoping underway.
26	Review of Councillor Expense Reimbursement & Administration Support Procedure, specifically relating to travel	In progress	CFO to review policy and procedure in relation to the approval process for travel and provide an update to CEO.

Council Meeting Date	Meeting	Resolution No. and Title	Resolution contains: oxford	Comments
5/30/2017	CMFCE Ctee	10. PROPOSED NEW LEASES FOR TELECOMMUNICATIONS PURPOSES - TELSTRA CORPORATION LIMITED - VARIOUS LOCATIONS - IPSWICH CITY COUNCIL - DIVISIONS 3, 7 AND 10	<p>A. That Council resolve to enter into 2 x 10 year consecutive leases of land for telecommunications purposes for a rent amount of \$22,500.00 per annum (excluding GST) by way of new lease arrangements between Council and Telstra Corporation Limited for the following properties:</p> <ol style="list-style-type: none"> <li>1. 143 Brisbane Street, Ipswich described as part of Lot 2 on RP50109;</li> <li>2. 20-32 Cairns St, Collingwood Park as part of Lot 901 on SP264807;</li> <li>3. Lot 1 Champions Way, Willowbank as part of Lot 1 on SP108209; and</li> <li>4. 11 Thornton Street, Raceview as part Lot 1 RP215738.</li> </ol> <p>B. That Council resolve pursuant to section 236(2) of the Local Government Regulation 2012 (the Regulation) that the exemption referred to in section 236(1)(c)(vi) of the Regulation applies to Council on the disposal of the lease interest of the subject properties identified in A above, by way of a new lease arrangement between Council and Telstra Corporation Limited and that consideration for disposal of the lease is equal to the market value of the land.</p> <p>C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the proposed new lease arrangement as detailed in Recommendations A and B of the report by the Senior Property Officer (Property Services) dated 9 May 2017 and do any other acts necessary to implement Council's decision in accordance with section 13(3) of the Local Government Act 2009.</p>	Contracts signed by CEO and returned to Kerry Perett 30/01/2018
7/25/2017	CMFCE Ctee	3. RENEWAL OF LEASE OF LANGLEY HALL TO CAMIRA FRIENDS AND NEIGHBOURS CLUB INCORPORATED, 4 LANGLEY ROAD, CAMIRA (ALSO KNOWN AS 7 BRUCE LANE, CAMIRA) PART OF LOT 272 ON RP111740 – DIVISION 1	<p>A. That Council resolve pursuant to section 236(2) of the <i>Local Government Regulation 2012</i> (the Regulation) that the exemptions under sections 236(1)(b)(ii) and 236(1)(c)(iii) of the Regulation apply to the disposal of the leasehold interest located at 4 Langley Road, Camira (also known as 7 Bruce Lane, Camira) and described as part of Lot 272 on RP111740, by way of a renewed leasehold arrangement between Council and the Camira Friends and Neighbours Club Incorporated for a consideration sum of \$1.00, if demanded.</p> <p>B. That Council enter into a lease with Camira Friends and Neighbours Club Incorporated ("the tenant") for a period of five (5) years plus an option period of five (5) years.</p> <p>C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the lease to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the Local Government Act 2009.</p>	Contract signed by ICC CEO and returned 15/01/2018.
8/22/2017	CMFCE Ctee	7. NEW LEASE TO QUEENSLAND COUNTRY WOMEN'S ASSOCIATION, PART OF 95A BRISBANE ROAD, BOOVAL, PART OF LOT 169 ON RP24111 – DIVISION 5	<p>A. That Council, as Trustee, resolve pursuant to section 236(2) of the Local Government Regulation 2012 (the Regulation) that the exemptions under sections 236(1)(b)(ii) of the Regulation apply to the disposal of the leasehold interest located at part of 95A Brisbane Road, Booval described as part of Lot 169 on RP24111 ("the land"), by way of a leasehold arrangement between Council and the Queensland Country Women's Association for a consideration sum of \$1.00 per annum, if demanded (excluding GST).</p> <p>B. That Council enter into a Trustee lease with the Queensland Country Women's Association ("the tenant") for a period of ten (10) years.</p> <p>C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the Trustee Lease to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the Local Government Act 2009.</p>	Signed by CEO and returned 30/01/2018.
11/14/2017	WPS	8. 16-17-016 – WASTE DISPOSAL SERVICES CONTRACT AWARD	<p>A. That Council enter a Preferred Supplier Arrangement for the supply of a Waste Disposal Service with the following suppliers:</p> <ol style="list-style-type: none"> <li>1. Cleanaway Waste Management Pty Ltd</li> <li>2. REMONDIS Australia Pty Ltd</li> </ol> <p>B. That Council is satisfied that the preferred supplier arrangement has been made in compliance with section 233 (3) to (8) of the Local Government Regulation 2012.</p> <p>C. That Council is satisfied under s233 (7) of the Local Government Regulation 2012 that it will receive better value for money if the Preferred Supplier arrangement is for a period of more than two years and that the period of the preferred supplier arrangement be two (2) years plus a further two (2) periods of up to twelve (12) months each.</p> <p>D. That Council enter into a contract with those suppliers referred to in Recommendation "A" setting out the terms of the preferred supplier arrangement.</p> <p>F. That the Chief Executive Officer be authorised to negotiate and finalise the term of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the Local Government Act 2009.</p>	The Remondis contract was signed 09/01/2018

11/14/2017	CMFCE Ctee	23. PROPOSED LAND SWAP - 7 GEORGE STREET AND 9 GEORGE STREET GOODNA DESCRIBED AS LOT 405 ON CROWN PLAN G152 AND LOT 404 ON CROWN PLAN G152 IPSWICH CITY COUNCIL - DIVISION 2	<p>A. That pursuant to section 236(2) of the <i>Local Government Regulation 2012</i> ("Regulation"), Council resolve it is satisfied that the exemption referred to in section 236(1)(c)(v) of the Regulation applies to Council, on the disposal of Council's interest in Lot 405 on Crown Plan G152 ("the Land") to Peter Edward John McGreevy, as it is in the public interest to dispose of the land without a tender process and the disposal is otherwise in accordance with sound contracting principles.</p> <p>B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the simultaneous land swap transaction outlined below:</p> <ol style="list-style-type: none"> <li>1. Transfer of Lot 405 on Crown Plan G152, owned by Council to Peter Edward John McGreevy for nil consideration.</li> <li>2. Transfer of Lot 404 on Crown Plan G152 owned by Peter Edward John McGreevy to Council for nil consideration.</li> <li>3. Upon transfer of Lot 405 on Crown Plan G152, Peter Edward John McGreevy to amalgamate two lots described as Lot 405 and Lot 406 on Crown Plan G152 into one Lot.</li> </ol> <p>C. That the Chief Executive Officer be authorised to take any further steps necessary to implement Council's decision under Recommendations A and B above, in accordance with section 13(3) of the Local Government Act 2009.</p>	Contracts signed by CEO and returned on 15/01/2018.																
11/14/2017	WPS	10. TENDER 10968 - REMOTELY PILOTED SYSTEMS AND SOLUTIONS PANEL OF PROVIDERS	<p>A. That in accordance with section 232 of the <i>Local Government Regulation 2012</i> ("Regulation") Council approve a Pre-qualified Suppliers' register for the supply of Remotely Piloted Systems and Solutions with the following suppliers:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Category 2 – Partial Service</td> <td style="width: 50%;">Category 3 – Partnership</td> </tr> <tr> <td>FYFE</td> <td>Australian UAV</td> </tr> <tr> <td>Ninox</td> <td>Aerial Drones Solutions</td> </tr> <tr> <td>RPS Australia</td> <td>Airborn Insight</td> </tr> <tr> <td>BJ North</td> <td>Grenof Water</td> </tr> <tr> <td>Terramap Pty Ltd</td> <td>V-TOL Aerospace</td> </tr> <tr> <td></td> <td>InSky</td> </tr> <tr> <td></td> <td>National Drones</td> </tr> </table> <p>B. That Council is satisfied that the Pre-Qualified Suppliers' register has been made in compliance with section 232(3) to (7) of the Local Government Regulation 2012.</p> <p>C. That Council enter into a contract with those suppliers referred to in Recommendation A setting out the terms of the Pre-Qualified Suppliers' register for a period of three (3) years, with two (2) x one (1) year options, total term five (5) years.</p> <p>D. That the Chief Executive Officer be authorised to negotiate and finalise the term of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the Local Government Act 2009.</p>	Category 2 – Partial Service	Category 3 – Partnership	FYFE	Australian UAV	Ninox	Aerial Drones Solutions	RPS Australia	Airborn Insight	BJ North	Grenof Water	Terramap Pty Ltd	V-TOL Aerospace		InSky		National Drones	Contracts signed by the CEO and returned to WPR on 15/01/2018
Category 2 – Partial Service	Category 3 – Partnership																			
FYFE	Australian UAV																			
Ninox	Aerial Drones Solutions																			
RPS Australia	Airborn Insight																			
BJ North	Grenof Water																			
Terramap Pty Ltd	V-TOL Aerospace																			
	InSky																			
	National Drones																			

<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20.02.2018	OAR: YES
<b>Authorisation:</b> Caroline McMahon	

1 February 2018

**MEMORANDUM**

TO: COMMUNITY ENGAGEMENT MANAGER

FROM: COMMUNITY GRANTS OFFICER

RE: ALLOCATION OF COMMUNITY DONATIONS TO 31 JANUARY 2018

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**INTRODUCTION:**

This is a report by the Community Grants Officer dated 1 February 2018 concerning the allocation of Community Donations.

In line with the Community Donations Policy, allocation of Community Donations for the period ended 31 January 2018 are reported in Attachment A. All donations exceeding \$250.00 are required to be acquitted by the applicant within a three (3) month time frame. Acquittals received can be made available on request.

**BENEFITS TO COMMUNITY AND CUSTOMERS:**


Provision of Community Donations supports Council's commitment to enhancing the quality of life of its community, is consistent with and complements Advance Ipswich and Corporate Plan 2017–2022 Strategies and Goals by:

- Providing equitable access and avenues for all residents of Ipswich to participate and contribute to decisions made in their community.
- Encouraging residents to identify the needs of the community and provide a caring environment with particular attention to youth, families, people with a disability, older people, and people from cultural and linguistically diverse backgrounds.
- Increasing opportunities for active participation in community life.
- Enhancing community belonging and pride.
- Enhancing community capacity.

**FINANCIAL IMPLICATIONS:**

Funding for provision of Community donations is contained in the Community Engagement Branch 2017–2018 budget.

**ATTACHMENT:**

Name of Attachment	Attachment
<a href="#">Attachment A - Community Donations Report</a>	 Attachment A

**RECOMMENDATION:**

That the report be received and the contents noted.

Josie Berry  
**COMMUNITY GRANTS OFFICER**

I concur with the recommendation contained in this report.

Abbey Richards  
**COMMUNITY ENGAGEMENT MANAGER**

I concur with the recommendation contained in this report.

Caroline McMahon  
**CHIEF OPERATING OFFICER**  
**(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)**

**Community Donations Allocated January 2018**

Decision Date	Financial Source Name	Organisation Name		Allocation Amount	Project Title
2/01/2018	Division 9	Redbank Plains State High School		\$2,000.00	New Bike for Pedal Prix Program
9/01/2018	Division 9	Women's Crisis Support Service Inc		\$500.00	Relocation for Women & Children
2/01/2018	Citywide	Music Heritage Group Ipswich Inc.	\$200.00		Power of Peace Choir & Leading Soloists
	Division 1		\$100.00		
	Division 10		\$250.00		
	Division 2		\$100.00		
	Division 3		\$100.00		
	Division 4		\$100.00		
	Division 9		\$100.00		
				\$950.00	
2/01/2018	Citywide	Silkstone State School P&C Association	\$200.00		Annual Trophy Presentation
	Division 4		\$100.00		
	Division 5		\$100.00		
	Division 7		\$200.00		
				\$600.00	
2/01/2018	Citywide	Brothers Social Bowls Club Ipswich	\$250.00		2018 Annual Open Day Event
	Division 4		\$100.00		
				\$350.00	
3/01/2018	Citywide	Cancer Council Queensland	\$250.00		Glen Stower Memorial Race Day Fundraiser
	Division 1		\$100.00		
	Division 4		\$100.00		
	Division 5		\$100.00		
	Division 8		\$100.00		
				\$650.00	
5/01/2018	Citywide	Breast Cancer Network Australia (BCNA)	\$200.00		Fundraising for Breast Cancer Network Australia
	Division 1		\$50.00		
	Division 2		\$100.00		
	Division 5		\$100.00		
	Division 7		\$200.00		
	Division 8		\$100.00		
				\$750.00	
5/01/2018	Citywide	Ipswich Cavy Club	\$200.00		2018 Show Season
	Division 3		\$100.00		
	Division 4		\$100.00		
	Division 6		\$50.00		
	Division 5		\$100.00		
	Division 7		\$100.00		
				\$650.00	
8/01/2018	Division 4	Vision Christian Family		\$2,000.00	Annual Sunday Funday

11/01/2018	Division 1	The Springfield Anglican College		\$800.00	Sports Presentation Evening
11/01/2018	Division 10	Rosewood Junior Rugby League Football Club		\$750.00	Advertising fees for Seniors & Under 19s
11/01/2018	Division 9	Ulysses Club Inc - Lockyer Branch		\$500.00	Bikes for Seniors in Retirement Villages
11/01/2018	Division 9	Redbank Plains Neighbourhood Watch		\$250.00	Newsletters and Events to Promote Safety & Awareness
11/01/2018	Division 9	Springfield Malayalee Association Inc		\$250.00	Face Painting on Clean Up Australia Day
12/01/2018	Division 1	Springfield Malayalee Association Inc		\$200.00	Postage of Ipswich Calendars to Members
19/01/2018	Division 1	Ipswich & Redbank First Aid Volunteers		\$4,744.00	First Aid Treatment at Ipswich Community Events
19/01/2018	Citywide	Brothers Leagues Club Ipswich	\$500.00		2017 Sports Star of the Year
	Division 4		\$500.00		
				\$1,000.00	
19/01/2018	Citywide	Compassion for Animals Society	\$500.00		Inaugural 2018 Gala Ball Fundraiser
	Division 1		\$100.00		
	Division 4		\$100.00		
	Division 5		\$200.00		
	Division 7		\$200.00		
	Division 8		\$100.00		
				\$1,200.00	
19/01/2018	Citywide	Ipswich Assist	\$3,818.00		Two Industrial Three-Door Fridges
	Division 5		\$3,818.00		
	Division 7		\$500.00		
				\$8,136.00	
25/01/2018	Division 1	Zonta Club of Greater Springfield		\$250.00	International Womens Day Breakfast
25/01/2018	Division 6	Ipswich Horticultural Society Inc.		\$800.00	2018 Autumn & Spring Show
25/01/2018	Citywide	Bushwalking Queensland Inc.		\$250.00	2018 Clean Up Australia Day Morning Tea
25/01/2018	Citywide	Bremer State High School	\$500.00		2018 Japan Study Tour
	Division 1		\$150.00		
	Division 2		\$200.00		
	Division 3		\$250.00		
	Division 4		\$500.00		
	Division 6		\$100.00		
	Division 7		\$500.00		
	Division 8		\$200.00		
				\$2,400.00	
			<b>TOTAL</b>	<b>\$29,980.00</b>	



<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20.02.2018	OAR: Yes
<b>Authorisation:</b> Andrew Roach	

A4633219

7 February 2018

**MEMORANDUM**

TO: CHIEF FINANCIAL OFFICER

FROM: STRATEGIC CLIENT OFFICE MANAGER

RE: IPSWICH RURAL FIRE LEVY COMMITTEE – CHANGE OF NAME AND STRUCTURE

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**INTRODUCTION:**

This is a report by the Strategic Client Office Manager dated 7 February 2018 concerning the change of name of the Ipswich Rural Fire Levy Committee and subsequent restructuring in how the committee operates. Currently Councillors Pahlke and Bromage are nominated to represent Council on this committee.

**BACKGROUND:**

Councillors Pahlke and Bromage are currently nominated to represent Council at meetings of the Ipswich Rural Fire Levy Committee (Fire Levy Committee), refer Attachment A.

The Fire Levy Committee has met in a fairly unstructured manner in recent years, meeting on an ad hoc basis after meetings of the Ipswich Rural Fire Brigade Group (Rural Fire Group). The Rural Fire Group is an operational meeting of rural fire brigades, Queensland Fire and Emergency Services (QFES) Officers and interested stakeholders such as Council and the SES.

Budgeting and administration have been undertaken by an interim Rural Fire Service Local Area Finance Committee which has undertaken a co-ordinating role across the brigades.

The Commissioner, QFES, has commenced standardising organisational structures for management of rural fire brigade resources across the State and one of the adopted models is the formal establishment of Local Area Finance Committees, based on Local Government boundaries, taking responsibility for budgeting, three (3) year plans and the administration of externally sourced funds such as the Rural Fire Levy.

**IPSWICH CITY COUNCIL LOCAL AREA FINANCE COMMITTEE:**

A Rural Fire Service Local Area Finance Committee is being established to service the Ipswich City Council local authority area. Representatives will include the QFES Area Director Rural Fire Services Queensland as Chairperson and voting members: Ipswich City Council Councillor or delegate; and 4 representatives from the rural fire brigades in the Ipswich City Council Area.

The QFES Area Director Rural Fire Services Queensland as Chairperson and the Ipswich City Council Councillor are to be signatories and endorsers of minutes or any motions to be passed by the Rural Fire Service Local Area Finance Committee.

The Rural Fire Service Local Area Finance Committee supporting the Rural Fire Brigade will:

- Review or change brigade or group budgets;
- Review the amount of the Rural Fire Levy charged and provide feedback to Council of its adequacy;
- Ensure accountability of funds used and approve distribution of funds;
- Consider extraordinary requests for funds;
- Formulate the vision and plan the resourcing of rural fire brigades; and
- Meet a minimum of twice a year.

**ATTACHMENT:**

<b>Name of Attachment</b>	<b>Attachment</b>
<a href="#">Extract of current Councillor Representation Document</a>	<a href="#">Attachment A</a>

**RECOMMENDATION:**

- A. That Council note the change of name of the Rural Fire Levy Committee to the Rural Fire Service Local Area Finance Committee.
- B. That Council determine the Councillor Representation on the Rural Fire Service Local Area Finance Committee.

Richard Bennett

**STRATEGIC CLIENT OFFICE MANAGER**

I concur with the recommendations contained in this report.

Andrew Roach

**CHIEF FINANCIAL OFFICER**

**EXTRACT FROM COUNCILLOR REPRESENTATION DOCUMENT SHOWING MEMBERSHIP OF  
IPSWICH RURAL FIRE LEVY COMMITTEE**

**COUNCILLOR REPRESENTATION ON ORGANISATIONS, COMMITTEES, GROUPS ETC. INVOLVING EXTERNAL  
INDIVIDUALS – adopted 19 September 2017**

*NOTE: 'If a representative/delegate/nominee is unavailable to represent Ipswich City Council, he or she may nominate another Councillor as their proxy representative/delegate/nominee'.*

<b>ORGANISATION ETC.</b>	<b>REPRESENTATIVE</b>	<b>REPORTING</b>
Ipswich Rural Fire Levy Committee	Councillor Bromage Councillor Pahlke	As required

6 February 2018

**MEMORANDUM**

TO: CHIEF EXECUTIVE OFFICER

FROM: CHIEF FINANCIAL OFFICER

RE: COUNCILLOR TRAVEL AND TRAINING REQUESTS

---

**INTRODUCTION:**

This is a report by the Chief Financial Officer dated 6 February 2018 concerning councillor travel and training requests.

**BACKGROUND:**

The Ipswich City Council expenses Reimbursement Policy (the policy) states that councillors are required to attend approved conferences/workshops to either deliver a paper or as a delegate or representative of Council. Such attendances are to be approved by Council resolution or, for matters that require out of session approval, approved by the Chief Executive Officer and as per the Ipswich City Council Councillor Expenses Reimbursement and Administrative Support Procedure, reported by the Chief Executive Officer at the next Council meeting.

The attachment contains training, conference and workshop travel for councillors requiring Council approval.

**ATTACHMENT:**

Name of Attachment	Attachment
<a href="#">Training, conference and workshop travel to be approved by Council</a>	Attachment A

**RECOMMENDATION:**

That Council, in accordance with the "*Ipswich City Council Expenses Reimbursement*" Policy, approve the councillor training/conference/workshop travel as detailed in Attachment A to the report by the Chief Financial Officer dated 6 February 2018.

Andrew Roach  
**CHIEF FINANCIAL OFFICER**

ATTACHMENT A

**COUNCILLOR WORKSHOP/CONFERENCE TRAVEL AND/OR TRAINING REQUIRING COUNCIL APPROVAL  
IN ACCORDANCE WITH THE EXPENSES REIMBURSEMENT POLICY**

<b>Councillor</b>	<b>Conference/Event/Training</b>	<b>Location</b>	<b>Estimated Training/Conference Dates</b>
Mayor Andrew Antoniolli	LGAQ Civic Leaders Summit	Benowa, Gold Coast	9-11 May 2018
Deputy Mayor Wayne Wendt	LGAQ Civic Leaders Summit	Benowa, Gold Coast	9-11 May 2018

<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20.02.18	OAR: YES
<b>Authorisation:</b> Andrew Roach	

A4632853

7 February 2018

**MEMORANDUM**

TO: CHIEF FINANCIAL OFFICER

FROM: STRATEGIC CLIENT OFFICE MANAGER

RE: CUSTOMER SERVICE ACTIVITIES STATUS REPORT – JANUARY 2018

---

**INTRODUCTION:**

This is a report by the Strategic Client Office Manager dated 7 February 2018 concerning customer service delivery activities for the period 1 January to 31 January 2018.

**BACKGROUND:**

From 7 November 2017:

- Services Queensland no longer delivers these services for Council.
- Council has engaged three (3) technical consultants from Peak Services (formally Propel) to assist in the delivery of services by Council.
- Council's Strategic Client Branch continues to provide the same level of staff resources for service delivery.
- If Peak Services are successful in improving service delivery so that pre-determined stretch targets are achieved, then Peak Services will earn an incentive payment.
- As a separate arrangement Council has contracted Peak Services to deliver Out of Business Hours Contact Centre Services for Ipswich City Council customers.

The following table describes the contracted service level targets.

Name	Description	Minimum Service Level	Bonus Service Level	Dec 17 Service Level Achieved	Jan 18 Service Level Achieved
First Point of Contact Resolution (FPOCR)	The percentage of customer enquiries that are resolved at the first point of contact, regardless of channel used (phone, counter, email, internet, etc.)	75%	80%	90%	92%
Grade of Service - Phone (GoS)	The percentage of customer calls that are answered within 20 seconds.	80%	(Level 1) 83% (Level 2) 85%	92%	92%
Grade of Service - Phone (GoS)	The percentage of customer calls that are answered within 60 seconds.	90%	92%	96%	96%
Rates Arrears	The percentage of rates notices that are not in arrears compared to total rates notices produced.	98%	98.15%	98.02%	98.02%
Processing time for customer requests	The time to process a customer request from receiving a CES CRM service request compared to Council corporate standard time frames. % Requests completed within corporate standard timeframes.	80%	95%	96%	96%
Processing of all incoming mail	The percentage of applicable and relevant daily incoming mail that is scanned registered and tasked within the first Business Day of receipt.	80%	98%	98%	99%
Processing of incoming emails	The percentage of incoming emails received that are registered and tasked, responded to, or identified as junk by midnight of the first business day of receipt.	80%	98%	98%	100%
Lodgement of P&D applications	The percentage of P&D applications that are lodged, registered, payments assessed and receipted and prepared as a digital file for planning assessment within 24 hours of receipt (business days).	To be determined in period to 31 March 2018	To be determined in period to 31 March 2018	NA	NA

The service outcomes shaded in grey highlight bonus service level not achieved.

#### Out of Hours Call Centre Services

Name	Description	Minimum Service Level	Dec 17	Jan 18
Grade of Service	The percentage of customer calls that are answered within 30 seconds.	80%	85%	88%

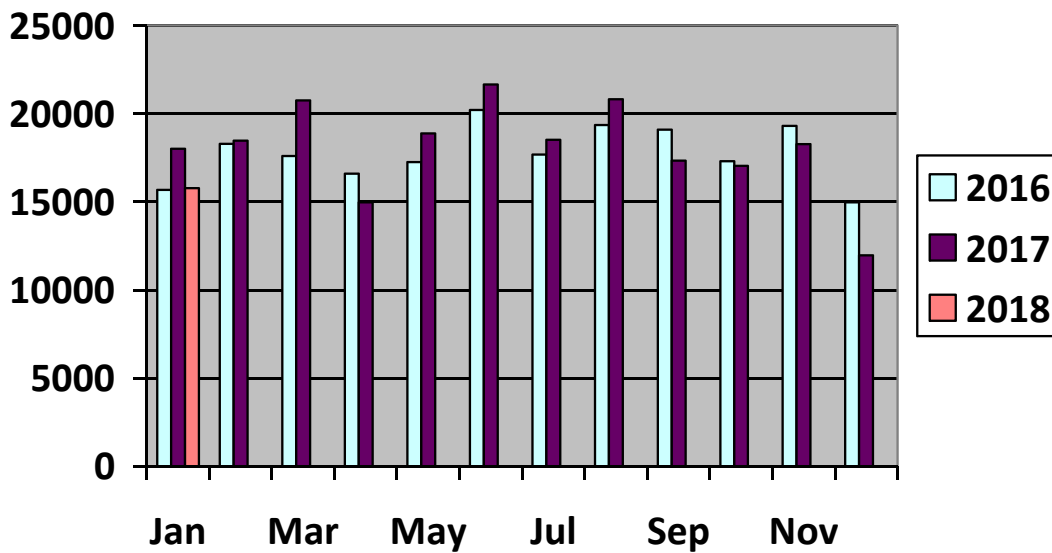
There is no bonus service level applicable to out of hours.

**SERVICE LEVELS – COMMENTARY**

Service levels for customer calls exceeded expectations due to two (2) factors:

- The trend for lower historical call volumes evident since September continues in January. There is no identifiable reason for the drop in calls.
- Staff resource levels were higher than optimal due to the unexpected lower volume of calls with the result that service levels lifted significantly.

**Monthly Call Volumes**



Planning and Development applications and lodgements continue at record levels as do the numbers of new properties registered with land titles and advised to Council. New properties are required to be entered into Council’s Property Register and Rating systems so rate notices can be created.

**FINANCIAL IMPLICATIONS:**

There are no financial implications associated with this report.

**RECOMMENDATION:**

That the report be received and the contents noted.

Richard Bennett  
**STRATEGIC CLIENT OFFICE MANAGER**

I concur with the recommendation contained in this report.

Andrew Roach  
**CHIEF FINANCIAL OFFICER**



<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20.02.18	OAR: Yes
<b>Authorisation:</b> Andrew Roach	

A4631200

7 February 2018

**MEMORANDUM**

TO: CHIEF FINANCIAL OFFICER

FROM: FINANCE MANAGER

RE: MONTH-END PERFORMANCE – DECEMBER 2017

**INTRODUCTION:**

This is a report by the Finance Manager dated 7 February 2018 concerning Council performance for the period ending 31 December 2017, submitted in accordance with *Section 204 of the Local Government Regulation 2012*.

**BACKGROUND:**

*Section 204 of the Local Government Regulation 2012* requires a monthly report to be submitted to Council in respect of the performance of Council's budget. The monthly performance report for December 2017 is included at Attachment A.

**ATTACHMENT:**

<b>Name of Attachment</b>	<b>Attachment</b>
<a href="#">December 2017 Monthly Performance Report</a>	<a href="#">Attachment A</a>

**RECOMMENDATION:**

That the report be received and the contents noted.

Jeffrey Keech  
**FINANCE MANAGER**

I concur with the recommendation contained in this report.

Andrew Roach  
**CHIEF FINANCIAL OFFICER**



City of  
**Ipswich**

**Ipswich City Council**

**Performance Report**

**December 2017**

**Ipswich City Council - Summary Financial Results**

	YTD Actual \$'000	YTD Budget \$'000	YTD Variance \$'000	FY Budget \$'000	EOY Forecast \$'000	Detail Page ref:
<b>Net Result as at 31 December 2017:</b>						
<b>Cash Operational Revenue</b>						
Net Rates and Utilities	93,498	92,484	1,014	187,477	187,477	Page 9
Fees and Charges	14,462	13,960	502	28,048	28,048	Page 10
Operational Grants and Contributions	8,054	6,201	1,853	18,039	18,039	Page 11
Interest	2,705	2,173	532	4,122	4,122	Page 12
Other Cash Revenue	23,212	14,834	8,378	32,958	32,958	"
<b>Total Cash Operational Revenue</b>	<b>141,931</b>	<b>129,652</b>	<b>12,279</b>	<b>270,644</b>	<b>270,644</b>	
<b>Cash Operational Expenses</b>						
Employee Expenses*	45,662	45,671	9	90,714	91,344	Page 13
Materials and Services#	40,958	45,013	4,055	92,070	92,070	"
Finance costs	7,052	7,397	345	14,449	14,449	"
Other Cash Expenses	3,574	3,666	92	9,243	9,243	"
	<b>97,246</b>	<b>101,747</b>	<b>4,501</b>	<b>206,476</b>	<b>207,106</b>	
<b>Cash Operational Result</b>	<b>44,685</b>	<b>27,905</b>	<b>16,780</b>	<b>64,168</b>	<b>63,538</b>	
<b>Non-Cash Operational Revenue</b>						
Gain on Asset Disposal	150	0	150	0	150	Page 12
Internal Revenue	11,884	11,370	514	22,751	22,751	"
<b>Total Non-Cash Operational Revenue</b>	<b>12,034</b>	<b>11,370</b>	<b>664</b>	<b>22,751</b>	<b>22,901</b>	
<b>Non-Cash Operational Expense</b>						
Depreciation	32,907	30,745	(2,162)	61,490	61,490	Page 13
Headworks Credit Indexation	0	0	0	0	0	"
Loss on Asset Disposal	727	0	(727)	0	727	"
Internal Expense	10,751	9,972	(779)	19,923	19,923	"
<b>Total Non-Cash Operational Expense</b>	<b>44,385</b>	<b>40,717</b>	<b>(3,668)</b>	<b>81,413</b>	<b>82,140</b>	
<b>Net Result before Capital</b>	<b>12,334</b>	<b>(1,442)</b>	<b>13,776</b>	<b>5,506</b>	<b>4,299</b>	
<b>Capital</b>						
Capital Grants	1,034	0	1,034	8,275	8,275	Page 11
Donated Asset Revenue	42,298	32,240	10,058	72,535	72,535	"
Contributions	4,695	8,664	(3,969)	17,330	17,330	"
Headworks Credit Consumption	0	0	0	0	0	"
<b>Total Capital</b>	<b>48,027</b>	<b>40,904</b>	<b>7,123</b>	<b>98,140</b>	<b>98,140</b>	
<b>Total Net Result</b>	<b>60,361</b>	<b>39,462</b>	<b>20,899</b>	<b>103,646</b>	<b>102,439</b>	
<b>Capital Program as at 31 December 2017:</b>						
<b>Cash Capital Items</b>						
Asset Construction and Purchase	41,458	48,613	7,155	162,923	162,923	Page 17
<b>Non-cash Capital Items</b>						
Donated Assets	27,405	22,178	(5,227)	58,044	58,044	"
<b>Total Capital Program</b>	<b>68,863</b>	<b>70,791</b>	<b>1,928</b>	<b>220,967</b>	<b>220,967</b>	

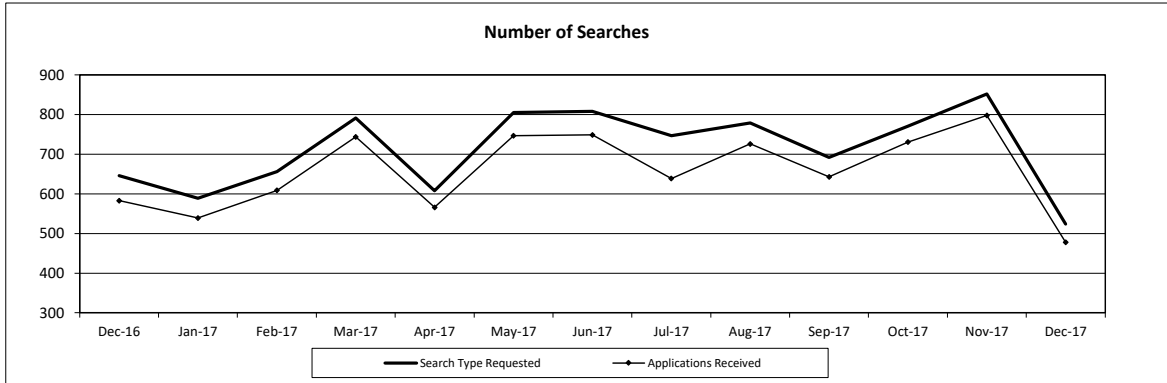
\* Including contract labour

# excluding contract labour

For information on individual line items, please refer to the relevant section of the report.

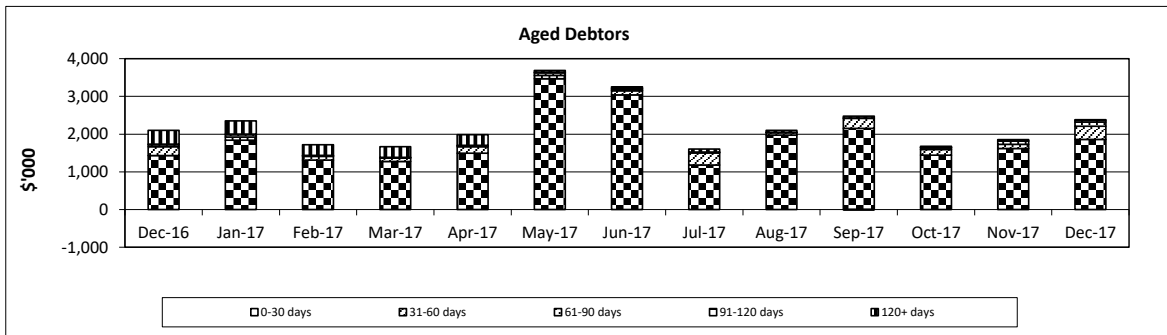
**Additional Performance Information:**

**Property Searches:**



	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Search Type Requested	646	589	656	791	608	805	808	747	779	692	771	852	524
Applications Received	583	539	609	744	566	747	749	639	726	643	731	798	478

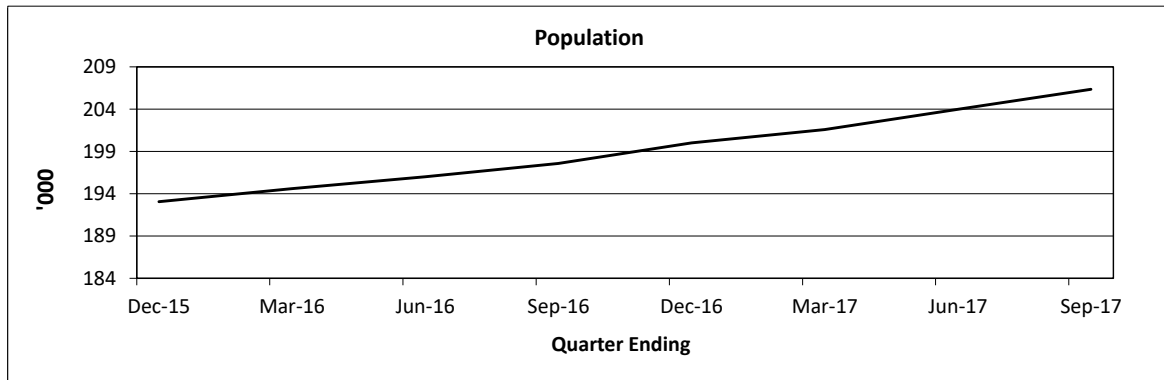
**Aged Debtors:**



	Dec-16 \$'000	Jan-17 \$'000	Feb-17 \$'000	Mar-17 \$'000	Apr-17 \$'000	May-17 \$'000	Jun-17 \$'000	Jul-17 \$'000	Aug-17 \$'000	Sep-17 \$'000	Oct-17 \$'000	Nov-17 \$'000	Dec-17 \$'000
0-30 days	1,430	1,839	1,312	1,276	1,492	3,469	3,041	1,181	1,977	2,153	1,444	1,619	1,862
31-60 days	238	85	98	90	176	89	109	325	67	265	152	113	350
61-90 days	51	61	16	16	24	65	20	8	1	13	45	82	106
91-120 days	17	16	11	2	10	17	40	12	3	1	7	12	51
120+ days	364	351	284	285	281	50	42	77	52	46	29	31	14

Satisfactory results overall.

**Population:**



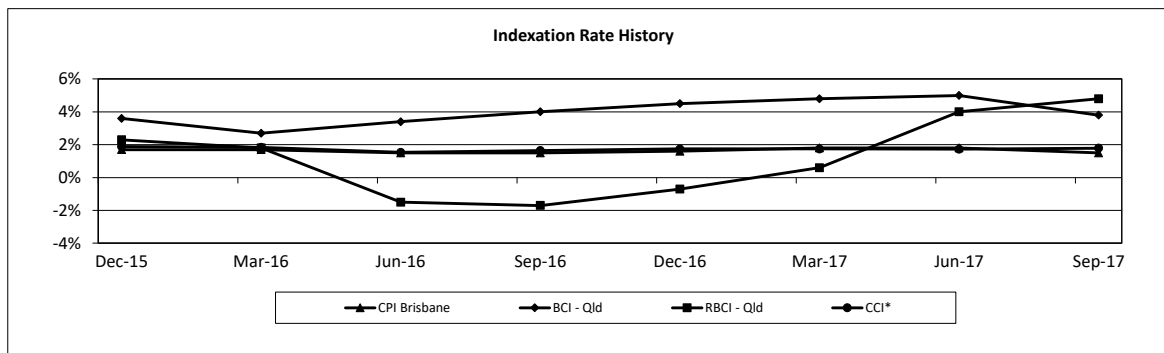
	Dec-15	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17
Population	193	195	196	198	200	202	204	206

December quarterly figures will be available in February report

**Growth in Waste Domestic Services:**

	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17
Growth per quarter:	0.97%	0.76%	0.82%	1.40%	0.83%	1.25%	1.26%	1.13%

**Indexation Rate History:**



	Dec-15	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17
CPI Brisbane	1.70%	1.70%	1.50%	1.50%	1.60%	1.80%	1.80%	1.50%
BCI - Qld	3.60%	2.70%	3.40%	4.00%	4.50%	4.80%	5.00%	3.80%
RBCI - Qld	2.30%	1.80%	-1.50%	-1.70%	-0.70%	0.60%	4.00%	4.80%
CCI*	1.88%	1.84%	1.53%	1.64%	1.74%	1.74%	1.73%	1.79%

CPI = Consumer Price Index; BCI = Building Construction Index; RBCI = Roads and Bridges Construction Index; CCI = Council Cost Index

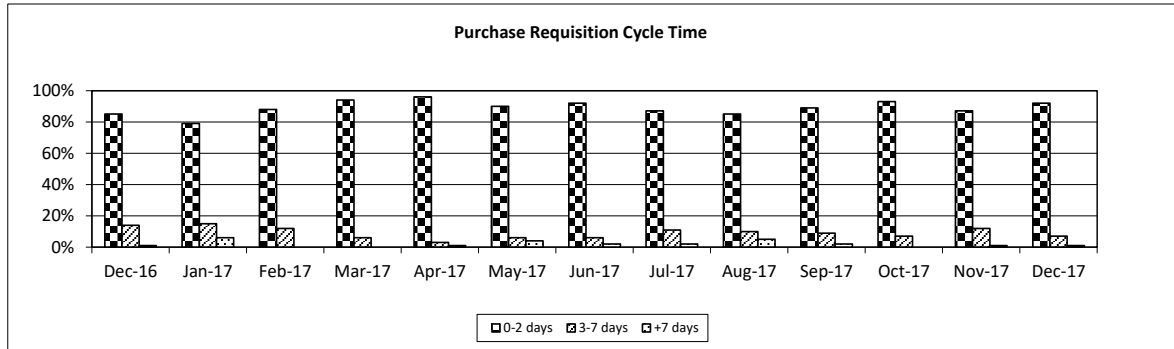
December quarterly figures will be available in January report

**Invoices Paid within Terms:**

	Jun-17		Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Dec-17	
Total invoices paid	5,094		4,839		5,265		3,818		6,100		5,881		5,232	
	Count	\$	Count	\$	Count	\$	Count	\$	Count	\$	Count	\$	Count	\$
% paid within terms	98%	99%	98%	97%	94%	98%	92%	95%	98%	97%	95%	97%	96%	98%
% paid <1 week outside terms	1%	1%	1%	3%	3%	1%	6%	4%	1%	2%	2%	2%	1%	1%
% paid >1 week outside terms	1%	0%	1%	0%	3%	1%	2%	1%	1%	1%	3%	1%	3%	1%

Target of 95% invoices paid on terms has been met in December 2017.

**Purchase Requisition Cycle Time:**

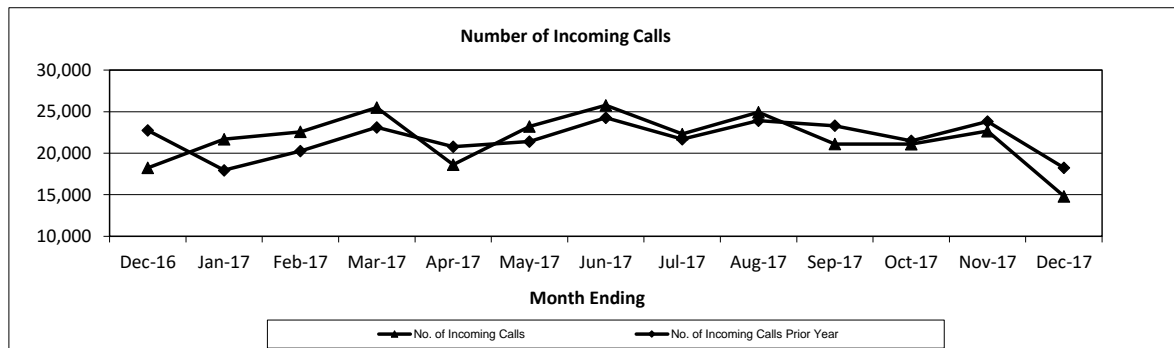


Key performance indicator for this activity is two days.

	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
0-2 days	85%	79%	88%	94%	96%	90%	92%	87%	85%	89%	93%	87%	92%
3-7 days	14%	15%	12%	6%	3%	6%	6%	11%	10%	9%	7%	12%	7%
+7 days	1%	6%	0%	0%	1%	4%	2%	2%	5%	2%	0%	1%	1%

Satisfactory results overall.

**Number of Incoming phone calls - All Council (excluding BCC After Hours and Helpdesk)**



	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
No. of Incoming Calls	18,241	21,681	22,579	25,508	18,637	23,222	25,768	22,308	24,933	21,109	21,097	22,656	14,818
No. of Incoming Calls Prior Year	22,750	17,950	20,254	23,109	20,775	21,405	24,264	21,689	23,927	23,313	21,495	23,814	18,241

Statement of Cashflows

	July Actuals	July Budget	August Actuals	August Budget	September Actuals	September Budget	October Actuals	October Budget	November Actuals	November Budget	December Actuals	December Budget	January Budget	February Budget	March Budget	April Budget	May Budget	June Budget
<b>Cashflows from Operating Activities</b>																		
Receipts from Customers	(2,731)	(4,020)	(38,935)	(38,178)	(4,366)	(3,937)	(5,928)	(4,041)	(37,084)	(38,366)	(3,664)	(3,941)	(4,122)	(39,150)	(3,957)	(4,187)	(39,786)	(4,068)
General Rates and Utilities Charges	(2,847)	(2,501)	(3,718)	(2,157)	(1,786)	(2,408)	(1,992)	(2,478)	(2,315)	(2,157)	(1,574)	(2,259)	(1,964)	(2,046)	(2,229)	(2,344)	(2,197)	(2,984)
Fees and Charges	(196)	(536)	(592)	(527)	(662)	(518)	(571)	(523)	(1,179)	(518)	(888)	(518)	(518)	(518)	(518)	(518)	(518)	(1,583)
Operating Contributions	(658)	(559)	(937)	(900)	(214)	(229)	(110)	(204)	(1,555)	(901)	(487)	(267)	(691)	(919)	(189)	(204)	(901)	(2,907)
Operating Grants and Subsidies	(4,126)	(1,097)	(2,374)	(2,016)	(2,829)	(1,538)	(2,607)	(2,021)	(2,444)	(1,608)	(3,149)	(1,273)	(1,299)	(846)	(1,180)	(1,204)	(1,018)	(6,571)
Other Income	(828)	(1,444)	(569)	(1,444)	(859)	(1,444)	(707)	(1,444)	(1,048)	(1,444)	(1,200)	(1,444)	(1,444)	(1,444)	(1,444)	(1,444)	(1,444)	(4,415)
Capital Contributions	(211)				(53)		(227)				(265)							(7,608)
Capital Grants and Subsidies	(11,098)	(10,158)	(47,103)	(45,222)	(10,769)	(10,075)	(12,148)	(10,711)	(45,625)	(44,993)	(5,333)	(9,702)	(10,038)	(44,923)	(9,517)	(9,902)	(45,864)	(30,136)
Payments to Suppliers and Employees	6,404	6,760	7,791	8,434	6,418	6,760	6,682	8,434	8,134	6,760	6,688	6,760	8,683	7,008	7,008	7,008	8,683	8,799
Employee Payments	9,081	11,056	11,254	8,572	7,230	7,813	7,680	7,468	6,932	5,985	5,697	8,286	6,694	6,202	7,129	6,515	6,235	9,847
Supplier Payments	755	962	1,010	656	630	588	178	393	732	752	541	520	567	683	683	561	558	2,427
Other Expenses	16,241	18,778	20,834	17,661	14,278	15,161	14,540	16,294	15,797	13,497	12,926	15,566	15,944	13,892	14,890	14,084	15,477	21,993
Interest Received	(498)	(338)	(461)	(392)	(503)	9	(461)	84	(493)	(357)	(379)	(379)	(293)	(312)	(355)	(260)	(318)	211
Borrowing Costs	13		12		3,389	3,408	13		12		3,329	3,783			3,670			3,600
<b>Net Cash Outflow (Inflow) from Operating Activities</b>	<b>4,657</b>	<b>8,282</b>	<b>(27,498)</b>	<b>(27,953)</b>	<b>6,396</b>	<b>8,503</b>	<b>1,944</b>	<b>5,667</b>	<b>(30,308)</b>	<b>(31,853)</b>	<b>10,543</b>	<b>9,268</b>	<b>5,613</b>	<b>(31,343)</b>	<b>8,628</b>	<b>3,923</b>	<b>(30,706)</b>	<b>(4,952)</b>
<b>Cashflows from Investing Activities</b>																		
Payments for property, plant and equipment*	11,227	17,374	14,932	14,464	7,503	10,433	5,975	16,114	9,652	15,758	8,220	13,094	14,851	14,780	12,681	12,684	12,724	43,392
Dividends Received					(15,123)	(5,300)	0				(7,922)	(5,093)						2,941
Proceeds from sale of (payments for) equity investments	1,713	1,717	613	617	5,113	5,117	1,114	1,017	2,473	2,517	2,114	860	1,100	1,160		660	660	(15,026)
Transfers to/from subsidiary entities					11	11	118		(126)		5							
<b>Net Cash Outflow (Inflow) from Investing Activities</b>	<b>12,941</b>	<b>19,091</b>	<b>15,546</b>	<b>15,081</b>	<b>(2,506)</b>	<b>10,250</b>	<b>7,207</b>	<b>17,131</b>	<b>11,999</b>	<b>18,275</b>	<b>2,417</b>	<b>8,872</b>	<b>16,011</b>	<b>15,939</b>	<b>(10,659)</b>	<b>13,343</b>	<b>13,383</b>	<b>31,208</b>
<b>Cashflows from Financing Activities</b>																		
Proceeds from Borrowings																		
Redemption of Borrowings					4,714*	4,701					4,777	5,401			5,472			(50,000)
Interest free loan (proceeds) redemption																		36,661
Working Capital (proceeds) redemption																		
<b>Net Cash Outflow (Inflow) from Financing Activities</b>					<b>4,714</b>	<b>4,701</b>					<b>4,777</b>	<b>5,401</b>			<b>5,472</b>			<b>(15,359)</b>
Net Decrease (Increase) in Cash Held	17,598	27,374	(11,952)	(12,872)	8,604	23,454	9,150	22,799	(18,309)	(13,578)	17,737	23,542	21,624	(15,403)	3,441	17,266	(17,322)	12,937
Cash at Beginning of Period	183,751	183,751	166,153	166,153	178,105	178,105	169,501	169,501	160,350	160,350	178,660	178,660	160,923	139,299	154,702	151,261	133,996	151,318
<b>Cash at End of Reporting Period</b>	<b>166,153</b>	<b>156,377</b>	<b>178,105</b>	<b>179,025</b>	<b>169,501</b>	<b>154,651</b>	<b>160,350</b>	<b>146,702</b>	<b>178,660</b>	<b>173,929</b>	<b>160,923</b>	<b>155,118</b>	<b>139,299</b>	<b>154,702</b>	<b>151,261</b>	<b>133,996</b>	<b>151,318</b>	<b>138,381</b>

\* Including intangible assets

The end of year forecast cash balance is \$138.3 million.

ICC Performance Report  
December 2017

**Departmental Breakdown**

Revenue and Expense: 😊 <1% or \$50k worse than budget whichever is greater; 😞 <5% or \$125k worse than budget whichever is greater; 😐 >=5% or >=\$125k worse than budget whichever is greater.  
Capital: Within 5% or \$50k +/- budget whichever is greater; 😞 within 10% or \$250k +/- budget whichever is greater; 😐 more than 10% or >\$250k +/- budget whichever is greater. U=under; O=over

Trend of year to date results as at 31 December 2017:

**Departmental Controlled:**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Arts, Social Development and Community Engagement</b> Revenue	😊	😊	😊	😊	😊	😊							😊
Employee Expenses*	😊	😊	😊	😊	😊	😊							😊
Other Expense Categories**	😊	😊	😊	😊	😊	😊							😊
Capital	U😊	U😊	U😊	U😊	U😊	O😊							U😊

Satisfactory results for revenue and expenses.  
Capital expenditure over budget by \$37k or 34.3%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Economic Development and Marketing</b> Revenue	😊	😊	😊	😊	😊	😊							😊
Employee Expenses*	😊	😊	😊	😊	😊	😊							😊
Other Expense Categories**	😊	😊	😊	😊	😊	😊							😊
Capital	n/a	n/a	n/a	n/a	n/a	n/a							n/a

Satisfactory results for revenue and other expenses categories.  
Employee expenses are over budget \$100k or 4.2%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Infrastructure Services Department</b> Revenue	😊	😊	😊	😊	😊	😊							😊
Employee Expenses*	😊	😊	😊	😊	😊	😊							😊
Other Expense Categories**	😊	😊	😊	😊	😊	😊							😊
Capital	U😊	O😊	O😊	U😊	U😊	U😊							U😊

Satisfactory results for revenue and expenses.  
Capital expenditure under budget \$1.22m or 4.0%. See pages 19-22 for details.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Finance and Corporate Services Department</b> Revenue	😊	😊	😊	😊	😊	😊							😊
Employee Expenses*	😊	😊	😊	😊	😊	😊							😊
Other Expense Categories**	😊	😊	😊	😊	😊	😊							😊
Capital	U😊	U😊	U😊	U😊	U😊	U😊							U😊

Satisfactory results for revenue and expenses.  
Capital expenditure under budget by \$3.95m or 39.1%.

\* Employee expenses including Labour Contracts  
\*\* Operational Expense excluding the above



ICC Performance Report  
December 2017

**Departmental Breakdown**

Revenue and Expense: ☹️<1% or \$50k worse than budget whichever is greater; ☹️ <5% or \$125k worse than budget whichever is greater; ☹️>=5% or >=\$125k worse than budget whichever is greater.  
Capital: Within 5% or \$50k +/- budget whichever is greater; ☹️ within 10% or \$250k +/- budget whichever is greater; ☹️ more than 10% or >\$250k +/- budget whichever is greater. U=under; O=over

Trend of year to date results as at 31 December 2017:

**Departmental Controlled:**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Works, Parks and Recreation Department</b>	Revenue	☹️	☹️	☹️	☹️	☹️							☹️
	Employee Expenses*	☹️	☹️	☹️	☹️	☹️							☹️
	Other Expense Categories**	☹️	☹️	☹️	☹️	☹️							☹️
	Capital	O☹️	O☹️	U☹️	U☹️	U☹️	U☹️						

Satisfactory results for revenue and expenses.  
Capital expenditure under budget for Infrastructure Program \$2.30m or 17.5%. Capital expenditure for fleet and equipment purchase under budget \$402k or 8.5%.  
Capital expenditure for IWS under budget \$128k or 25.9%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Health, Security and Regulatory Services Department</b>	Revenue	☹️	☹️	☹️	☹️	☹️							☹️
	Employee Expenses*	☹️	☹️	☹️	☹️	☹️							☹️
	Other Expense Categories**	☹️	☹️	☹️	☹️	☹️							☹️
	Capital	U☹️	U☹️	U☹️	U☹️	U☹️	U☹️						

Satisfactory results for other expense categories. Employee expenses over budget \$201k or 6.0%. Revenue under budget as a result of parking officers currently undertaking testing requirements for the new ANPR vehicle, resulting in a reduction in PIN volumes  
Capital expenditure under budget \$440k or 61.8%.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Planning and Development Department</b>	Revenue	☹️	☹️	☹️	☹️	☹️							☹️
	Employee Expenses*	☹️	☹️	☹️	☹️	☹️							☹️
	Other Expense Categories**	☹️	☹️	☹️	☹️	☹️							☹️
	Capital	n/a	n/a	n/a	n/a	n/a	n/a						

Satisfactory results for revenue and employee expenses. Other expense categories over budget \$265k or 30.35% due to a number of legal appeals.

**Corporate Controlled:**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Corporate Items</b>	Revenue	☹️	☹️	☹️	☹️	☹️							☹️
	Expenses	☹️	☹️	☹️	☹️	☹️							☹️
	Capital	O☹️	O☹️	O☹️	O☹️	O☹️	O☹️						

Satisfactory results for revenue. Expenses over budget \$3.23m or 6.24% .  
Capital expenditure for donated assets over budget \$13.223m or 45.58% which relates to budget phasing.

\* Employee expenses including Labour Contracts  
\*\* Operational Expense excluding the above

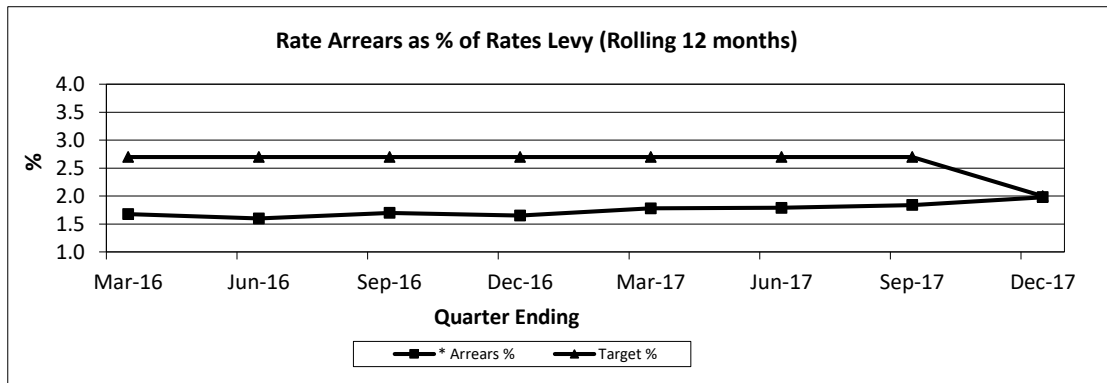
**Revenue**

**Net Rates and Utilities:**

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
General Rates	83,188	82,210	978	166,755	50%	166,755
Utilities and Other Charges	15,517	15,480	37	31,228	50%	31,228
Discounts/Remissions	(5,207)	(5,206)	(1)	(10,506)	50%	(10,506)
	<b>93,498</b>	<b>92,484</b>	<b>1,014</b>	<b>187,477</b>	<b>50%</b>	<b>187,477</b>

Satisfactory results overall.

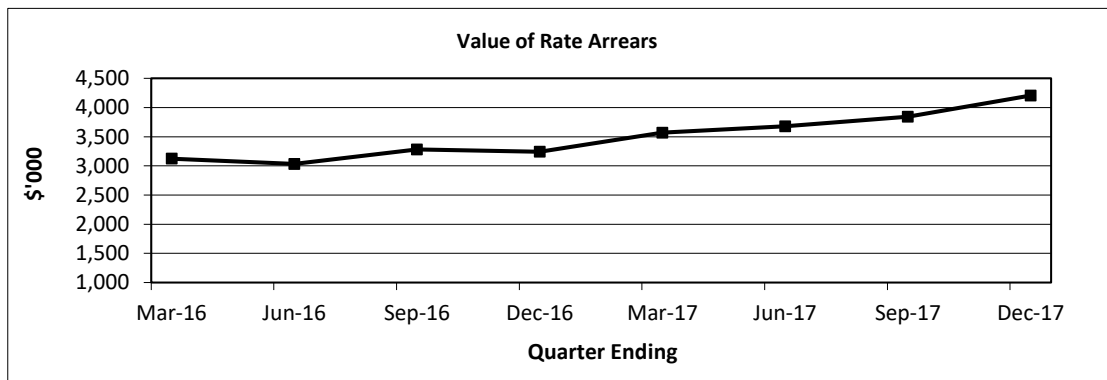
**Rate Arrears as at 31 December 2017:**



	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17
* Arrears %	1.68	1.6	1.7	1.65	1.78	1.79	1.84	1.98
Target %	2.70	2.70	2.70	2.70	2.70	2.70	2.70	2.00

\* Rolling 12 month average

**Value of Rate Arrears:**



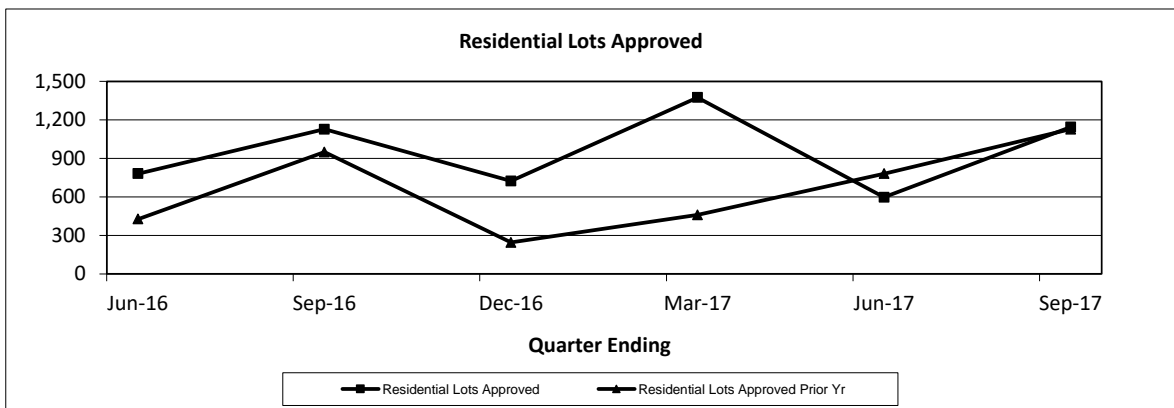
	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17
\$'000	3,125	3,034	3,281	3,242	3,568	3,680	3,844	4,207

**Fees and Charges:**

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Planning Fees	7,881	7,445	436	14,428	55%	14,428
Hlth Animal Cemetery Fees	731	628	103	1,805	40%	1,805
Traffic and Reg Park Fees	1,112	1,221	(109)	2,438	46%	2,438
Waste Fees	3,294	3,214	80	6,428	51%	6,428
Other Fees	1,444	1,452	(8)	2,949	49%	2,949
	<b>14,462</b>	<b>13,960</b>	<b>502</b>	<b>28,048</b>	<b>52%</b>	<b>28,048</b>

Satisfactory results overall.

**Residential Lots Approved:**



	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17
<b>Residential Lots Approved</b>	781	1,127	724	1,374	597	1,144
<b>Residential Lots Approved Prior Yr</b>	427	949	245	459	781	1,127

December quarterly figures will be available in February report

**Grants and Contributions:**

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Operational Grants	3,960	3,060	900	9,771	41%	9,771
Capital Grants	1,034	0	1,034	8,275	12%	8,275
Donated Asset Revenue	42,298	32,240	10,058	72,535	58%	72,535
*Operational Cash Contributions	4,094	3,141	953	8,268	50%	8,268
*Capital Cash Contributions	4,695	8,664	(3,969)	17,330	27%	17,330
	<b>56,081</b>	<b>47,105</b>	<b>8,976</b>	<b>116,179</b>	<b>48%</b>	<b>116,179</b>

Donated assets and cash contributions are mostly developer driven and will be closely monitored.

**\*Cash Contribution Actuals Breakdown YTD:**

	Footpaths \$'000	Open Space \$'000	Roads \$'000	Social \$'000	Others \$'000	Grand Total \$'000
Operational Cash Contribution	0	1,430	2,480	0	184	4,094
Capital Cash Contribution	0	0	4,606	0	89	4,695
	<b>0</b>	<b>1,430</b>	<b>7,086</b>	<b>0</b>	<b>273</b>	<b>8,789</b>

**Balance Sheet Movement YTD:**

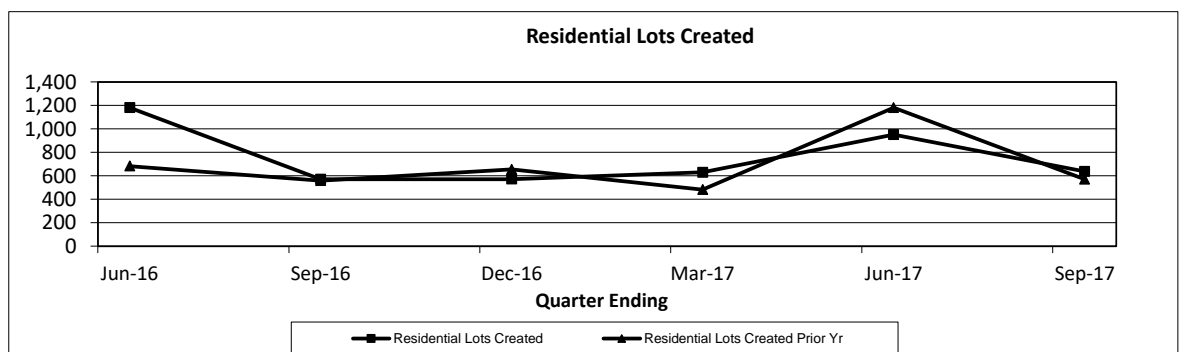
	Footpaths \$'000	Open Space \$'000	Roads \$'000	Social \$'000	Others \$'000	Grand Total \$'000
Open Space NCL	0	3,336	0	0	0	3,336
Stormwater NCL	0	0	0	0	1,203	1,203
Social NCL	0	0	0	1,246	0	1,246
Footpaths NCL	121	0	0	0	0	121
Streetscape NCL	0	0	0	0	0	0
	<b>120</b>	<b>3,336</b>	<b>0</b>	<b>1,246</b>	<b>1,203</b>	<b>5,907</b>

<b>Total Cash Contributions</b>	<b>120</b>	<b>4,766</b>	<b>7,086</b>	<b>1,246</b>	<b>1,476</b>	<b>14,696</b>
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Other operational cash contributions include Queen's Parks Nature Centre (\$15k), Poetry Feast (\$8k), Sponsorship of Awards for Excellence 2017 (\$5k) and vegetation retention (\$157k).

Other capital cash contributions primarily relates to upgrade of the Ipswich BMX track & Cycle Park (\$80k).

**Residential Lots Created:**



	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17
<b>Residential Lots Created</b>	1,181	571	572	629	951	637
<b>Residential Lots Created Prior Yr</b>	683	558	655	482	1,181	571

December quarterly figures will be available in February report

ICC Performance Report  
December 2017

**Other Revenue Sources:**

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Sales, Recoverable Works	1,402	1,433	(31)	2,865	49%	2,865
Interest	2,705	2,173	532	4,122	66%	4,122
Other Revenue	21,810	13,401	8,409	30,093	72%	30,093
Gain on Asset Disposal	150	0	150	0	n/a	150
Internal Revenue	11,884	11,370	514	22,751	52%	22,751
	<b>37,951</b>	<b>28,377</b>	<b>9,574</b>	<b>59,831</b>	<b>63%</b>	<b>59,981</b>

Satisfactory results overall. Other Revenue is over budget due to QUU Tax revenue (\$4.3m) and QUU Dividends received revenue (\$2.9m).

**Expense**

**Employee Expenses**

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	37,901	39,535	1,634	79,070	48%	79,070
Overtime	796	807	11	1,614	49%	1,614
Allowances	150	153	3	305	49%	305
Other employee costs	10,717	11,144	427	22,289	48%	22,289
<b>Total Labour Opex + Capex</b>	<b>49,564</b>	<b>51,639</b>	<b>2,075</b>	<b>103,278</b>	<b>48%</b>	<b>103,278</b>
<i>Less Capitalised Labour</i>	<i>(7,008)</i>	<i>(7,542)</i>	<i>(534)</i>	<i>(15,040)</i>	<i>47%</i>	<i>(15,040)</i>
Opex Labour before Contractors	<b>42,556</b>	<b>44,097</b>	<b>1,541</b>	<b>88,238</b>	<b>48%</b>	<b>88,238</b>
<i>Plus Contract Opex Labour</i>	<i>3,106</i>	<i>1,574</i>	<i>(1,532)</i>	<i>2,476</i>	<i>125%</i>	<i>3,106</i>
Opex Labour incl Contractors	<b>45,662</b>	<b>45,671</b>	<b>9</b>	<b>90,714</b>	<b>50%</b>	<b>91,344</b>

Satisfactory results overall.

**Materials and Services (excl. Labour Contracts)**

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Communication	678	676	(2)	1,351	50%	1,351
Materials	3,855	5,694	1,839	12,196	32%	12,196
Motor Vehicle Expenses	1,228	1,979	751	3,540	35%	3,540
Other Goods	1,267	1,080	(187)	2,337	54%	2,337
Other Services	6,645	6,571	(74)	11,989	55%	11,989
Service Contracts	15,912	20,397	4,485	41,463	38%	41,463
Utilities Expenses	4,442	4,876	434	9,754	46%	9,754
Consultants	1,321	927	(394)	2,757	48%	2,757
Other Materials and Services	5,610	2,813	(2,797)	6,683	84%	6,683
	<b>40,958</b>	<b>45,013</b>	<b>4,055</b>	<b>92,070</b>	<b>44%</b>	<b>92,070</b>

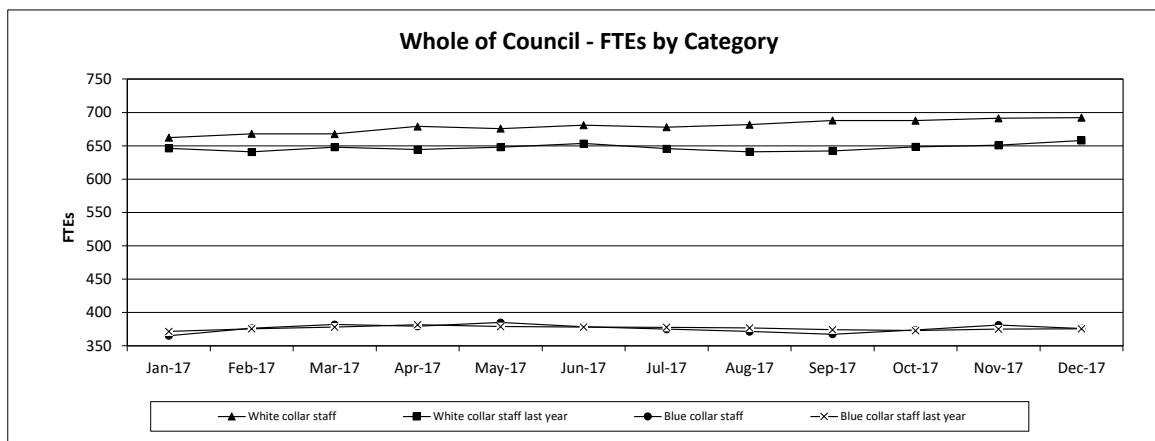
**Other Expense Sources:**

Depreciation	32,907	30,745	(2,162)	61,490	54%	61,490
Finance Costs	7,052	7,397	345	14,449	49%	14,449
Other Expenses	3,574	3,666	92	9,243	39%	9,243
Headworks Credit Indexation	0	0	0	0	n/a	0
Loss on disposal assets	727	0	(727)	0	n/a	727
Internal Expenses	10,751	9,972	(779)	19,923	54%	19,923
	<b>55,011</b>	<b>51,780</b>	<b>(3,231)</b>	<b>105,105</b>	<b>52%</b>	<b>105,832</b>
<b>TOTAL</b>	<b>95,969</b>	<b>96,793</b>	<b>824</b>	<b>197,175</b>	<b>49%</b>	<b>197,902</b>

Satisfactory results overall. Other materials and services over budget relates primarily to maintenance costs in WPR and legal expenses in FCS and PD. Depreciation is over budget in plant and equipment and is included for approval in the upcoming budget amendment.

**Full Time Equivalents:**

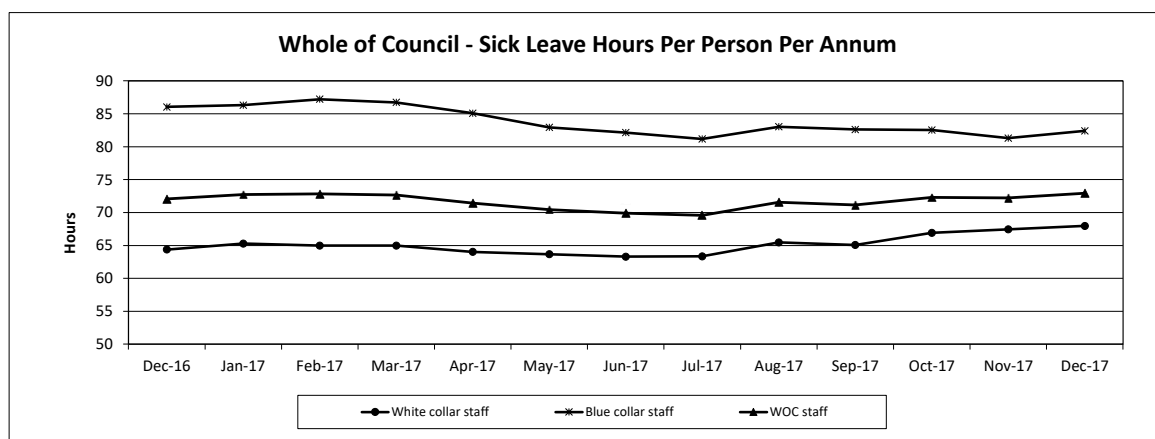
**Whole of Council**



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	662.4	668.1	667.7	679.0	675.8	681.0	678.1	681.7	688.0	687.8	691.4	692.4
Blue collar staff	365.3	376.5	382.0	379.5	385.0	378.7	375.0	371.5	367.5	373.8	381.2	375.9
<b>Total</b>	<b>1,027.7</b>	<b>1,044.6</b>	<b>1,049.7</b>	<b>1,058.5</b>	<b>1,060.9</b>	<b>1,059.7</b>	<b>1,053.1</b>	<b>1,053.2</b>	<b>1,055.5</b>	<b>1,061.7</b>	<b>1,072.5</b>	<b>1,068.3</b>
<i>Movement prior month (white collar)</i>	4.4	5.7	(0.3)	11.3	(3.2)	5.1	(2.9)	3.6	6.3	(0.1)	3.5	1.0
<i>Movement prior month (blue collar)</i>	(10.5)	11.2	5.5	(2.5)	5.5	(6.3)	(3.7)	(3.5)	(4.0)	6.3	7.3	(5.2)
<i>White collar staff last year</i>	646.3	640.8	647.9	644.4	647.9	653.4	645.5	641.1	642.4	648.5	650.8	658.0
<i>Blue collar staff last year</i>	371.8	375.8	378.3	381.8	379.0	378.2	377.9	376.9	374.2	372.9	375.1	375.8
<i>Total FTEs last year</i>	1,018.1	1,016.5	1,026.2	1,026.2	1,026.9	1,031.6	1,023.4	1,018.1	1,016.6	1,021.4	1,025.9	1,033.8

**Sick Leave:**

**Whole of Council**



	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	64.38	65.27	64.98	64.98	64.02	63.67	63.30	63.35	65.46	65.08	66.91	67.45	67.96
Blue collar staff	86.04	86.32	87.22	86.73	85.08	82.95	82.16	81.17	83.03	82.61	82.54	81.30	82.41
WOC staff	72.07	72.73	72.84	72.66	71.43	70.44	69.91	69.57	71.57	71.15	72.31	72.22	72.93

\* Rolling 12 month average

Rolling 12 month average sick leave hours per annum has increased by 1.11 hours for blue collar staff and .51 hours for white collar staff.

**Annual Leave:**

Annual Leave Balances as at pay period ended 25 December 2017:

**Whole of Council**

	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
No of people with 0-4 weeks	774	839	834	801	836	822	807	794	786	785	808	803	800
No of people with 4-8 weeks	293	225	239	275	252	271	284	290	303	307	285	296	291
No of people with 8+ weeks	8	9	10	12	12	7	11	12	8	10	14	15	14

Of the 14 people with balances over 8+ weeks, the highest balance is 10.95 weeks, which relates to an employee whose assigned hours are 10.6 per week.

Long Service Leave Balances over and above 26 Weeks as at pay period ended 25 December 2017:

**Whole of Council and Departments**

	Sep-17			Oct-17			Nov-17			Dec-17		
	No of People	Sum in Weeks	Value \$'000	No of People	Sum in Weeks	Value \$'000	No of People	Sum in Weeks	Value \$'000	No of People	Sum in Weeks	Value \$'000
ASDCE	-	-	-	1	-	-	1	-	-	1	-	-
EDM	1	6	2	1	7	2	1	7	2	1	7	2
IS	5	2	3	2	1	1	2	1	1	2	1	1
FCS and EX	5	18	18	5	14	15	5	15	16	5	14	16
WPR	7	9	18	10	7	13	10	6	13	10	6	5
IWS	1	-	1	1	1	1	1	1	1	1	1	1
HSRS	2	1	2	2	2	3	2	2	3	2	2	3
PD	2	2	4	3	1	4	3	1	4	3	1	4
<b>WOC</b>	<b>23</b>	<b>38</b>	<b>48</b>	<b>25</b>	<b>32</b>	<b>39</b>	<b>25</b>	<b>31</b>	<b>40</b>	<b>25</b>	<b>31</b>	<b>32</b>

Weeks/dollar value in above table relate to the LSL balances of each individual over and above 26 weeks, e.g. an employee with a total of 30 weeks accumulated LSL will show as four weeks in the table.

The number of people with long service leave over 26 weeks has remained consistent with November The value figure has decreased by \$8 to \$32k.



**Lost Time Injury Frequency Rates:**

**Whole of Council**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	1	0	0	0	0	1	0	0	1	0	0	0	0
LTIFR	6	0	0	0	0	8	0	0	0	0	0	0	0
LTIFR Rolling 12 months	6	6	5	4	4	4	3	3	3	3	3	2	2
Cumulative Days lost 12 months	70	60	59	59	85	104	125	110	100	111	129	138	155
LTISR Rolling 12 months	41	35	35	32	49	63	64	64	58	64	74	79	88

\* December figures for LTIFR will be available in January Report

**Flex Balances (hours) as at pay period ended 25 December 2017:**

**Whole of Council**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
Arts, Social Dev and Com Engagement	352	319	265	279	300	310	311	342	321	354	367	333	367
Economic Development and Marketing	208	141	122	202	201	175	186	193	189	197	178	169	167
Finance and Corporate Services	752	639	497	629	703	635	679	685	635	647	707	753	751
Health, Security and Regulatory Services	423	426	368	425	427	358	434	441	413	423	407	376	405
Infrastructure Services	493	426	329	448	478	369	424	464	445	383	416	443	378
Planning and Development	663	779	462	556	652	573	613	573	673	663	660	647	674
Works, Parks and Recreation	784	794	679	856	942	833	884	871	775	715	748	697	710
	<b>3,675</b>	<b>3,524</b>	<b>2,723</b>	<b>3,394</b>	<b>3,702</b>	<b>3,253</b>	<b>3,531</b>	<b>3,568</b>	<b>3,451</b>	<b>3,381</b>	<b>3,484</b>	<b>3,419</b>	<b>3,454</b>

**Time in Lieu Balances (hours) as at pay period ended 25 December 2017:**

**Whole of Council**

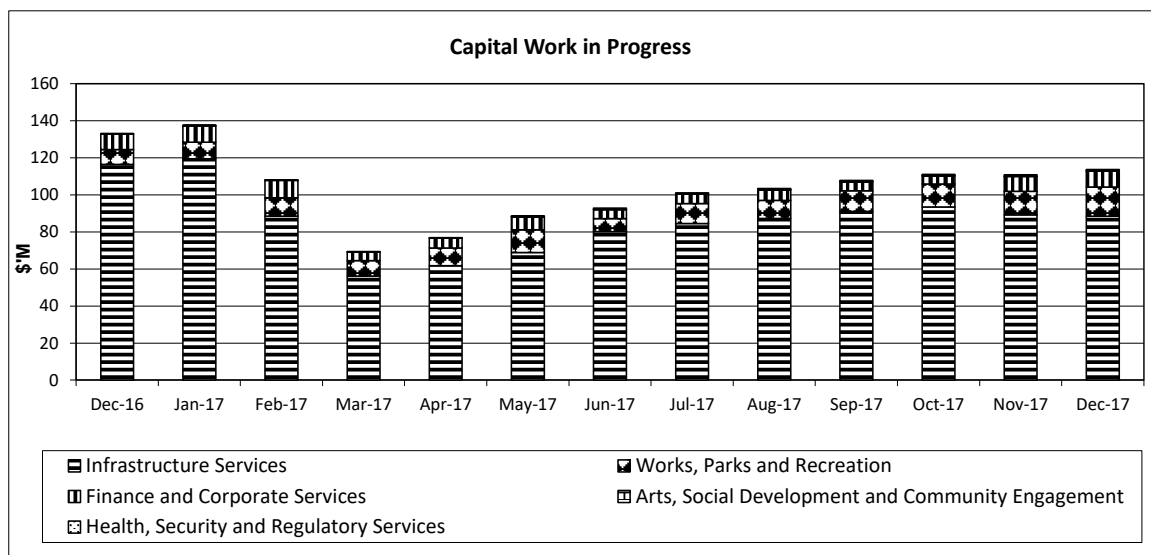
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
Arts, Social Dev and Com Engagement	419	268	148	176	239	213	338	183	185	211	252	245	290
Economic Development and Marketing	176	167	77	115	206	188	194	196	144	152	155	110	103
Finance and Corporate Services	671	612	358	336	303	345	308	340	315	245	237	228	262
Health, Security and Regulatory Services	51	47	15	45	84	88	142	141	150	132	133	137	88
Infrastructure Services	97	136	94	159	180	158	157	179	153	140	133	133	38
Planning and Development	147	167	74	85	98	73	82	79	144	135	111	122	98
Works, Parks and Recreation	168	110	107	229	253	212	219	231	394	684	734	431	405
	<b>1,730</b>	<b>1,507</b>	<b>873</b>	<b>1,144</b>	<b>1,362</b>	<b>1,278</b>	<b>1,440</b>	<b>1,349</b>	<b>1,485</b>	<b>1,700</b>	<b>1,755</b>	<b>1,405</b>	<b>1,283</b>

**Capital Expenditure**

Results as at 31 December 2017:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
Department Controlled	41,458	48,613	7,155	162,923	25%	162,923
Corporate Controlled	27,405	22,178	(5,227)	58,044	47%	58,044
	<b>68,863</b>	<b>70,791</b>	<b>1,928</b>	<b>220,967</b>	<b>31%</b>	<b>220,967</b>

**Capital Work in Progress Current Balance (\$'000):**



	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M
Infrastructure Services	116.44	119.48	88.48	56.18	61.72	68.85	80.19	84.49	87.27	91.03	93.52	89.17	88.48
Works, Parks and Recreation	8.08	8.96	9.97	8.33	9.58	12.30	6.98	10.81	9.75	11.17	12.40	12.72	15.75
Finance and Corporate Services	8.32	8.88	9.36	4.54	5.28	6.94	4.89	5.10	5.67	4.82	4.30	8.03	8.63
Arts, Social Development and Community Engagement	0.17	0.18	0.21	0.21	0.24	0.32	0.08	0.08	0.10	0.16	0.16	0.15	0.08
Health, Security and Regulatory Services	0.08	0.10	0.13	0.14	0.13	0.17	0.71	0.58	0.65	0.68	0.71	0.77	0.79
	<b>133.09</b>	<b>137.60</b>	<b>108.15</b>	<b>69.40</b>	<b>76.95</b>	<b>88.58</b>	<b>92.85</b>	<b>101.06</b>	<b>103.44</b>	<b>107.86</b>	<b>111.09</b>	<b>110.84</b>	<b>113.73</b>

The above figures exclude infrastructure credits and donated assets.

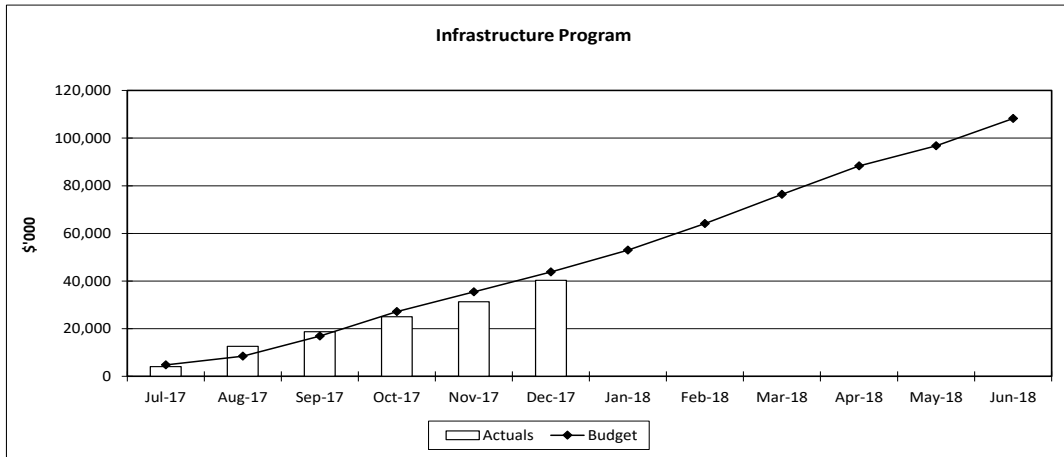
**CWIP Balance by Project Status (as % of total):**

	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Concept	1%	1%	2%	3%	3%	3%	2%	2%	2%	2%	2%	1%	2%
Design	5%	5%	6%	10%	9%	5%	5%	6%	6%	6%	5%	5%	4%
Delivery	30%	31%	35%	55%	56%	61%	63%	62%	45%	32%	33%	37%	48%
Completion	64%	63%	57%	32%	32%	27%	30%	31%	47%	60%	60%	56%	46%

**Infrastructure Capital Portfolio by Delivery Department**

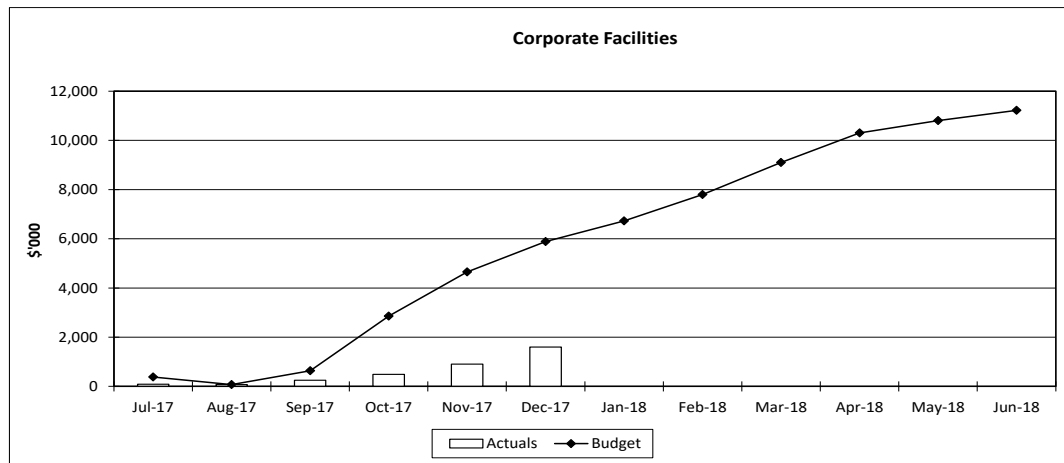
Results as at 31 December 2017:

Department Controlled	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Infrastructure Portfolio - IS	23,876	25,367	1,491	83,022	29%	83,022
Infrastructure Portfolio - WP	11,568	15,230	3,662	38,694	30%	38,694
<b>Total</b>	<b>35,444</b>	<b>40,597</b>	<b>5,153</b>	<b>121,716</b>	<b>29%</b>	<b>121,716</b>



**Infrastructure Capital Expenditure by Program**

**Corporate Facilities**

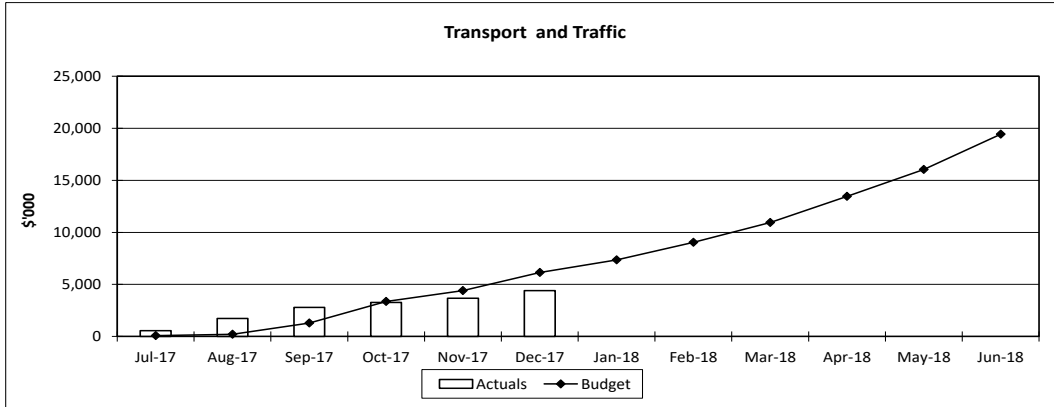


**IS** - Forecast final cost is \$7.14m. There is a variance (Budget minus FFC) of (minus) \$913K. This will reduce to (minus) \$55k in future budget amendments due to external funding to be received.

**WPR** - Negative expenditure relates to expensing of planning costs. Woolen mill project has commenced. A review of the delivery method of the Riverview depot project has been completed and currently awaiting approval of the revised procurement strategy. Expected to be approved early January and procurement commence mid/late January 18.

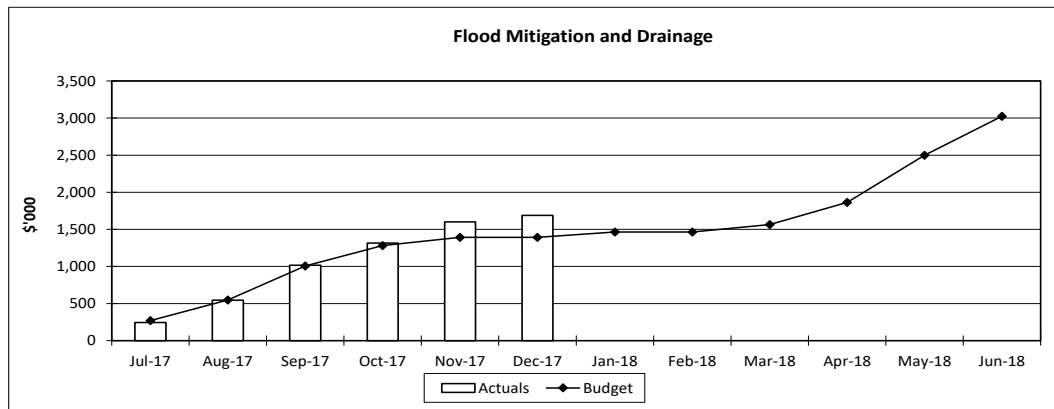
**Infrastructure Capital Expenditure by Program con't**

**Transport and Traffic**



IS - Forecast final cost for this program is \$18.9m. The forecast final cost identifies \$5.1m of carryover (C/O) for next FY.

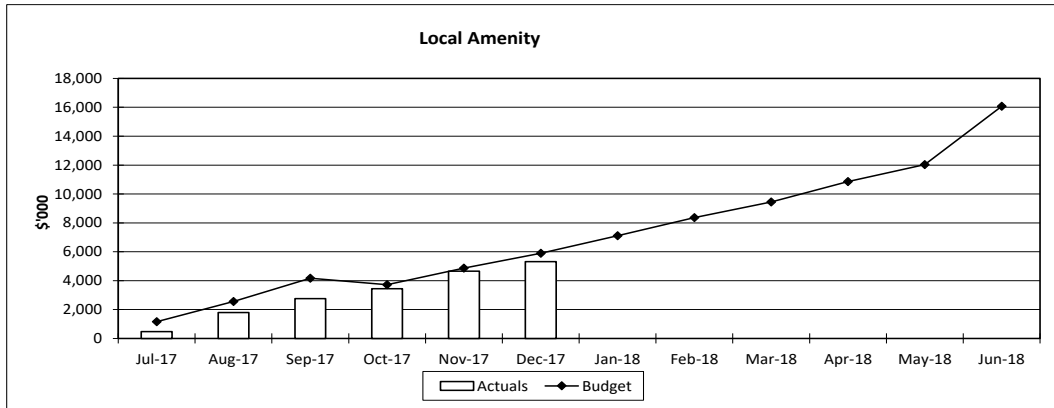
**Flood Mitigation and Drainage**



IS - Forecast final cost is \$3.21m. There is a variance (Budget minus FFC) of (minus) \$153K.

**Infrastructure Capital Expenditure by Program con't**

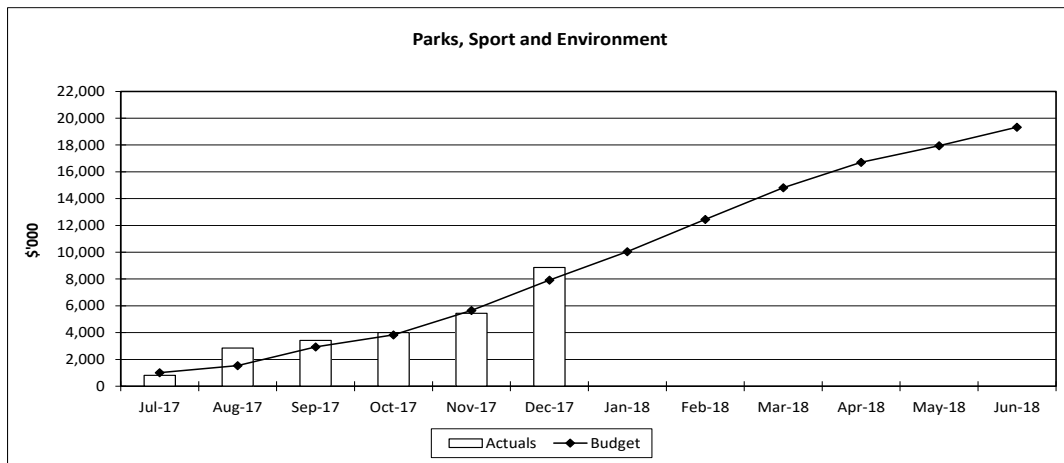
**Local Amenity**



**IS** - Forecast final cost for this program is \$11.6m. The variance (Approved minus FFC) is \$4.1m.

**WPR** - Budget for Division 3 allocation towards project will be transferred in January.

**Parks, Sport and Recreation**

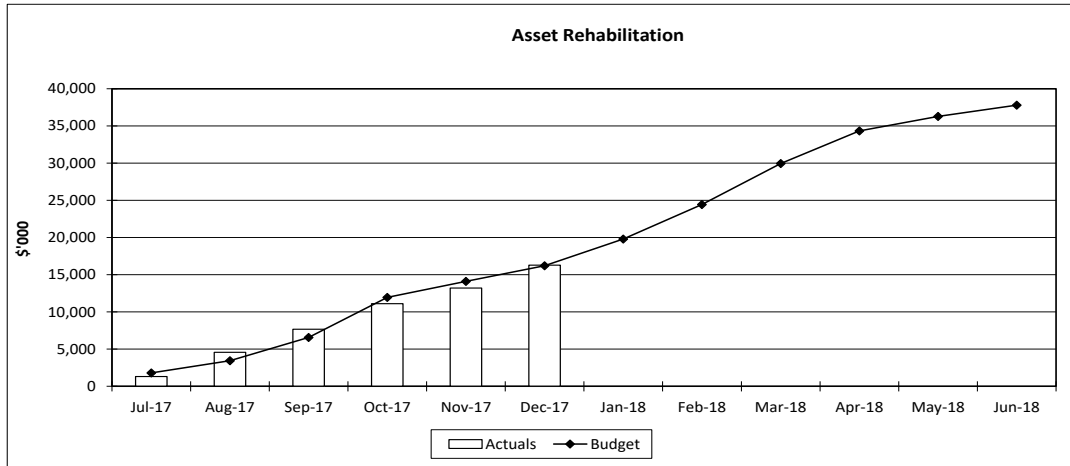


**IS** - Forecast final cost (FFC) is \$10.64m. There is a variance (Budget minus FFC) of (minus) \$1.18m. This variance will reduce to (minus) \$247k in future budget amendments due to external funding to be received.

**WPR** - Funds are currently held with the Stormwater offset reserve.

**Infrastructure Capital Expenditure by Program con't**

**Asset Rehabilitation**



**IS** - Forecast final cost is \$30.97m. There is a variance (Budget minus FFC) of (minus) \$2.178m.

**WPR** - Projects and program currently on track.

# Arts, Social Development and Community Engagement Department

## Performance Report

### December 2017

#### Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
<b>Department Controlled</b>						
Civic Centre Service Fees	119	86	33	173	69%	173
Library Fees and Fines	12	19	(7)	40	30%	40
Other Fees	195	134	61	308	63%	308
Operational Grants	1,412	1,181	231	2,453	58%	2,453
Capital Grants	0	0	0	0	n/a	0
Other Revenue	1,335	863	472	1,500	89%	1,500
Internal Revenue	222	182	40	321	69%	321
	<b>3,295</b>	<b>2,465</b>	<b>830</b>	<b>4,795</b>	<b>69%</b>	<b>4,795</b>
<b>Corporate Controlled</b>						
Donated Asset Revenue	0	14	(14)	32	0%	32
Cash Contributions	7	866	(859)	3,746	0%	3,746
Hdwks Credit Consumption	0	0	0	0	n/a	0
	<b>7</b>	<b>880</b>	<b>(873)</b>	<b>3,778</b>	<b>0%</b>	<b>3,778</b>
<b>TOTAL</b>	<b>3,302</b>	<b>3,345</b>	<b>(43)</b>	<b>8,573</b>	<b>39%</b>	<b>8,573</b>

Satisfactory results for Department controlled revenue. Other revenue over budget due to an early payment received from Ti Tree Bioenergy (\$384k) which was budgeted originally for \$149k. Cash contributions are developer driven and will be closely monitored.

ASDCE Performance Report  
December 2017

**Department Controlled Expenses**

**Employee Expenses**

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Wages (opex and capex)	4,149	4,332	183	8,664	48%	8,664
Overtime	102	58	(44)	117	87%	117
Allowances	8	7	(1)	13	62%	13
Other employee costs	1,148	1,176	28	2,353	49%	2,353
<b>Total Labour Opex + Capex</b>	<b>5,407</b>	<b>5,573</b>	<b>166</b>	<b>11,147</b>	<b>49%</b>	<b>11,147</b>
<i>Less recovery/charge out</i>	100	71	(29)	143	70%	143
Opex Labour before Contractors	<b>5,507</b>	<b>5,644</b>	<b>137</b>	<b>11,290</b>	<b>49%</b>	<b>11,290</b>
<i>Plus Contract Opex Labour</i>	106	128	22	194	55%	194
Opex Labour incl Contractors	<b>5,613</b>	<b>5,772</b>	<b>159</b>	<b>11,484</b>	<b>49%</b>	<b>11,484</b>

Satisfactory results overall.

**Materials and Services (excl. Labour Contracts)**

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Advertising	175	180	5	311	56%	311
Materials	280	224	(56)	1,127	25%	1,127
Other Goods	467	392	(75)	953	49%	953
Other Services	656	768	112	1,817	36%	1,817
Service Contracts	393	434	41	904	43%	904
Other Materials and Services	192	183	(9)	330	58%	330
	2,163	2,181	18	5,442	40%	5,442
<b>Other Expense Sources</b>						
Other Expenses	848	1,097	249	3,883	22%	3,883
Internal Expenses	283	229	(54)	439	64%	439
	<b>3,294</b>	<b>3,507</b>	<b>213</b>	<b>9,764</b>	<b>34%</b>	<b>9,764</b>
<b>TOTAL DEPARTMENT CONTROLLED</b>	<b>8,907</b>	<b>9,279</b>	<b>372</b>	<b>21,248</b>	<b>42%</b>	<b>21,248</b>

**Corporate Controlled Expenses**

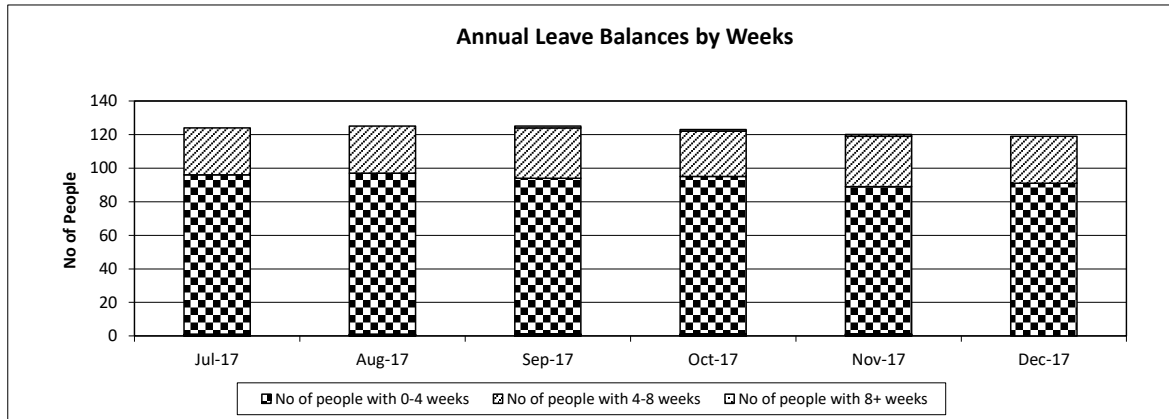
Depreciation	168	140	(28)	280	60%	280
Finance Costs	0	0	0	0	n/a	0
Loss on Disposal Assets	0	0	0	0	n/a	0
<b>TOTAL CORPORATE CONTROLLED</b>	<b>168</b>	<b>140</b>	<b>(28)</b>	<b>280</b>	<b>60%</b>	<b>280</b>

Satisfactory results overall. Internal expenses over budget by \$54k and is mostly offset by internal revenue within the department.



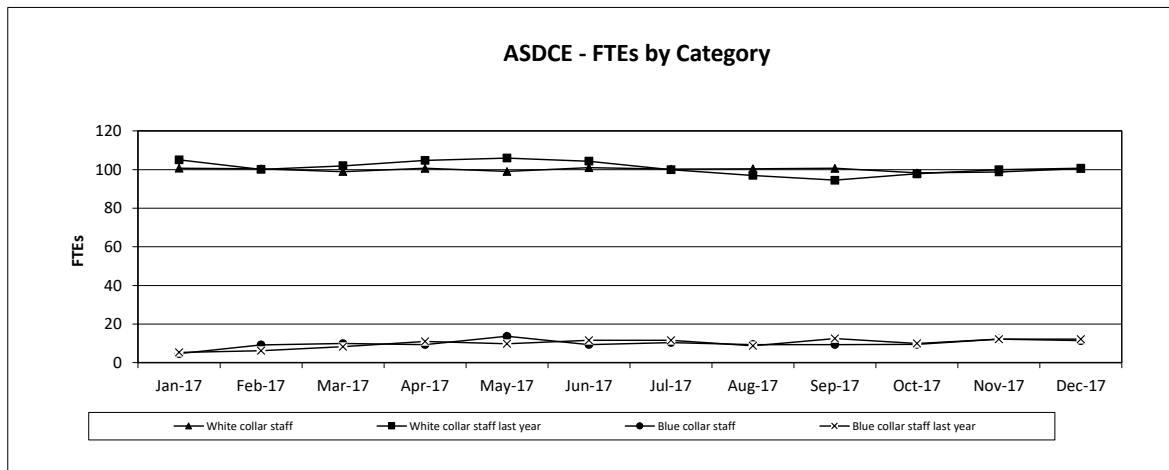
**Arts, Social Development and Community Engagement Department**

**Annual Leave Balances as at pay period ended 25 December 2017:**



	Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Dec-17	
No of people with 0-4 weeks	96	77.4%	97	77.6%	94	75.2%	95	77.2%	89	74.2%	91	76.5%
No of people with 4-8 weeks	28	22.6%	28	22.4%	30	24.0%	27	22.0%	30	25.0%	28	23.5%
No of people with 8+ weeks	0	0.0%	0	0.0%	1	0.8%	1	0.8%	1	0.8%	0	0.0%

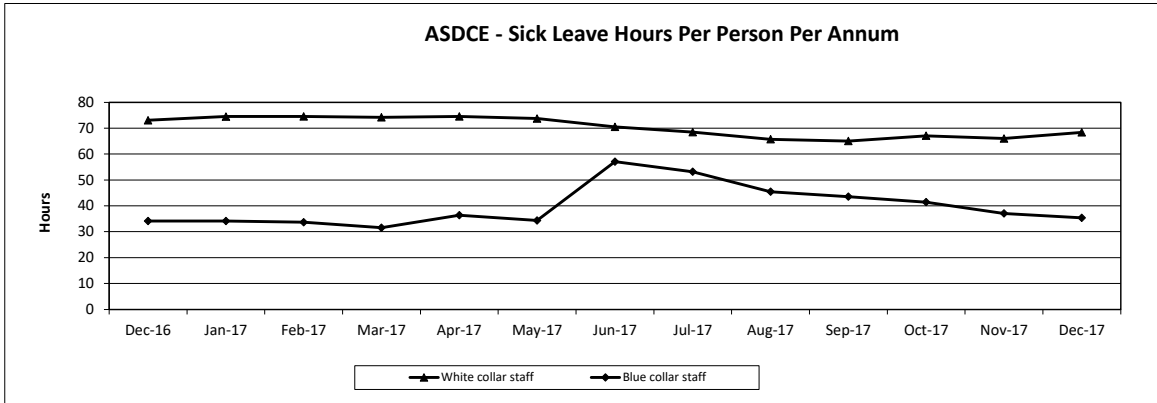
**Full Time Equivalents:**



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	100.7	100.4	99.0	100.7	99.0	101.0	100.2	100.4	100.6	98.3	98.8	100.6
Blue collar staff	4.6	9.2	9.9	9.4	13.7	9.4	10.4	9.4	9.4	9.5	12.3	11.4
<b>Total</b>	<b>105.4</b>	<b>109.6</b>	<b>108.9</b>	<b>110.0</b>	<b>112.7</b>	<b>110.4</b>	<b>110.7</b>	<b>109.8</b>	<b>110.0</b>	<b>107.7</b>	<b>111.1</b>	<b>112.0</b>
<i>Movement prior month (white collar)</i>	0.0	(0.3)	(1.4)	1.7	(1.7)	2.0	(0.8)	0.2	0.2	(2.4)	0.5	1.8
<i>Movement prior month (blue collar)</i>	(7.5)	4.5	0.7	(0.6)	4.3	(4.3)	1.1	(1.1)	0.0	0.1	2.8	(0.9)
<i>White collar staff last year</i>	105.0	100.2	102.0	104.8	106.0	104.4	100.0	97.0	94.5	97.8	99.9	100.7
<i>Blue collar staff last year</i>	5.4	6.2	8.3	11.0	9.8	11.5	11.5	8.8	12.5	9.9	12.2	12.2
<i>Total FTEs last year</i>	110.4	106.4	110.3	115.8	115.8	115.9	111.5	105.8	107.0	107.7	112.1	112.9

**Arts, Social Development and Community Engagement Department**

**Sick Leave:**



	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	73.03	74.47	74.51	74.21	74.49	73.69	70.52	68.47	65.71	65.01	67.06	65.97	68.39
Blue collar staff	34.13	34.13	33.63	31.50	36.38	34.31	57.06	53.19	45.44	43.56	41.44	37.06	35.31

\* Rolling 12 month average

**Lost Time Injury Frequency Rates:**

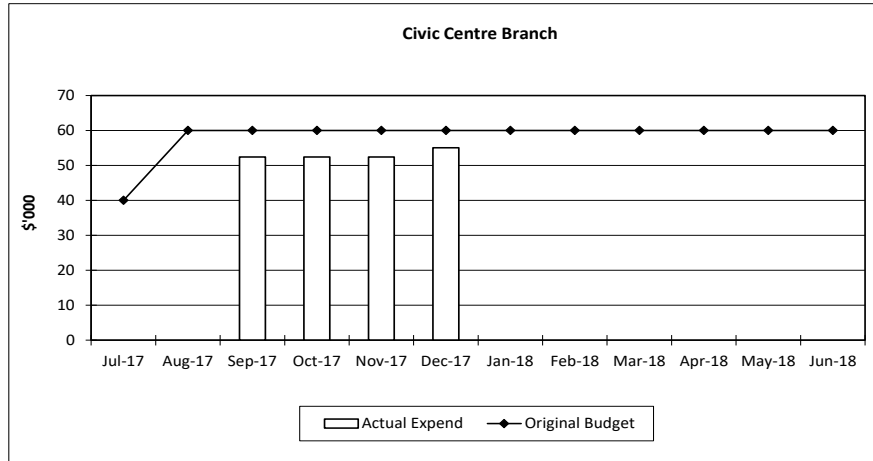
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0
Cumulative Days lost 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0
LTISR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0

\* December figures for LTIFR will be available in January Report

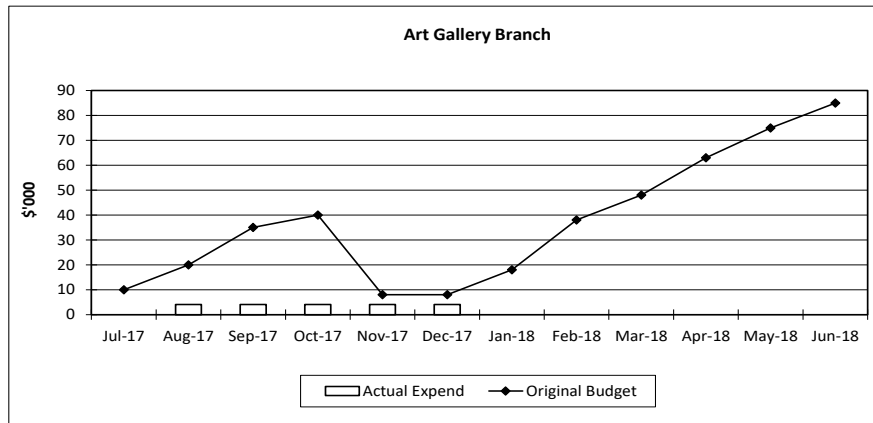
**ASDCE Capital Expenditure by Program**

Results as at 31 December 2017:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved
Department controlled	81	103	22	1,424	6%

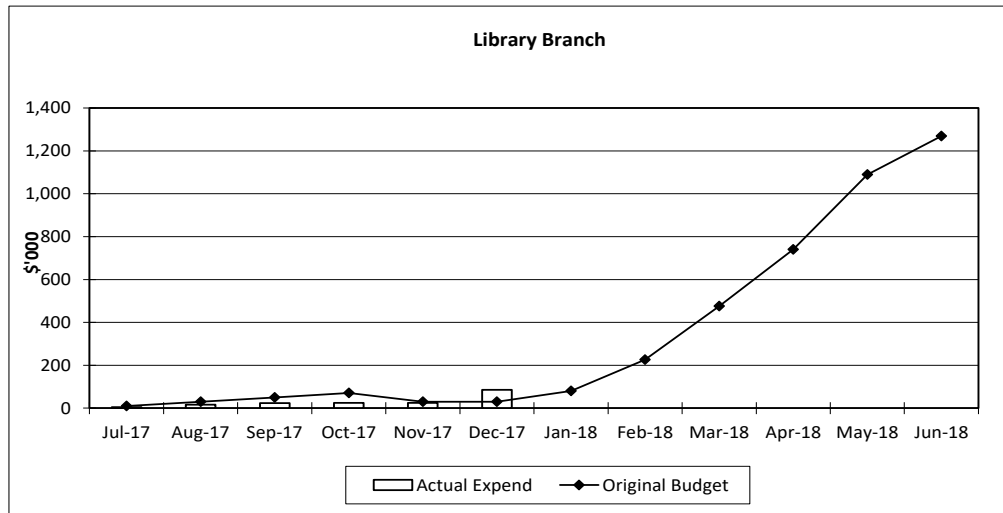


Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
DCH00020/	DCH00022 Civic Centre Assets	55	60	No issues

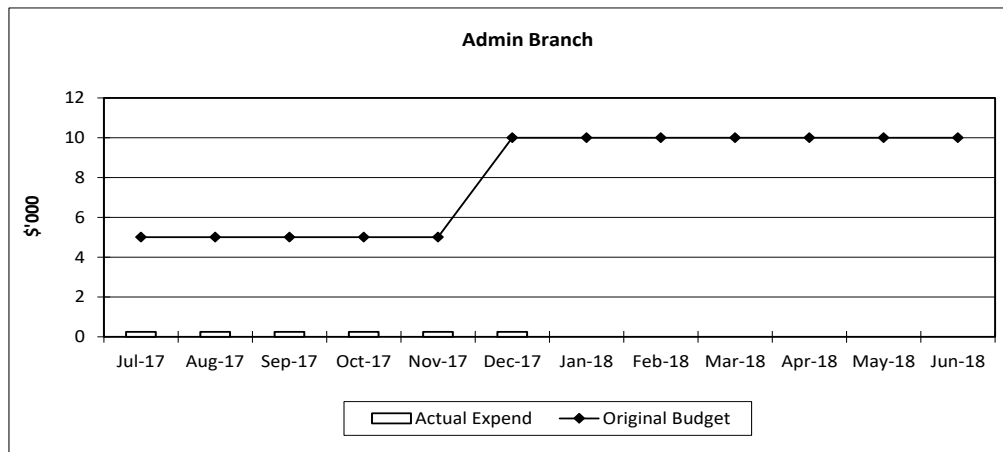


Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	4	8	No issues

**ASDCE Capital Expenditure by Program con't**



Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
DEL10018	Library Capital Purchases	85	30	No Issues



Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
DEA00005	CCS Admin Assets	0	5	No Issues

# Economic Development and Marketing

## Performance Report

### December 2017

#### Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
<b>Department Controlled</b>						
Operational Grants	100	0	100	0	n/a	100
Other Revenue	137	132	5	264	52%	264
Internal Revenue	6	0	6	0	n/a	6
	<b>243</b>	<b>132</b>	<b>111</b>	<b>264</b>	<b>92%</b>	<b>370</b>
<b>Corporate Controlled</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>n/a</b>	<b>0</b>
<b>TOTAL</b>	<b>243</b>	<b>132</b>	<b>111</b>	<b>264</b>	<b>92%</b>	<b>370</b>

Satisfactory results overall.

Operational Grant received by Department of Science, Information Technology and Innovation towards advancing regional innovation program, a further \$66k is expected this year.

## Department Controlled Expenses

### Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	1,585	1,804	219	3,549	45%	3,549
Overtime	28	32	4	63	44%	63
Allowances	5	3	(2)	5	100%	5
Other employee costs	483	537	54	1,060	46%	1,060
<b>Total Labour Opex + Capex</b>	<b>2,101</b>	<b>2,376</b>	<b>275</b>	<b>4,677</b>	<b>45%</b>	<b>4,677</b>
<i>Less Capitalised Labour</i>	25	0	(25)	0	n/a	0
Opex Labour before Contractors	<b>2,126</b>	<b>2,376</b>	<b>250</b>	<b>4,677</b>	<b>45%</b>	<b>4,677</b>
<i>Plus Contract Opex Labour</i>	350	0	(350)	0	n/a	350
Opex Labour incl Contractors	<b>2,476</b>	<b>2,376</b>	<b>(100)</b>	<b>4,677</b>	<b>53%</b>	<b>5,027</b>

Employee expenses over budget 4.2% due to vacancy rate not being met. Permanent vacancies currently being filled by labour contractors.

### Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Advertising	567	597	30	1,061	53%	1,061
Communication	24	0	(24)	0	n/a	24
Other Goods	33	46	13	95	35%	95
Other Services	251	179	(72)	413	61%	413
Service Contracts	455	883	428	1,666	27%	1,666
Entertainment	40	88	48	154	26%	154
Other Materials and Services	114	141	27	293	39%	293
	1,484	1,934	450	3,682	40%	3,706
<b>Other Expense Sources</b>						
Other Expenses	19	11	(8)	12	158%	19
Internal Expenses	48	42	(6)	97	49%	97
	<b>1,551</b>	<b>1,987</b>	<b>436</b>	<b>3,791</b>	<b>41%</b>	<b>3,822</b>
<b>TOTAL DEPARTMENT CONTROLLED</b>	<b>4,027</b>	<b>4,363</b>	<b>336</b>	<b>8,468</b>	<b>48%</b>	<b>8,849</b>

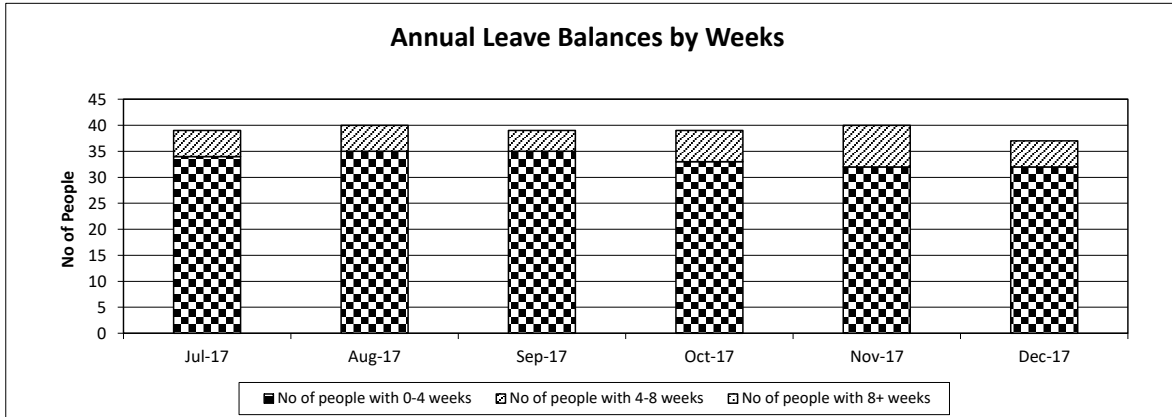
### Corporate Controlled Expenses

Depreciation	3	1	(2)	1	300%	3
Other Finance Costs	0	0	0	0	n/a	0
<b>TOTAL CORPORATE CONTROLLED</b>	<b>3</b>	<b>1</b>	<b>(2)</b>	<b>1</b>	<b>300%</b>	<b>3</b>

Satisfactory results overall.

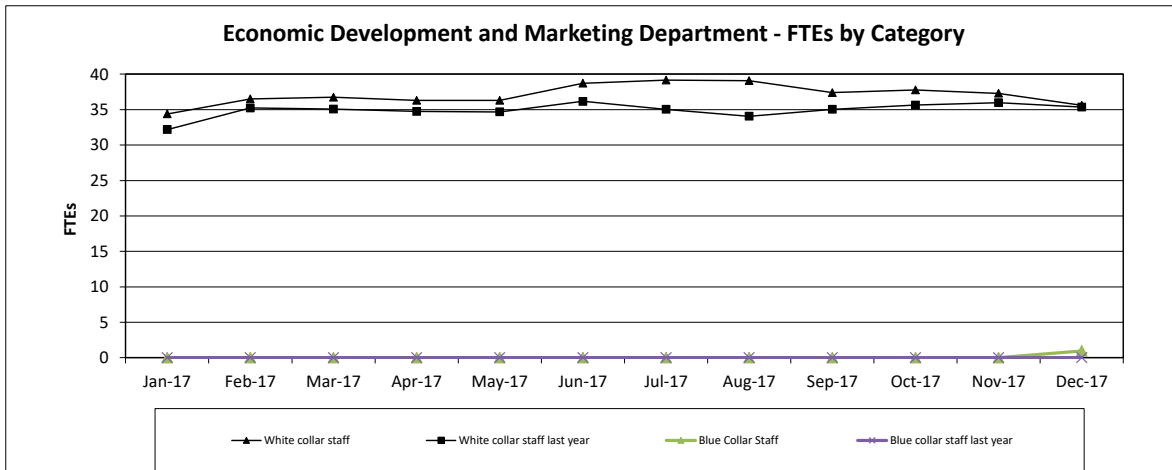
**Economic Development and Marketing Department**

**Annual Leave Balances as at pay period ended 25 December 2017:**



	Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Dec-17	
No of people with 0-4 weeks	34	87.2%	35	87.5%	35	89.7%	33	84.6%	32	80.0%	32	86.5%
No of people with 4-8 weeks	5	12.8%	5	12.5%	4	10.3%	6	15.4%	8	20.0%	5	13.5%
No of people with 8+ weeks	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

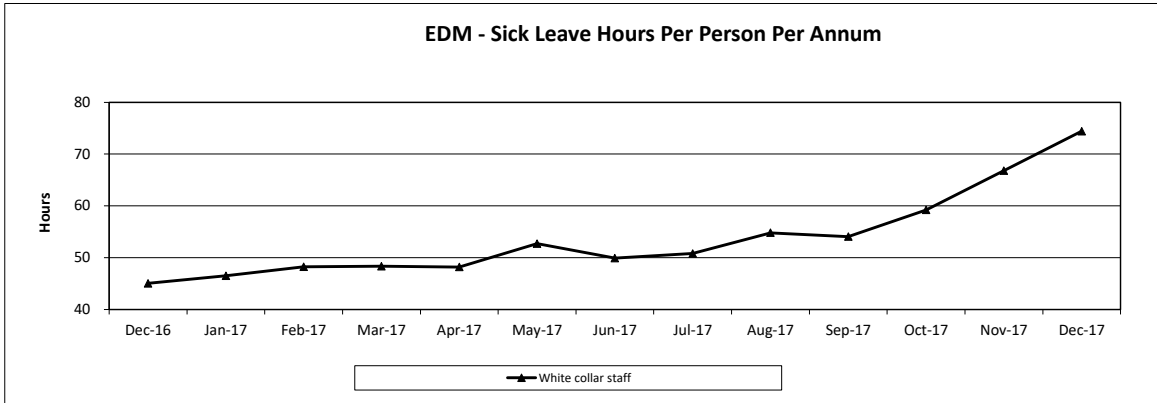
**Full Time Equivalents:**



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	34.4	36.5	36.7	36.3	36.3	38.7	39.2	39.1	37.4	37.8	37.3	35.6
Blue Collar Staff	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0
<b>Total</b>	<b>34.4</b>	<b>36.5</b>	<b>36.7</b>	<b>36.3</b>	<b>36.3</b>	<b>38.7</b>	<b>39.2</b>	<b>39.1</b>	<b>37.4</b>	<b>37.8</b>	<b>37.3</b>	<b>35.6</b>
Movement prior month (white collar)	(1.0)	2.1	0.2	(0.4)	0.0	2.4	0.4	(0.1)	(1.7)	0.4	(0.5)	(1.7)
White collar staff last year	32.2	35.2	35.1	34.7	34.7	36.2	35.0	34.1	35.0	35.6	36.0	35.4
Blue collar staff last year	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total FTEs last year	32.2	35.2	35.1	34.7	34.7	36.2	35.0	34.1	35.0	35.6	36.0	35.4

**Economic Development and Marketing Department**

**Sick Leave:**



Dec-16 Hours	Jan-17 Hours	Feb-17 Hours	Mar-17 Hours	Apr-17 Hours	May-17 Hours	Jun-17 Hours	Jul-17 Hours	Aug-17 Hours	Sep-17 Hours	Oct-17 Hours	Nov-17 Hours	Dec-17 Hours
45.01	46.49	48.21	48.31	48.17	52.70	49.90	50.79	54.79	54.06	59.20	66.78	74.39

White collar staff

\* Rolling 12 month average

**Lost Time Injury Frequency Rates:**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0
Cumulative Days lost 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0
LTISR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0

\* December figures for LTIFR will be available in January Report



# Infrastructure Services Department

## Performance Report

### December 2017

#### Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
<b>Department Controlled</b>						
Other Fees and Charges	4	0	4	0	n/a	4
Sales, Recoverable works	0	0	0	0	n/a	0
Capital Grants	0	0	0	0	n/a	0
Other Revenue	4	0	4	0	n/a	4
	<b>8</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>n/a</b>	<b>8</b>
<b>Corporate Controlled</b>						
Donated Asset Revenue	42,298	27,000	15,298	60,541	70%	60,541
Cash Contributions	7,136	5,550	1,586	11,102	64%	11,102
	<b>49,434</b>	<b>32,550</b>	<b>16,884</b>	<b>71,643</b>	<b>69%</b>	<b>71,643</b>
<b>TOTAL</b>	<b>49,442</b>	<b>32,550</b>	<b>16,892</b>	<b>71,643</b>	<b>69%</b>	<b>71,651</b>

Satisfactory results for Department controlled revenue.

Donated assets, cash contributions and headwork credits are developer driven and will be closely monitored.

**Department Controlled Expenses**

**General Ledger**

**Employee Expenses (incl. Labour Contracts)**

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	3,929	4,480	551	8,959	44%	8,959
Contract (opex and capex)	154	0	(154)	0	n/a	154
Overtime	27	40	13	80	34%	80
Allowances	14	12	(2)	24	58%	24
Other employee costs	1,070	1,262	192	2,526	42%	2,526
<b>Total Labour Opex + Capex</b>	<b>5,194</b>	<b>5,794</b>	<b>600</b>	<b>11,589</b>	<b>45%</b>	<b>11,743</b>

**Labour Breakdown (Project Ledger)**

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
<b>Capex</b>						
Wages	4,568	5,136	568	10,359	44%	10,359
Contract	149	0	(149)	0	n/a	149
	<b>4,717</b>	<b>5,136</b>	<b>419</b>	<b>10,359</b>	<b>46%</b>	<b>10,508</b>
<b>Opex</b>						
Wages	455	618	163	1,233	37%	1,233
Contract	5	0	(5)	0	n/a	5
	<b>460</b>	<b>618</b>	<b>158</b>	<b>1,233</b>	<b>37%</b>	<b>1,238</b>
<b>Total Project Labour (opex and capex)</b>	<b>5,177</b>	<b>5,754</b>	<b>577</b>	<b>11,592</b>	<b>45%</b>	<b>11,746</b>

Satisfactory results overall.

**Department Controlled Expenses (con't)**

**Materials and Services (excl. Labour Contracts)**

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
Service Contracts	0	209	209	418	0%	418
Consultants	83	334	251	667	12%	667
Other Materials and Services	180	28	(152)	38	n/a	180
	263	571	308	1,123	23%	1,265
<b>Other Expense Sources</b>						
Other Expenses	16	0	(16)	0	n/a	16
Internal Expenses	58	0	(58)	0	n/a	58
	74	0	(74)	0	n/a	74
<b>TOTAL DEPARTMENT CONTROLLED EXPENSES (excl. Labour)</b>	<b>337</b>	<b>571</b>	<b>234</b>	<b>1,123</b>	<b>30%</b>	<b>1,339</b>

**Corporate Controlled Expenses**

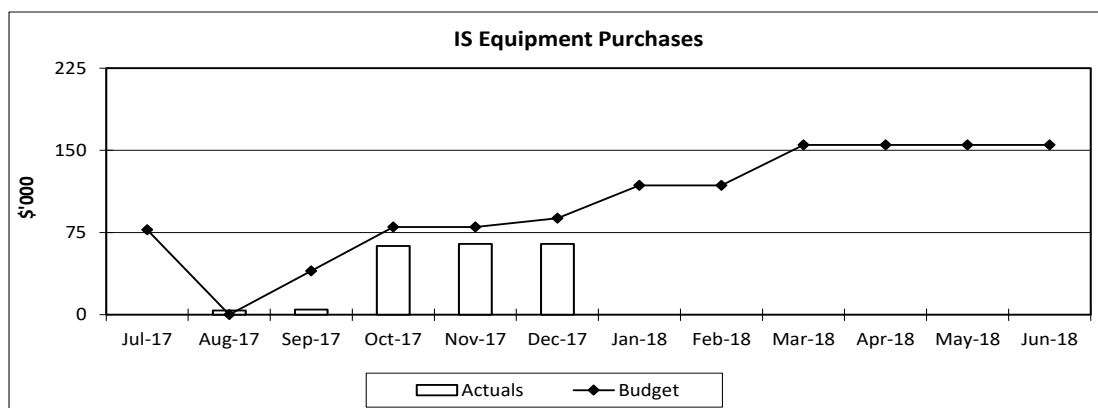
Depreciation	62	30	(32)	60	103%	62
Other Finance Costs	0	0	0	0	n/a	0
Loss on disposal assets	0	0	0	0	n/a	0
<b>TOTAL CORPORATE CONTROLLED</b>	<b>62</b>	<b>30</b>	<b>(32)</b>	<b>60</b>	<b>103%</b>	<b>62</b>

Satisfactory results overall. Internal expenses relate to expensing of non capital related items, for Energex Maintenance - Street Lights and deferred projects.

**Infrastructure Services Department Minor Equipment Capital Expenditure**

Results as at 31 December 2017:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
Department Controlled	65	88	23	155	42%	155

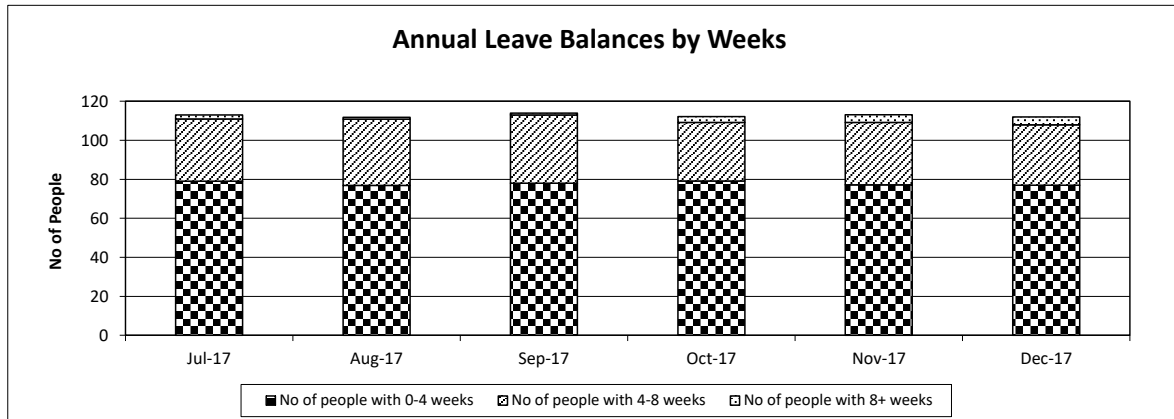


**Major Projects**

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
Various		65	88	No issues.

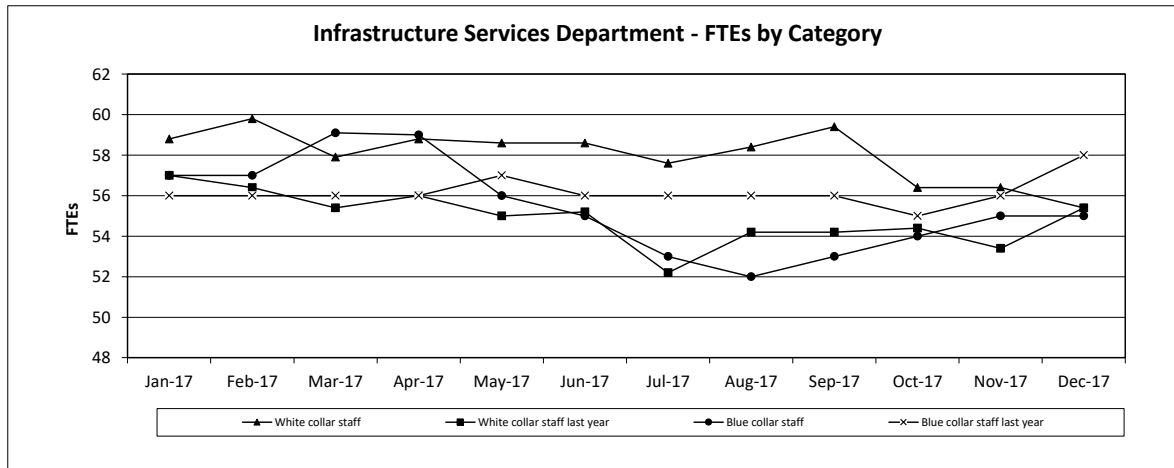
**Infrastructure Services Department**

**Annual Leave Balances as at pay period ended 25 December 2017:**



	Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Dec-17	
No of people with 0-4 weeks	79	69.9%	77	68.7%	78	68.4%	79	70.6%	77	68.3%	77	68.7%
No of people with 4-8 weeks	32	28.3%	34	30.4%	35	30.7%	30	26.7%	32	28.2%	31	27.7%
No of people with 8+ weeks	2	1.8%	1	0.9%	1	0.9%	3	2.7%	4	3.5%	4	3.6%

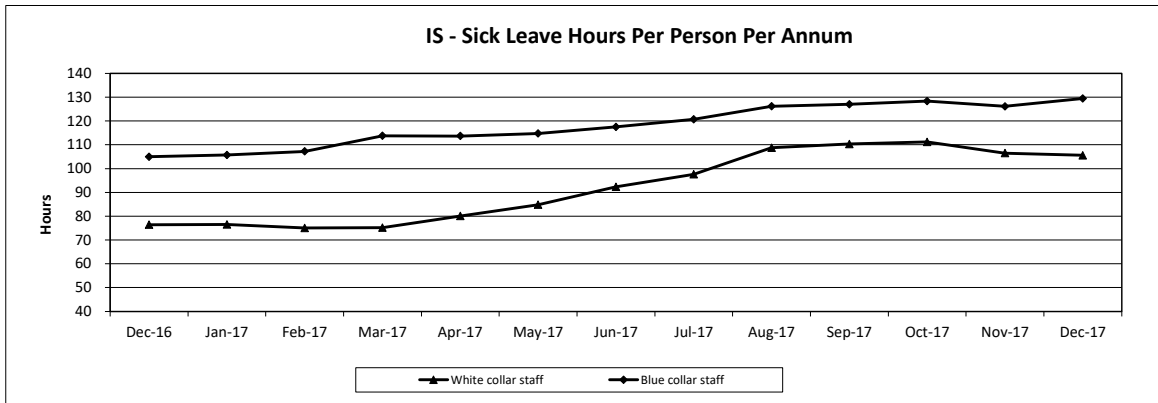
**Full Time Equivalents:**



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	58.8	59.8	57.9	58.8	58.6	58.6	57.6	58.4	59.4	56.4	56.4	55.4
Blue collar staff	57.0	57.0	59.1	59.0	56.0	55.0	53.0	52.0	53.0	54.0	55.0	55.0
<b>Total</b>	<b>115.8</b>	<b>116.8</b>	<b>117.0</b>	<b>117.8</b>	<b>114.6</b>	<b>113.6</b>	<b>110.6</b>	<b>110.4</b>	<b>112.4</b>	<b>110.4</b>	<b>111.4</b>	<b>110.4</b>
Movement prior month (white collar)	3.4	1.0	(1.9)	0.9	(0.2)	0.0	(1.0)	0.8	1.0	(3.0)	0.0	(1.0)
Movement prior month (blue collar)	(1.0)	0.0	2.1	(0.1)	(3.0)	(1.0)	(2.0)	(1.0)	1.0	1.0	1.0	0.0
White collar staff last year	57.0	56.4	55.4	56.0	55.0	55.2	52.2	54.2	54.2	54.4	53.4	55.4
Blue collar staff last year	56.0	56.0	56.0	56.0	57.0	56.0	56.0	56.0	56.0	55.0	56.0	58.0
Total FTEs last year	113.0	112.4	111.4	112.0	112.0	111.2	108.2	110.2	110.2	109.4	109.4	113.4

**Infrastructure Services Department**

**Sick Leave:**



	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	76.44	76.55	75.03	75.17	80.07	84.82	92.35	97.62	108.76	110.29	111.17	106.48	105.57
Blue collar staff	104.95	105.68	107.24	113.81	113.68	114.72	117.50	120.70	126.19	126.98	128.34	126.14	129.43

\* Rolling 12 month average

**Lost Time Injury Frequency Rates:**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	11	11	6	6	6	0	0	0	0	0	0	0	0
Cumulative Days lost 12 months	3	3	3	3	1	0	0	0	0	0	0	0	0
LTISR Rolling 12 months	17	17	17	6	6	0	0	0	0	0	0	0	0

\* December figures for LTIFR will be available in January Report

# Finance and Corporate Services Department

## Performance Report

### December 2017

#### Revenue

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
<b>Department Controlled</b>						
Utilities and Other Charges	45	35	10	70	64%	70
Change of Ownership Fees	345	324	21	648	53%	648
Other Fees and Charges	560	594	(34)	1,189	47%	1,189
Sales, Recoverable works	0	0	0	0	n/a	0
Operational Grants	1,322	1,022	300	4,056	33%	4,056
Capital Grants	53	0	53	0	n/a	53
Other Revenue	18,318	11,537	6,781	26,615	69%	26,615
Internal revenue	905	906	(1)	1,812	50%	1,812
	<b>21,548</b>	<b>14,418</b>	<b>7,130</b>	<b>34,390</b>	<b>63%</b>	<b>34,443</b>
<b>Corporate Controlled</b>						
General Rates	83,188	82,210	978	166,755	50%	166,755
Discounts/Remissions	(5,179)	(5,168)	(11)	(10,431)	50%	(10,431)
Net Rates and Utilities	78,009	77,042	967	156,324	50%	156,324
Cash Donations and Contributions	0	0	0	0	n/a	0
Interest	2,522	2,048	474	3,887	65%	3,887
Gain on Asset Disposal	0	0	0	0	n/a	0
Tax Equivalent Revenue	2,808	2,467	341	4,987	56%	4,987
	<b>83,339</b>	<b>81,557</b>	<b>1,782</b>	<b>165,198</b>	<b>50%</b>	<b>165,198</b>
<b>TOTAL</b>	<b>104,887</b>	<b>95,975</b>	<b>8,912</b>	<b>199,588</b>	<b>53%</b>	<b>199,641</b>

Satisfactory results overall. Operational grants over budget due to receipt from Department of Education and Training in relation to first start grant. Capital grants relate to funds received from Department of Infrastructure, Local Government and Planning and Queensland Reconstruction Authority for spatial mapping system received in ICT branch.

## Department Controlled Expenses

### Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	8,454	8,461	7	16,982	50%	16,982
Overtime	8	10	2	20	40%	20
Allowances	59	69	10	139	42%	139
Other employee costs	2,481	2,463	(18)	4,940	50%	4,940
<b>Total Labour Opex + Capex</b>	<b>11,002</b>	<b>11,003</b>	<b>1</b>	<b>22,081</b>	<b>50%</b>	<b>22,081</b>
<i>Less Capitalised Labour</i>	(1,295)	(1,319)	(24)	(2,638)	49%	(2,638)
Opex Labour before Contractors	<b>9,707</b>	<b>9,684</b>	<b>(23)</b>	<b>19,443</b>	<b>50%</b>	<b>19,443</b>
<i>Plus Contract Opex Labour</i>	595	529	(66)	1,016	59%	1,016
Opex Labour incl Contractors	<b>10,302</b>	<b>10,213</b>	<b>(89)</b>	<b>20,459</b>	<b>50%</b>	<b>20,459</b>

Employee expenses over budget due to additional staff required for current priorities and unbudgeted labour, which is being included for approval in the upcoming budget amendment.

### Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Communication	652	670	18	1,341	49%	1,341
Other Goods	540	489	(51)	982	55%	982
Other Services	4,420	4,684	264	7,798	57%	7,798
Service Contracts	6,795	8,159	1,364	16,211	42%	16,211
Legal Expenses	482	117	(365)	235	205%	482
Other Materials and Services	931	585	(346)	1,239	75%	1,239
	<b>13,820</b>	<b>14,704</b>	<b>884</b>	<b>27,806</b>	<b>50%</b>	<b>28,053</b>
<b>Other Expense Sources</b>						
Finance Costs	272	206	(66)	412	66%	412
Other Expenses	1,752	1,795	43	3,673	48%	3,673
Internal expenses	173	170	(3)	343	50%	343
Community Services Expense	235	235	0	470	50%	470
	<b>16,252</b>	<b>17,110</b>	<b>858</b>	<b>32,704</b>	<b>50%</b>	<b>32,951</b>
<b>TOTAL DEPARTMENT CONTROLLED</b>	<b>26,554</b>	<b>27,323</b>	<b>769</b>	<b>53,163</b>	<b>50%</b>	<b>53,410</b>

### Corporate Controlled

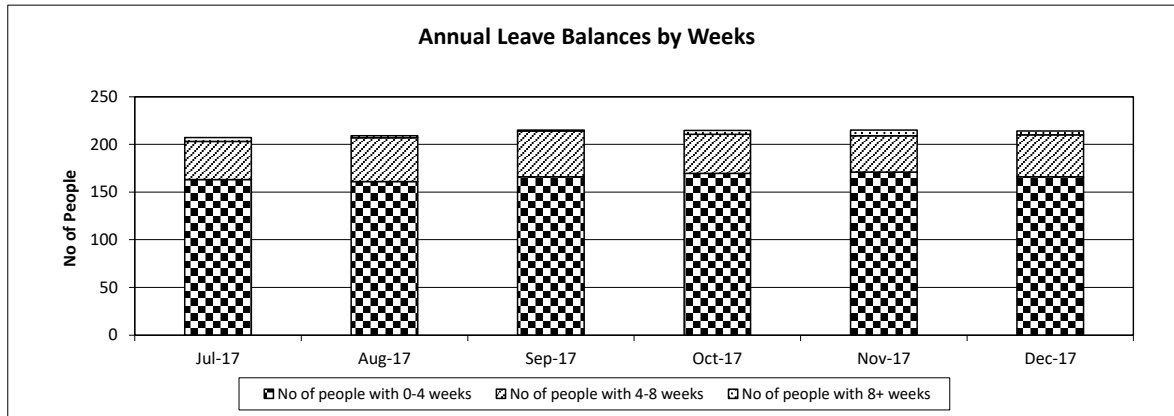
Depreciation	4,240	3,300	(940)	6,600	64%	6,600
Loss on disposal assets	0	0	0	0	n/a	0
QTC Finance Costs	6,593	6,990	397	13,642	48%	13,642
Other Finance Costs	0	0	0	0	n/a	0
<b>TOTAL CORPORATE CONTROLLED</b>	<b>10,833</b>	<b>10,290</b>	<b>(543)</b>	<b>20,242</b>	<b>54%</b>	<b>20,242</b>

Legal expenses relate to various legal matters in the FCS Admin, CEO and Corporate Services branches. Consultants over budget in FCS admin area relation to various CBD revitalisation projects.

Depreciation is over budget and included for approval in the upcoming budget amendment.

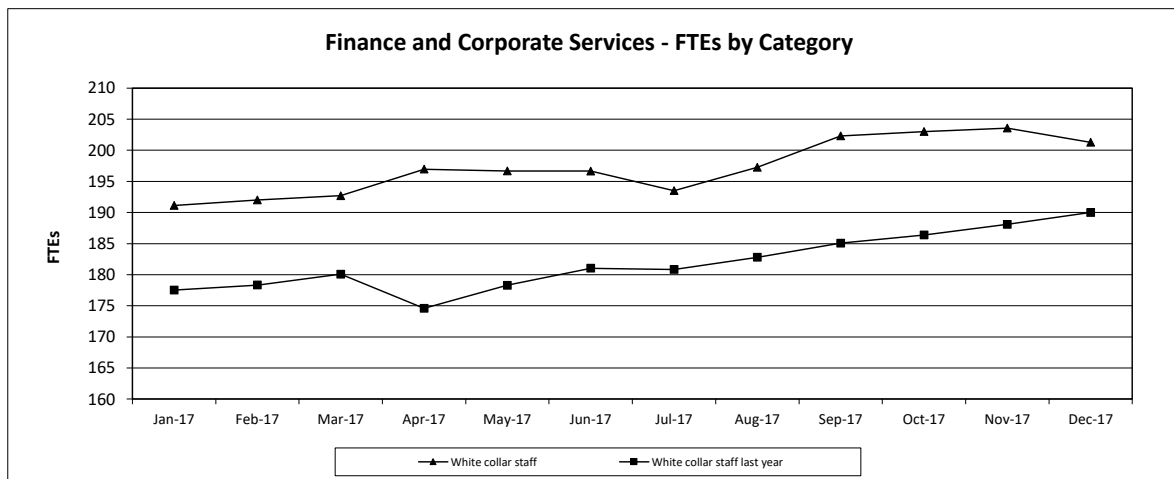
**Finance and Corporate Services Annual Leave**

**Annual Leave Balances as at pay period ended 25 December 2017:**



	Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Dec-17	
No of people with 0-4 weeks	163	78.8%	161	77.0%	166	77.2%	170	79.0%	171	79.5%	166	77.5%
No of people with 4-8 weeks	40	19.3%	46	22.0%	48	22.3%	41	19.1%	38	17.7%	44	20.6%
No of people with 8+ weeks	4	1.9%	2	1.0%	1	0.5%	4	1.9%	6	2.8%	4	1.9%

**Full Time Equivalents:**

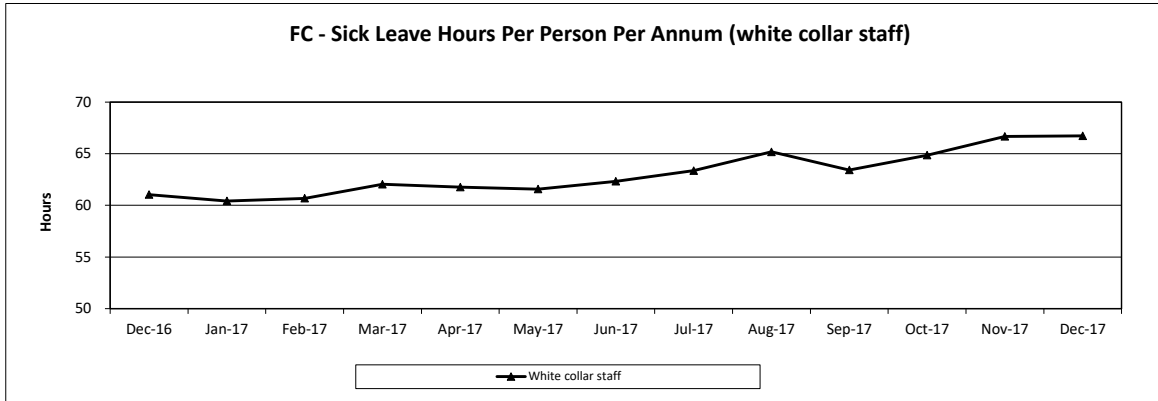


	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	191.1	192.0	192.7	197.0	196.7	196.7	193.5	197.3	202.3	203.0	203.6	201.3
<b>Total</b>	<b>191.1</b>	<b>192.0</b>	<b>192.7</b>	<b>197.0</b>	<b>196.7</b>	<b>196.7</b>	<b>193.5</b>	<b>197.3</b>	<b>202.3</b>	<b>203.0</b>	<b>203.6</b>	<b>201.3</b>
Movement prior month (white collar)	1.1	0.9	0.7	4.3	(0.3)	(0.0)	(3.2)	3.8	5.0	0.7	0.6	(2.3)
White collar staff last year	177.5	178.3	180.1	174.6	178.3	181.0	180.8	182.8	185.1	186.4	188.1	190.0
Total FTEs last year	177.5	178.3	180.1	174.6	178.3	181.0	180.8	182.8	185.1	186.4	188.1	190.0



**Finance and Corporate Services Department**

**Sick Leave:**



Dec-16 Hours	Jan-17 Hours	Feb-17 Hours	Mar-17 Hours	Apr-17 Hours	May-17 Hours	Jun-17 Hours	Jul-17 Hours	Aug-17 Hours	Sep-17 Hours	Oct-17 Hours	Nov-17 Hours	Dec-17 Hours
61.04	60.43	60.68	62.03	61.76	61.58	62.33	63.35	65.17	63.43	64.86	66.68	66.73

White collar staff

\* Rolling 12 month average

**Lost Time Injury Frequency Rates - FCS:**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0
Cumulative Days lost 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0
LTISR Rolling 12 months	0	0	0	0	0	0	0	0	0	0	0	0	0

\* December figures for LTIFR will be available in January Report

**Lost Time Injury Frequency Rates - Executive Office:**

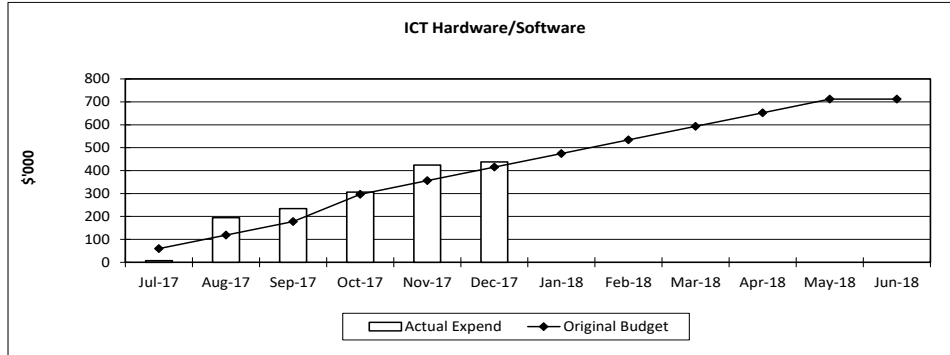
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	31	31	31	31	31	30	29	0	0	0	0	0	0
Cumulative Days lost 12 months	37	37	37	37	37	36	36	28	15	2	2	0	0
LTISR Rolling 12 months	1,150	1,148	1,139	1,120	1,100	1,077	1,060	831	451	61	61	0	0

\* December figures for LTIFR will be available in January Report

**FC Capital Expenditure by Program**

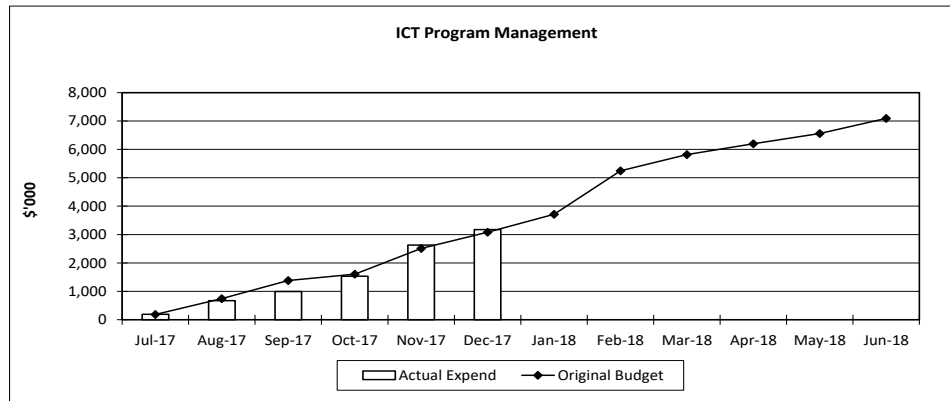
Results as at 31 December 2017:

	YTD Act	YTD Bud	YTD Var	FY Budget	FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved
Department Controlled*	7,194	7,440	246	37,713	19%



**Major Projects**

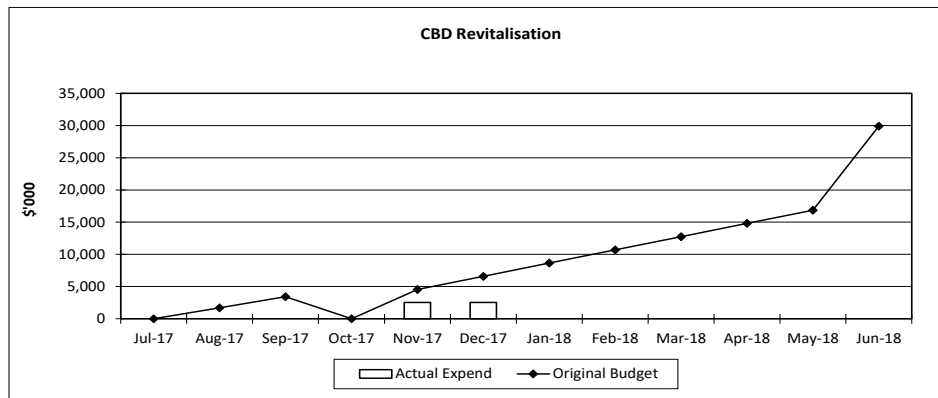
Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	424	356	Satisfactory result.



**Major Projects**

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	2,317	1,995	Satisfactory result.

**FC Capital Expenditure by Program con't**



**Major Projects**

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	2,536	4,550	Satisfactory result.

# Works, Parks and Recreation Department

## Performance Report

### December 2017

#### Excluding Ipswich Waste

#### Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
<b>Department Controlled</b>						
Utilities and Other Charges	1,899	1,881	18	3,761	50%	3,761
Traffic and Reg Park Fees	624	577	47	1,148	54%	1,148
Other Fees and Charges	4	0	4	0	n/a	4
Sales, Recoverable Works	1,402	1,433	(31)	2,865	49%	2,865
Operational Grants	958	779	179	3,079	31%	3,079
Capital Grants	981	0	981	8,275	12%	8,275
Other Revenue	1,440	801	639	1,601	90%	1,601
Internal Revenue	6,811	6,806	5	13,611	50%	13,611
	<b>14,119</b>	<b>12,277</b>	<b>1,842</b>	<b>34,340</b>	<b>41%</b>	<b>34,344</b>
<b>Corporate Controlled</b>						
Discounts/Remissions	(28)	(38)	10	(75)	37%	(75)
Donated Asset Revenue	0	5,226	(5,226)	11,962	0%	11,962
Cash Contributions	1,640	5,384	(3,744)	10,745	15%	10,745
Interest	0	0	0	0	n/a	0
Gain on Disposal/Revaluation	150	0	150	0	n/a	150
	<b>1,762</b>	<b>10,572</b>	<b>(8,810)</b>	<b>22,632</b>	<b>8%</b>	<b>22,782</b>
<b>TOTAL</b>	<b>15,881</b>	<b>22,849</b>	<b>(6,968)</b>	<b>56,972</b>	<b>28%</b>	<b>57,126</b>

Satisfactory results overall for Department controlled revenue.

Cash contributions, donated asset revenue and headwork credits are developer driven.

## Department Controlled Expenses

### Excluding Ipswich Waste

#### Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	11,231	11,480	249	22,961	49%	22,961
Overtime	358	380	22	760	47%	760
Allowances	37	37	0	75	49%	75
Other employee costs	3,071	3,162	91	6,323	49%	6,323
<b>Total Labour Opex + Capex</b>	<b>14,697</b>	<b>15,059</b>	<b>362</b>	<b>30,119</b>	<b>49%</b>	<b>30,119</b>
<i>Less Capitalised Labour</i>	(1,317)	(1,072)	245	(2,143)	61%	(2,143)
Opex Labour before Contractors	<b>13,380</b>	<b>13,987</b>	<b>607</b>	<b>27,976</b>	<b>48%</b>	<b>27,976</b>
<i>Plus Contract Opex Labour</i>	1,208	668	(540)	770	157%	1,208
Opex Labour incl Contractors	<b>14,588</b>	<b>14,655</b>	<b>67</b>	<b>28,746</b>	<b>51%</b>	<b>29,184</b>

Satisfactory results overall.

#### Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Maintenance	2,267	110	(2,157)	220	1030%	2,267
Materials	3,442	5,261	1,819	10,648	32%	10,648
Motor Vehicle Expenses	1,210	1,974	764	3,530	34%	3,530
Service Contracts	4,930	6,587	1,657	14,140	35%	14,140
Utilities Expenses	4,337	4,748	411	9,499	46%	9,499
Consultants	605	323	(282)	1,488	41%	1,488
Other Materials and Services	1,890	1,304	(586)	2,551	74%	2,551
	18,681	20,307	1,626	42,076	44%	44,123
<b>Other Expense Sources</b>						
Other Expenses	861	690	(171)	1,587	54%	1,587
Internal Expenses	2,776	2,569	(207)	5,073	55%	5,073
	<b>22,318</b>	<b>23,566</b>	<b>1,248</b>	<b>48,736</b>	<b>46%</b>	<b>50,783</b>
<b>TOTAL DEPARTMENT CONTROLLED</b>	<b>36,906</b>	<b>38,221</b>	<b>1,315</b>	<b>77,482</b>	<b>48%</b>	<b>79,967</b>

#### Corporate Controlled

Depreciation	27,616	26,564	(1,052)	53,128	52%	53,128
QTC Finance Costs	187	201	14	395	47%	395
Other Finance Costs	0	0	0	0	n/a	0
Loss on disposal assets	727	0	(727)	0	n/a	727
<b>TOTAL CORPORATE CONTROLLED</b>	<b>28,530</b>	<b>26,765</b>	<b>(1,765)</b>	<b>53,523</b>	<b>53%</b>	<b>54,250</b>

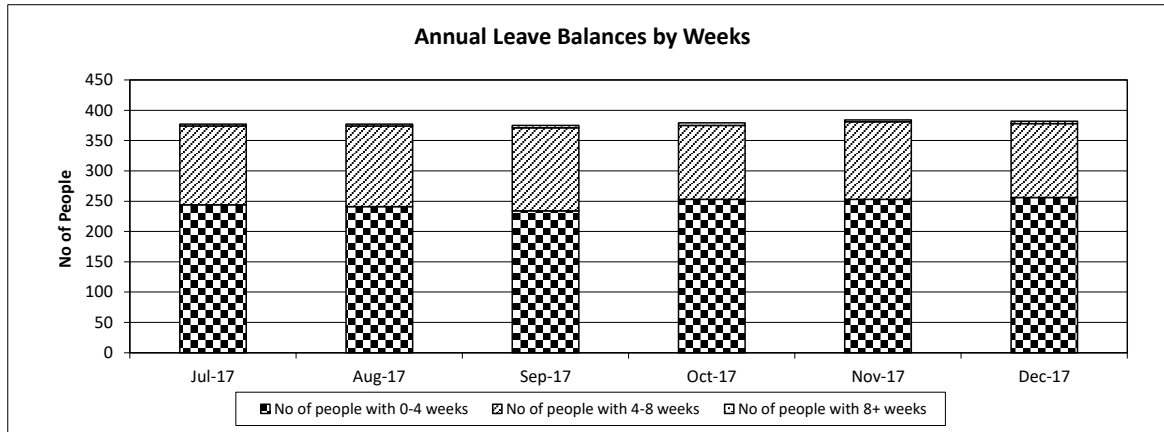
Materials and services currently under budget and are expected to realign by year end. Other expenses over budget primarily relates to late payment for 16/17 to Cherish the Environment (\$76k). Internal Expenses is over budget by \$196k due to expensed capital projects.

Loss on asset disposals relates to partial retirement of road infrastructure network assets.

**Works, Parks and Recreation Department**

**Excluding Ipswich Waste**

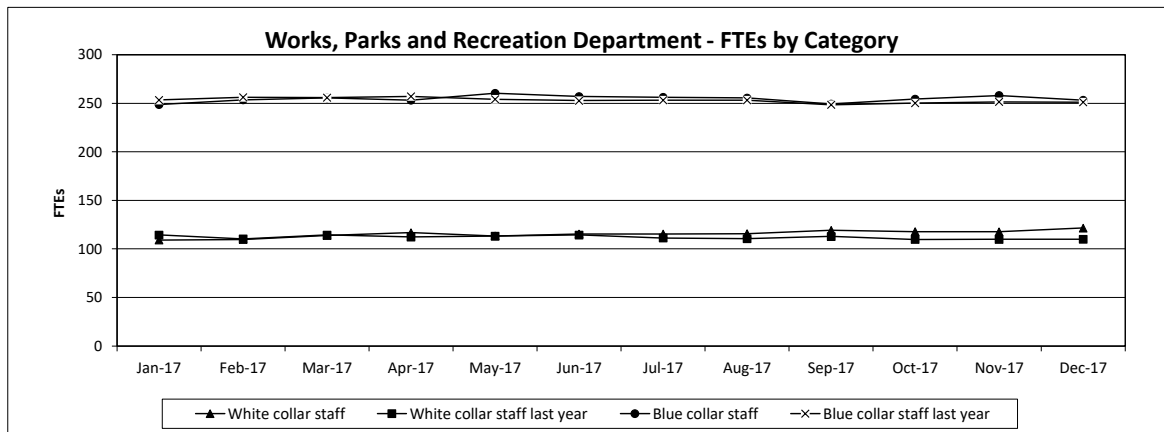
**Annual Leave Balances as at pay period ended 25 December 2017:**



No of people with 0-4 weeks  
No of people with 4-8 weeks  
No of people with 8+ weeks

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
No of people with 0-4 weeks	244	241	234	253	253	256
No of people with 4-8 weeks	130	133	137	122	128	122
No of people with 8+ weeks	3	3	4	4	3	4
	64.7%	63.9%	62.4%	66.7%	65.9%	67.1%
	34.5%	35.3%	36.5%	32.2%	33.3%	31.9%
	0.8%	0.8%	1.1%	1.1%	0.8%	1.0%

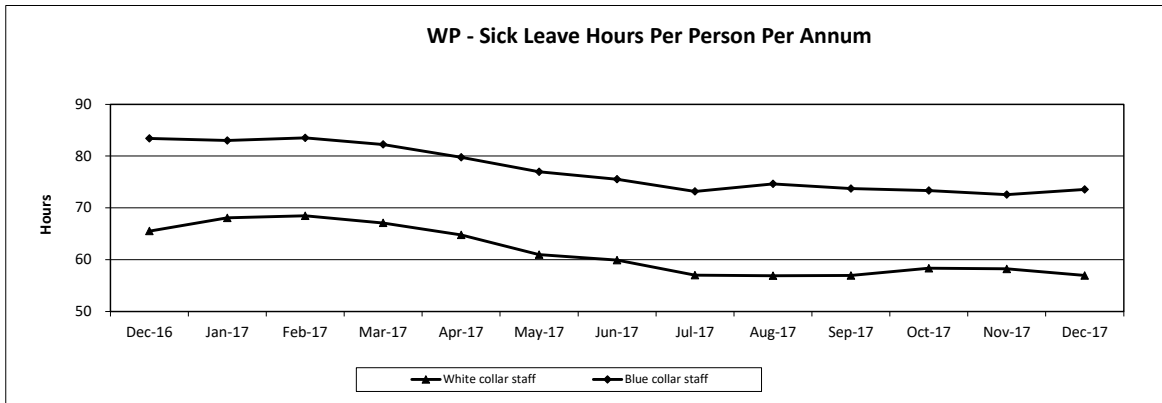
**Full Time Equivalents:**



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	109.2	109.8	113.9	116.8	113.3	115.5	115.5	115.8	119.1	117.8	117.7	121.5
Blue collar staff	248.8	253.6	255.7	253.3	260.5	257.1	256.3	255.5	249.4	254.4	258.1	253.3
<b>Total</b>	<b>358.0</b>	<b>363.5</b>	<b>369.6</b>	<b>370.1</b>	<b>373.8</b>	<b>372.5</b>	<b>371.8</b>	<b>371.3</b>	<b>368.5</b>	<b>372.2</b>	<b>375.8</b>	<b>374.8</b>
<i>Movement prior month (white collar)</i>	(0.8)	0.6	4.1	2.8	(3.5)	2.1	0.0	0.3	3.3	(1.3)	(0.1)	3.8
<i>Movement prior month (blue collar)</i>	(2.4)	4.8	2.0	(2.3)	7.1	(3.4)	(0.8)	(0.8)	(6.2)	5.0	3.8	(4.9)
<i>White collar staff last year</i>	114.4	110.3	114.4	112.3	113.3	114.4	111.3	110.5	112.9	109.8	109.9	110.0
<i>Blue collar staff last year</i>	253.4	256.3	255.8	257.1	254.1	252.8	253.3	253.3	248.5	250.2	251.6	251.3
<i>Total FTEs last year</i>	367.9	366.6	370.2	369.4	367.4	367.2	364.6	363.8	361.4	360.0	361.4	361.2

**Works, Parks and Recreation Department**

**Sick Leave:**



	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	65.51	68.06	68.45	67.08	64.76	60.94	59.90	56.99	56.90	56.93	58.32	58.20	56.92
Blue collar staff	83.40	82.98	83.49	82.25	79.75	76.95	75.51	73.15	74.64	73.70	73.35	72.55	73.54

\* Rolling 12 month average

**Lost Time Injury Frequency Rates:**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	10	10	8	7	6	7	5	5	5	5	3	2	2
Cumulative Days lost 12 months	16	16	16	12	41	59	63	70	70	70	67	64	62
LTISR Rolling 12 months	26	26	26	20	67	97	103	114	114	113	108	103	99

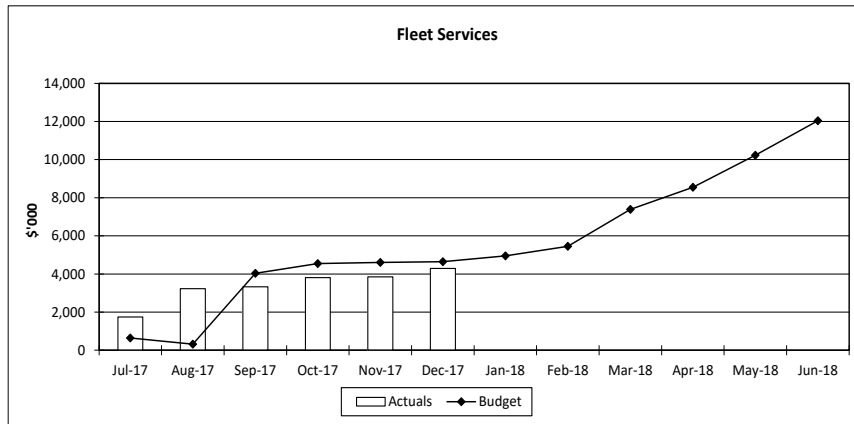
\* December figures for LTIFR will be available in January Report

**WP Capital Expenditure by Program**

**Non-Infrastructure Program and excluding Ipswich Waste**

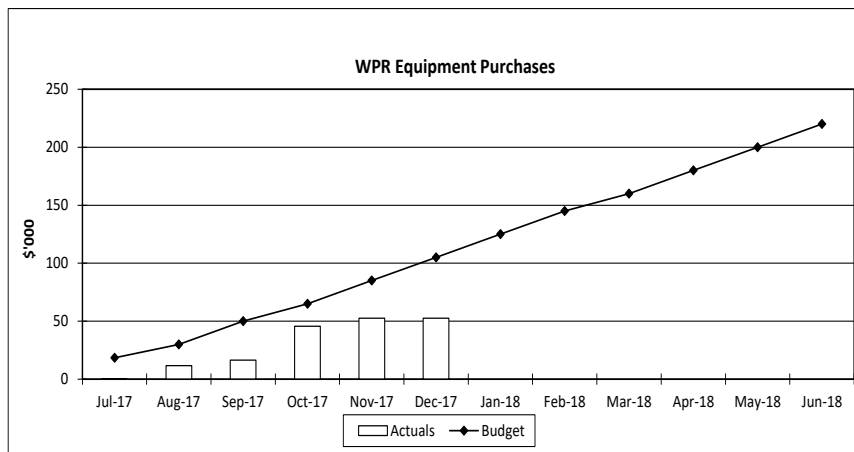
Results as at 31 December 2017:

Department Controlled	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Fleet	3,854	4,645	791	12,043	32%	12,043
WPR - Equipment	53	105	52	220	24%	220
<b>Total Department Controlled</b>	<b>3,907</b>	<b>4,750</b>	<b>843</b>	<b>12,263</b>	<b>32%</b>	<b>12,263</b>



**Major Projects**

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various	3,854	4,645	Job Truck and Major plant replacement has been committed. Commercial Waste Trucks have been ordered with planned delivery before June 18. Currently not replacing any standard council vehicles during the finalisation of the Fleet Contract. Anticipated to be finalised January 18



**Major Projects**

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various	53	105	Equipment replaced when required.



# Ipswich Waste

## Performance Report

### December 2017

#### Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
<b>Department Controlled</b>						
Garbage Charges Revenue	13,548	13,518	30	27,305	50%	27,305
Net Rates and Utilities	13,548	13,518	30	27,305	50%	27,305
Waste Disposal Fees	3,294	3,214	80	6,428	51%	6,428
Operational Grants	2	0	2	0	n/a	2
Other Revenue	53	54	(1)	84	63%	84
Internal Revenue	898	774	124	1,549	58%	1,549
	<b>17,795</b>	<b>17,560</b>	<b>235</b>	<b>35,366</b>	<b>50%</b>	<b>35,368</b>
<b>Corporate Controlled</b>						
Interest	183	125	58	235	78%	235
	<b>183</b>	<b>125</b>	<b>58</b>	<b>235</b>	<b>78%</b>	<b>235</b>
<b>TOTAL</b>	<b>17,978</b>	<b>17,685</b>	<b>293</b>	<b>35,601</b>	<b>50%</b>	<b>35,603</b>

Satisfactory results overall.

IWS Performance Report  
December 2017

**Department Controlled Expenses**

**Employee Expenses**

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Wages (opex and capex)	1,964	2,126	162	4,252	46%	4,252
Overtime	229	200	(29)	399	57%	399
Allowances	8	9	1	19	42%	19
Other employee costs	528	581	53	1,161	45%	1,161
<b>Total Labour Opex + Capex</b>	<b>2,729</b>	<b>2,916</b>	<b>187</b>	<b>5,831</b>	<b>47%</b>	<b>5,831</b>
<i>Less recovery/charge out</i>	20	0	(20)	0	n/a	20
Opex Labour before Contractors	<b>2,749</b>	<b>2,916</b>	<b>167</b>	<b>5,831</b>	<b>47%</b>	<b>5,851</b>
<i>Plus Contract Opex Labour</i>	525	205	(320)	409	128%	525
Opex Labour incl Contractors	<b>3,274</b>	<b>3,121</b>	<b>(153)</b>	<b>6,240</b>	<b>52%</b>	<b>6,376</b>

Employee expenses are over periodic target predominantly due to contingent workers required in order to meet service standards and achieve HR standards.

**Materials and Services (excl. Labour Contracts)**

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget		FY F'cast \$'000
				\$'000	% Achieved	
Advertising	19	55	36	232	8%	232
Maintenance	17	99	82	198	9%	198
Materials	54	113	59	227	24%	227
Service Contracts	1,444	1,813	369	3,626	40%	3,626
Other Materials and Services	168	103	(65)	205	82%	205
	1,702	2,183	481	4,488	38%	4,488
<b>Other Expense Sources</b>						
Other Expenses	23	0	(23)	0	n/a	23
Internal Expenses	4,034	3,946	(88)	7,892	51%	7,892
	<b>5,759</b>	<b>6,129</b>	<b>370</b>	<b>12,380</b>	<b>47%</b>	<b>12,403</b>
<b>TOTAL DEPARTMENT CONTROLLED</b>	<b>9,033</b>	<b>9,250</b>	<b>217</b>	<b>18,620</b>	<b>49%</b>	<b>18,779</b>

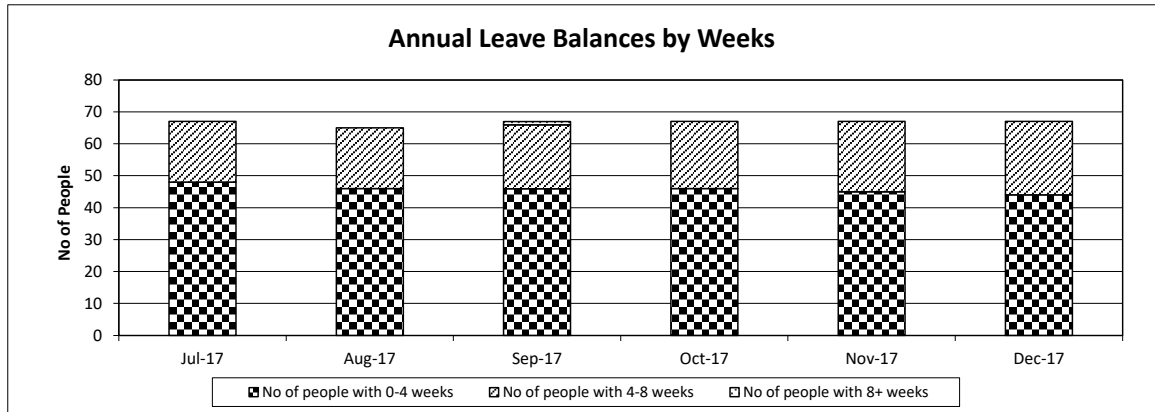
**Corporate Controlled Expenses**

Depreciation	359	360	1	720	50%	720
Finance Costs	0	0	0	0	n/a	0
Loss on disposal assets	0	0	0	0	n/a	0
Tax Equivalent Expense	2,808	2,467	(341)	4,987	56%	4,987
<b>TOTAL CORPORATE CONTROLLED</b>	<b>3,167</b>	<b>2,827</b>	<b>(340)</b>	<b>5,707</b>	<b>55%</b>	<b>5,707</b>

Materials and services satisfactory result. Internal expenses over due to domestic services \$82.6k and commercial services \$6.5k SLA charges.

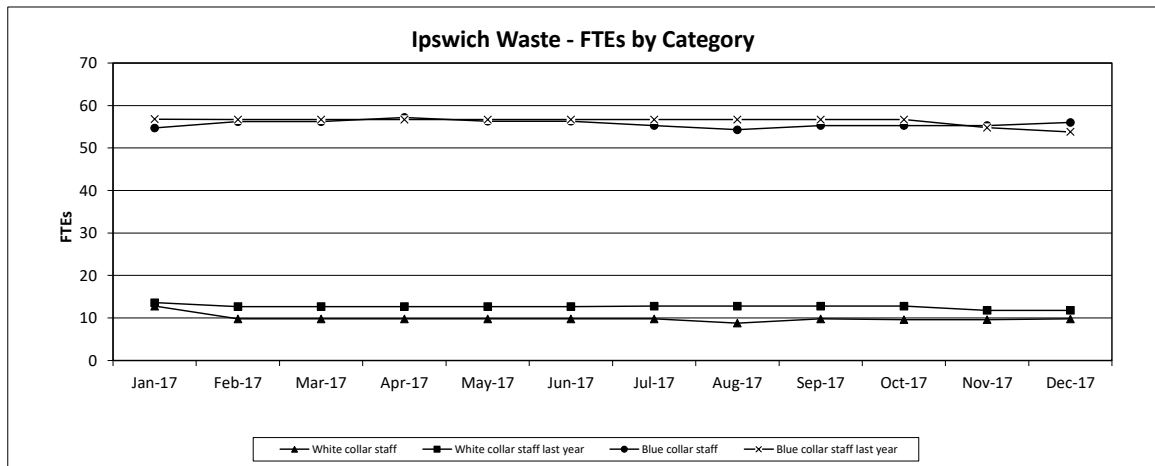
**Ipswich Waste Annual Leave**

**Annual Leave Balances as at pay period ended 25 December 2017:**



	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
No of people with 0-4 weeks	48	46	46	46	45	44
No of people with 4-8 weeks	19	19	20	21	22	23
No of people with 8+ weeks	0	0	1	0	0	0
	71.6%	70.8%	68.6%	68.7%	67.2%	65.7%
	28.4%	29.2%	29.9%	31.3%	32.8%	34.3%
	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%

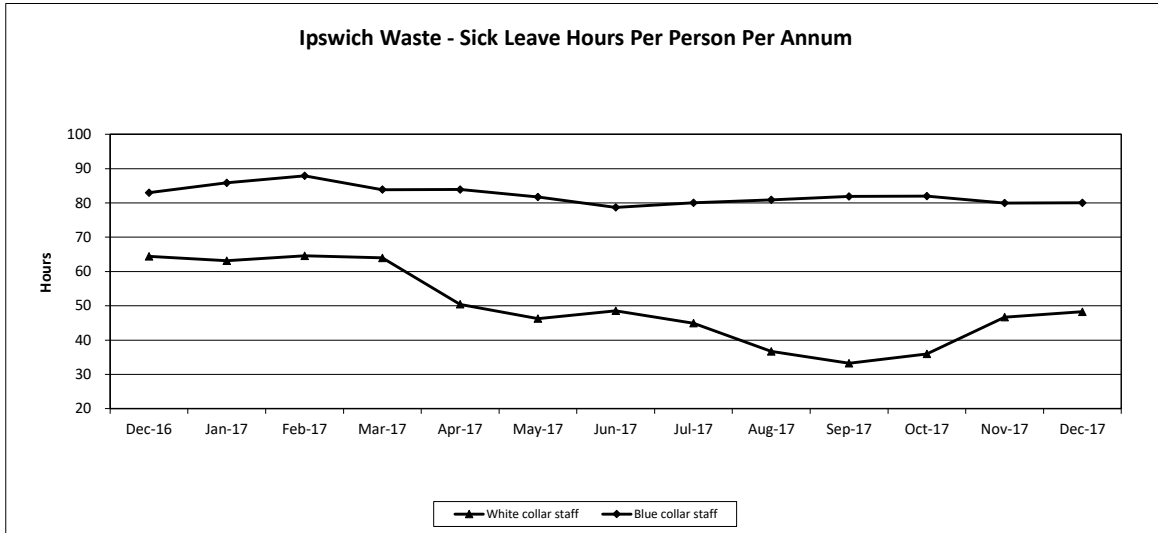
**Full Time Equivalents:**



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	12.8	9.8	9.8	9.8	9.8	9.8	9.8	8.8	9.8	9.6	9.6	9.8
Blue collar staff	54.7	56.2	56.2	57.2	56.3	56.3	55.3	54.3	55.3	55.3	55.3	56.0
<b>Total</b>	<b>67.5</b>	<b>66.0</b>	<b>66.0</b>	<b>67.0</b>	<b>66.1</b>	<b>66.1</b>	<b>65.1</b>	<b>63.1</b>	<b>65.1</b>	<b>64.9</b>	<b>64.9</b>	<b>65.8</b>
Movement prior month (white collar)	1.0	(3.0)	0.0	0.0	0.0	0.0	0.0	(1.0)	1.0	(0.2)	0.0	0.2
Movement prior month (blue collar)	0.9	1.5	0.0	1.0	(0.9)	0.0	(1.0)	(1.0)	1.0	0.0	0.0	0.7
White collar staff last year	13.6	12.7	12.7	12.7	12.7	12.7	12.8	12.8	12.8	12.8	11.8	11.8
Blue collar staff last year	56.8	56.7	56.7	56.7	56.7	56.7	56.7	56.7	56.7	56.7	54.8	53.8
Total FTEs last year	70.4	69.4	69.4	69.4	69.4	69.4	69.5	69.5	69.5	69.5	66.6	65.6

**Ipswich Waste Services**

**Sick Leave:**



	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	64.41	63.13	64.57	63.96	50.44	46.29	48.56	44.92	36.70	33.27	35.99	46.68	48.25
Blue collar staff	82.97	85.87	87.93	83.88	83.89	81.71	78.70	80.01	80.91	81.87	81.96	79.98	80.04

White collar staff

Blue collar staff

\* Rolling 12 month average

**Lost Time Injury Frequency Rates:**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	8	8	0	0	0	0	0	0	0	0	0	0	0
Cumulative Days lost 12 months	1	1	0	0	0	0	0	0	0	0	0	0	0
LTISR Rolling 12 months	8	8	0	0	0	0	0	0	0	0	0	0	0

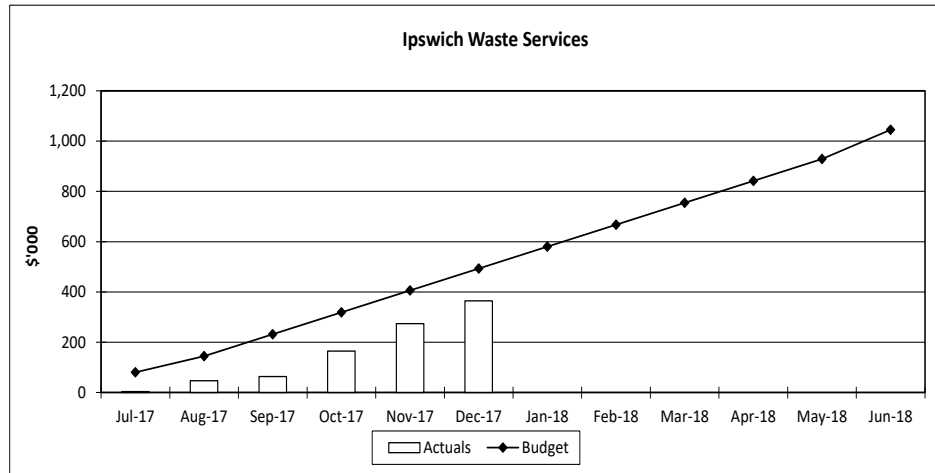
\* December figures for LTIFR will be available in January Report

**Waste Capital Expenditure by Project or Program Areas:**

**Ipswich Waste**

Results as at 31 December 2017:

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Department Controlled	274	493	219	1,045	26%	1,045



**Major Projects**

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	274	493	Bins replaced as required and according to city growth.

# Health, Security and Regulatory Services Department Performance Report

## December 2017

### Revenue

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
<b>Department Controlled</b>						
Utilities and Other Charges	25	46	(21)	92	27%	92
Net Rates and Utilities	25	46	(21)	92	27%	92
Town Planning Develop Fees	0	0	0	0	n/a	0
Hlth Animal Cemetery Fees	731	628	103	1,805	40%	1,805
Traffic and Reg Park Fees	489	645	(156)	1,290	38%	1,290
Other Fees	183	275	(92)	551	33%	551
Operational Grants	150	78	72	183	82%	183
Capital Grants	0	0	0	0	n/a	0
Other Revenue	6	13	(7)	26	23%	26
	<b>1,584</b>	<b>1,685</b>	<b>(101)</b>	<b>3,947</b>	<b>40%</b>	<b>3,947</b>
<b>Corporate Controlled</b>						
Gain on Disposal/Revaluation	0	0	0	0	n/a	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>n/a</b>	<b>0</b>
<b>TOTAL</b>	<b>1,584</b>	<b>1,685</b>	<b>(101)</b>	<b>3,947</b>	<b>40%</b>	<b>3,947</b>

Satisfactory results overall. Traffic and Reg Park Fees under budget as a result of parking officers currently undertaking testing requirements for the new ANPR vehicle, resulting in a reduction in PIN volumes. Operational grants relate to Littering, Dumping and Waste reduction campaign \$25k and immunisation grant \$125k which was received earlier than planned. Other Fees relates to lower than expected SPER revenue for non traffic related offences.

## Department Controlled Expenses

### Employee Expenses

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	2,486	2,593	107	5,185	48%	5,185
Overtime	36	72	36	145	25%	145
Allowances	15	13	(2)	27	56%	27
Other employee costs	696	714	18	1,427	49%	1,427
<b>Total Labour Opex + Capex</b>	<b>3,233</b>	<b>3,392</b>	<b>159</b>	<b>6,784</b>	<b>48%</b>	<b>6,784</b>
<i>Less Capitalised Labour</i>	2	(85)	(87)	(128)	(2%)	2
Opex Labour before Contractors	<b>3,235</b>	<b>3,307</b>	<b>72</b>	<b>6,656</b>	<b>49%</b>	<b>6,786</b>
<i>Plus Contract Opex Labour</i>	317	44	(273)	87	364%	317
Opex Labour incl Contractors	<b>3,552</b>	<b>3,351</b>	<b>(201)</b>	<b>6,743</b>	<b>53%</b>	<b>7,103</b>

Employee expenses over budget due to additional positions held. Positions being included for approval in the upcoming budget amendment. These positions include an Internal Communications Officer (line of Sight), Environmental Health Officers (Eat Safe project) and additional Environment Officers (due to the escalation of environmental complaints/issues).

### Materials and Services (excl. Labour Contracts)

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Maintenance	61	77	16	155	39%	155
Other Services	134	128	(6)	295	45%	295
Service Contracts	1,895	2,311	416	4,497	42%	4,497
Other Materials and Services	259	258	(1)	437	59%	437
	2,349	2,774	425	5,384	44%	5,384
<b>Other Expense Sources</b>						
Other Expenses	55	63	8	76	72%	76
Internal Expenses	191	170	(21)	339	56%	339
	<b>2,595</b>	<b>3,007</b>	<b>412</b>	<b>5,799</b>	<b>45%</b>	<b>5,799</b>
<b>TOTAL DEPARTMENT CONTROLLED</b>	<b>6,147</b>	<b>6,358</b>	<b>211</b>	<b>12,542</b>	<b>49%</b>	<b>12,902</b>

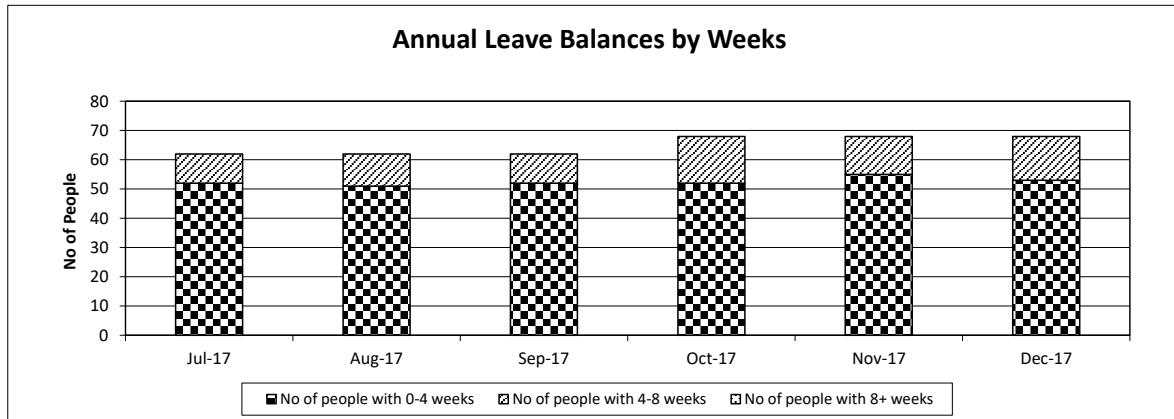
### Corporate Controlled Expenses

Depreciation	459	350	(109)	700	66%	700
Finance Costs	0	0	0	0	n/a	0
Loss on disposal assets	0	0	0	0	n/a	0
<b>TOTAL CORPORATE CONTROLLED</b>	<b>459</b>	<b>350</b>	<b>(109)</b>	<b>700</b>	<b>66%</b>	<b>700</b>

Satisfactory results overall. Service contracts under budget relates primarily to Safe City Branch. Other materials and services over budget primarily relates to legal costs for various matters.

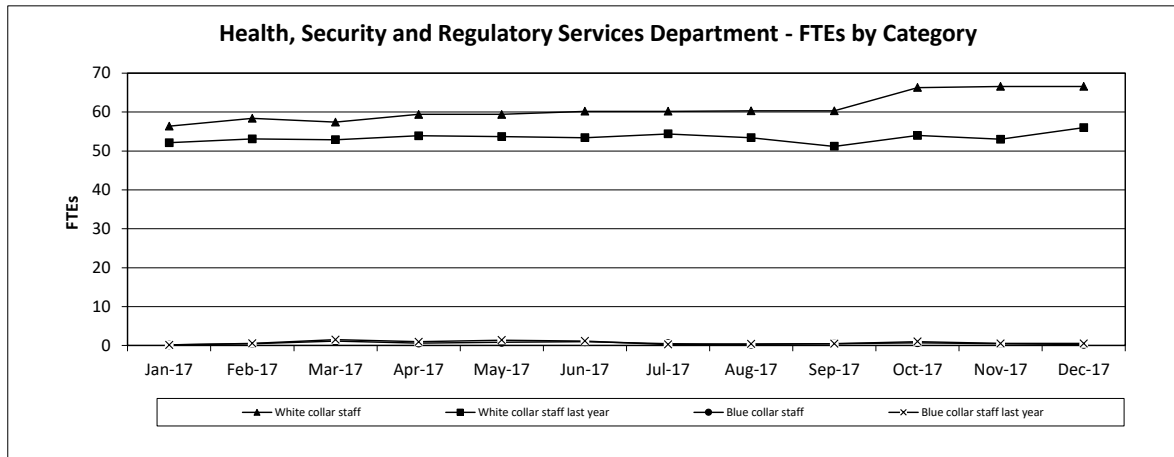
**Health, Security and Regulatory Services Department**

**Annual Leave Balances as at pay period ended 25 December 2017:**



	Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Dec-17	
No of people with 0-4 weeks	52	83.9%	51	82.3%	52	83.9%	52	76.5%	55	80.9%	53	77.9%
No of people with 4-8 weeks	10	16.1%	11	17.7%	10	16.1%	16	23.5%	13	19.1%	15	22.1%
No of people with 8+ weeks	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

**Full Time Equivalents:**

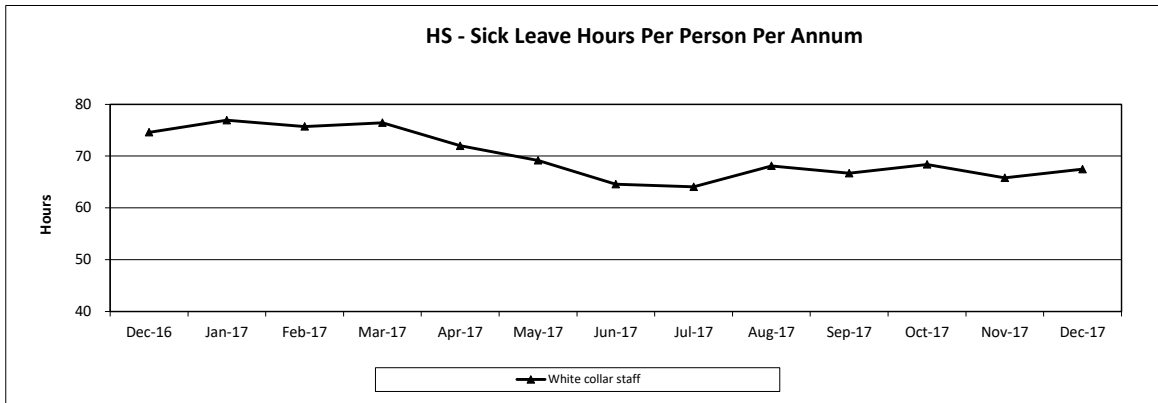


	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	56.4	58.4	57.4	59.4	59.4	60.2	60.2	60.3	60.3	66.3	66.6	66.6
Blue collar staff	0.2	0.5	1.2	0.6	0.8	1.0	0.5	0.3	0.5	0.7	0.5	0.3
<b>Total</b>	<b>56.6</b>	<b>58.9</b>	<b>58.6</b>	<b>60.0</b>	<b>60.2</b>	<b>61.2</b>	<b>60.7</b>	<b>60.6</b>	<b>60.8</b>	<b>67.0</b>	<b>67.1</b>	<b>66.9</b>
<i>Movement prior month (white collar)</i>	0.4	2.0	(1.0)	2.0	0.0	0.8	0.0	0.1	0.0	6.0	0.3	0.0
<i>Movement prior month (blue collar)</i>	(0.4)	0.4	0.7	(0.5)	0.2	0.2	(0.5)	(0.2)	0.2	0.2	(0.2)	(0.2)
<i>White collar staff last year</i>	52.1	53.1	52.9	53.9	53.7	53.4	54.4	53.4	51.2	54.0	53.0	56.0
<i>Blue collar staff last year</i>	0.2	0.6	1.5	1.0	1.4	1.2	0.3	0.4	0.5	1.0	0.5	0.5
<i>Total FTEs last year</i>	52.3	53.7	54.4	54.9	55.1	54.6	54.7	53.8	51.7	55.0	53.5	56.5



**Health, Security and Regulatory Services Department**

**Sick Leave:**



Dec-16 Hours	Jan-17 Hours	Feb-17 Hours	Mar-17 Hours	Apr-17 Hours	May-17 Hours	Jun-17 Hours	Jul-17 Hours	Aug-17 Hours	Sep-17 Hours	Oct-17 Hours	Nov-17 Hours	Dec-17 Hours
74.60	76.91	75.72	76.44	71.98	69.16	64.55	64.05	68.11	66.68	68.39	65.81	67.48

White collar staff

\* Rolling 12 month average

**Lost Time Injury Frequency Rates:**

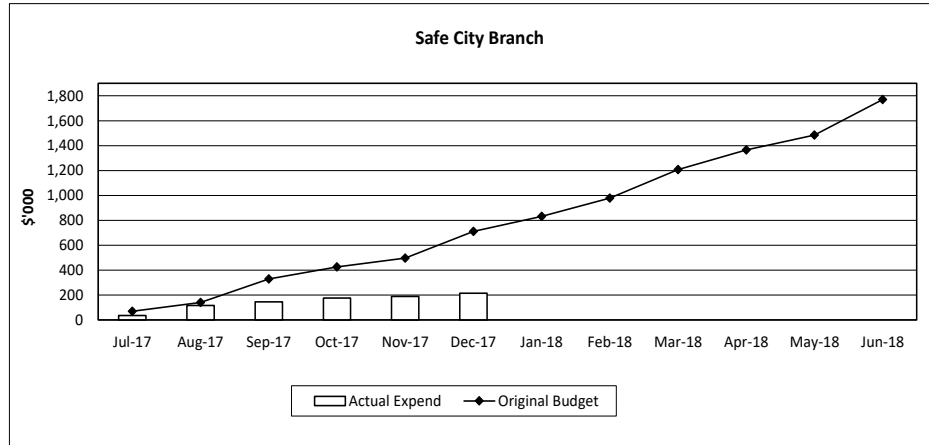
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	0	0	0	0	0	1	0	0	0	0	0	0	0
LTIFR	0	0	0	0	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	0	0	0	0	0	11	11	11	11	11	10	10	10
Cumulative Days lost 12 months	0	0	0	0	0	6	9	9	9	9	9	9	9
LTISR Rolling 12 months	0	0	0	0	0	65	97	96	95	95	92	90	89

\* December figures for LTIFR will be available in January Report

**Health, Security and Regulatory Services Department**

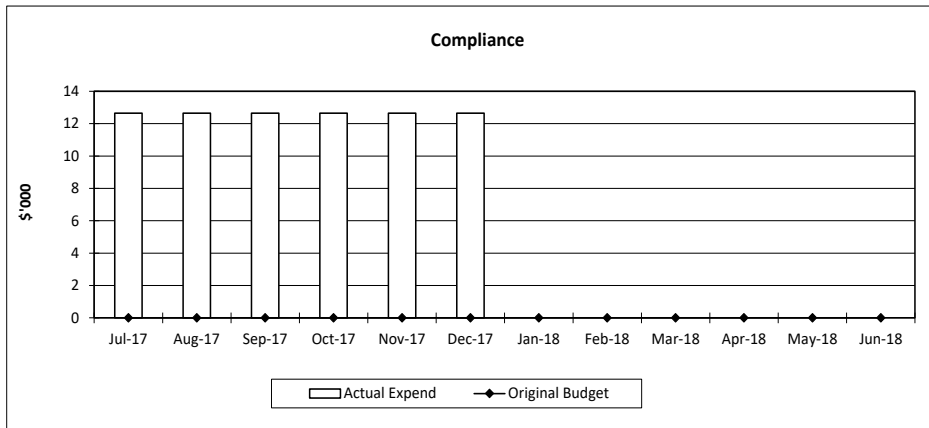
Results as at 31 December 2017:

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
<b>Department Controlled</b>	214	712	498	1,770	12%	1,770



**Major Projects**

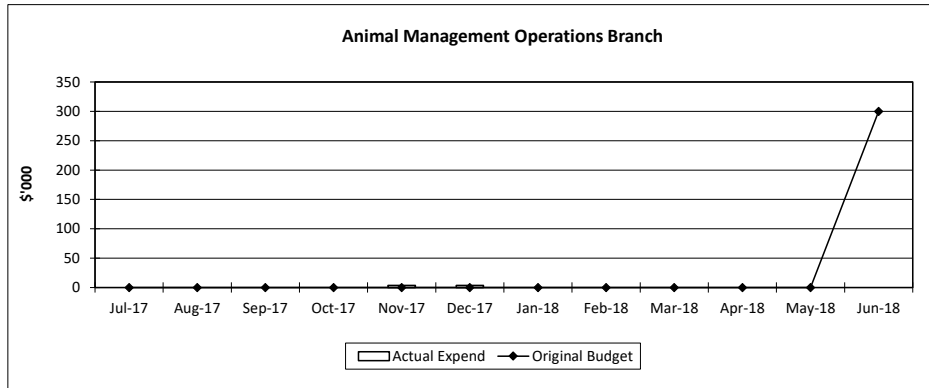
Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	214	712	No budget implications.



**Major Projects**

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	13	0	Relates to Meteorological Weather Stations purchased for odour related compliance matters.

**HS Capital Expenditure by Program con't**



**Major Projects**

Project No.	Project Name	YTD Actual \$'000	YTD Budget \$'000	Explanations/Mitigations
	Various Projects	4	-	No budget implications.

# Planning and Development Department

## Performance Report

### December 2017

**Revenue:**

	YTD Act \$'000	YTD Bud \$'000	YTD Var \$'000	FY Budget \$'000	% Achieved	FY F'cast \$'000
<b>Department Controlled</b>						
Town Planning Develop Fees	7,881	7,445	436	14,428	55%	14,428
Other Fees	22	20	2	40	55%	40
Govt Grant Subsidy	17	0	17	0	n/a	17
Other Revenue	515	2	513	3	n/a	515
Community Service Revenue	235	235	0	470	50%	470
	<b>8,670</b>	<b>7,702</b>	<b>968</b>	<b>14,941</b>	<b>58%</b>	<b>15,470</b>
<b>Corporate Controlled</b>						
Cash Contributions	5	5	0	5	100%	5
Interest	0	0	0	0	n/a	0
	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>100%</b>	<b>5</b>
<b>TOTAL</b>	<b>8,675</b>	<b>7,707</b>	<b>968</b>	<b>14,946</b>	<b>58%</b>	<b>15,475</b>

Satisfactory results overall. Other revenue includes deposit of \$487k from Cairns Road Developments, deposit has now been confirmed and receipted to the applicable accounts.

PD Performance Report  
December 2017

**Department Controlled Expenses**

**Employee Expenses**

	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Wages (opex and capex)	4,102	4,259	157	8,519	48%	8,519
Overtime	10	15	5	30	33%	30
Allowances	4	2	(2)	4	100%	4
Other employee costs	1,239	1,250	11	2,499	50%	2,499
<b>Total Labour Opex + Capex</b>	<b>5,355</b>	<b>5,526</b>	<b>171</b>	<b>11,052</b>	<b>48%</b>	<b>11,052</b>
<i>Less recovery/charge out</i>	23	0	(23)	0	n/a	23
Opex Labour before Contractors	<b>5,378</b>	<b>5,526</b>	<b>148</b>	<b>11,052</b>	<b>49%</b>	<b>11,075</b>
<i>Plus Contract Opex Labour</i>	0	0	0	0	n/a	0
Opex Labour incl Contractors	<b>5,378</b>	<b>5,526</b>	<b>148</b>	<b>11,052</b>	<b>49%</b>	<b>11,075</b>

Satisfactory results overall.

**Materials and Services (excl. Labour Contracts)**

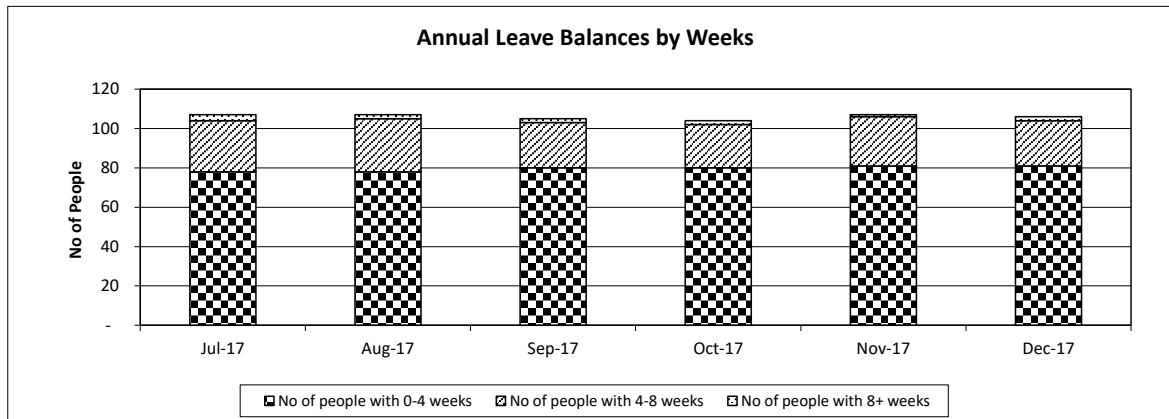
	YTD Act	YTD Bud	YTD Var	FY Budget		FY F'cast
	\$'000	\$'000	\$'000	\$'000	% Achieved	\$'000
Legal Expenses	373	150	(223)	300	124%	373
Consultants	36	79	43	156	23%	156
Other Materials and Services	86	130	44	262	33%	262
	<b>495</b>	<b>359</b>	<b>(136)</b>	<b>718</b>	<b>69%</b>	<b>791</b>
<b>Other Expense Sources</b>						
Other Expenses	2	10	8	12	17%	12
Internal Expenses	146	145	(1)	283	52%	283
	<b>643</b>	<b>514</b>	<b>(129)</b>	<b>1,013</b>	<b>63%</b>	<b>1,086</b>
<b>TOTAL DEPARTMENT CONTROLLED</b>	<b>6,021</b>	<b>6,040</b>	<b>19</b>	<b>12,065</b>	<b>50%</b>	<b>12,161</b>

**Corporate Controlled**

Depreciation	0	0	0	1	0%	1
Finance Costs	0	0	0	0	n/a	0
<b>TOTAL CORPORATE CONTROLLED</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0%</b>	<b>1</b>

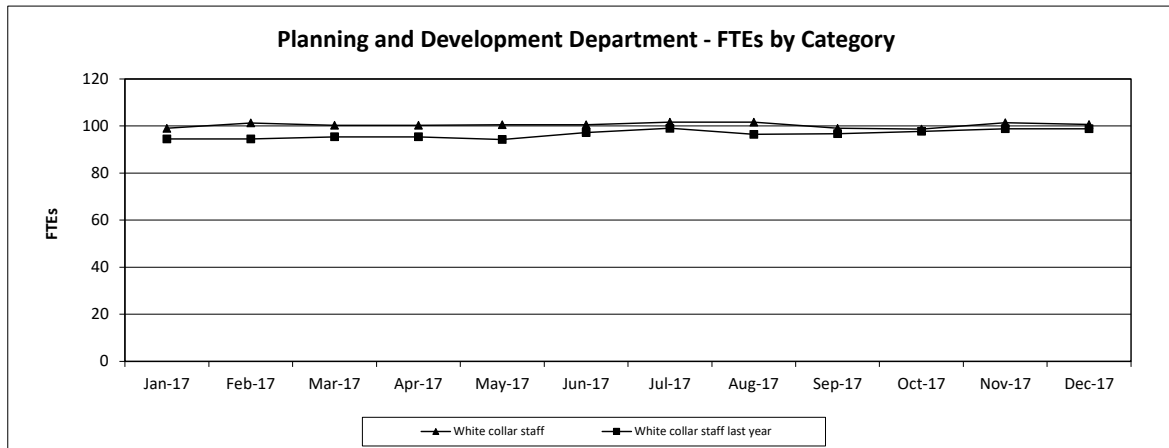
Legal expenses over budget due to a number of legal appeals and will be closely monitored.

**Annual Leave Balances as at pay period ended 25 December 2017:**



	Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Dec-17	
No of people with 0-4 weeks	78	72.9%	78	72.9%	80	76.2%	80	76.9%	81	75.7%	81	76.4%
No of people with 4-8 weeks	26	24.3%	27	25.2%	23	21.9%	22	21.2%	25	23.4%	23	21.7%
No of people with 8+ weeks	3	2.8%	2	1.9%	2	1.9%	2	1.9%	1	0.9%	2	1.9%

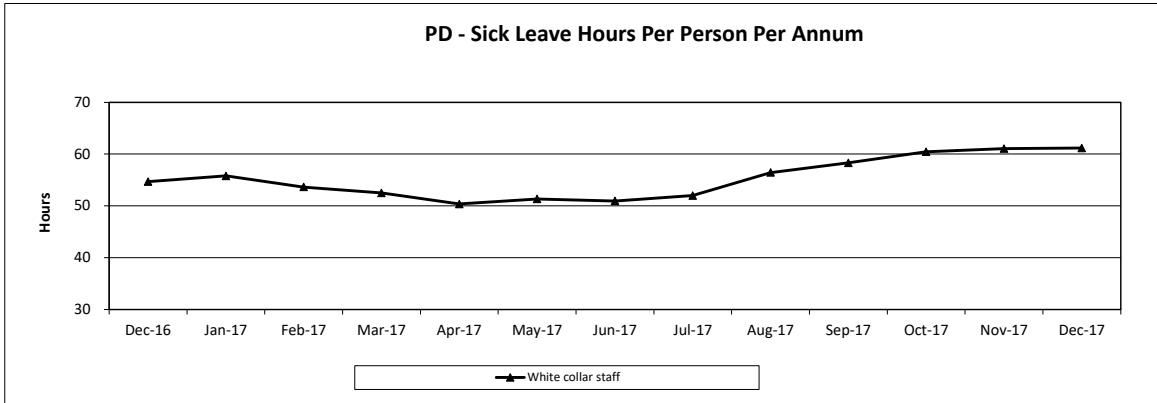
**Full Time Equivalents:**



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
White collar staff	99.0	101.3	100.3	100.3	100.5	100.5	101.6	101.6	99.0	98.7	101.4	100.6
<b>Total</b>	<b>99.0</b>	<b>101.3</b>	<b>100.3</b>	<b>100.3</b>	<b>100.5</b>	<b>100.5</b>	<b>101.6</b>	<b>101.6</b>	<b>99.0</b>	<b>98.7</b>	<b>101.4</b>	<b>100.6</b>
Movement prior month (white collar)	0.2	2.3	(1.0)	0.0	0.2	0.0	1.1	0.0	(2.6)	(0.3)	2.7	(0.8)
White collar staff last year	94.5	94.5	95.4	95.4	94.2	97.2	99.0	96.4	96.7	97.7	98.8	98.8
Total FTEs last year	94.5	94.5	95.4	95.4	94.2	97.2	99.0	96.4	96.7	97.7	98.8	98.8

**Planning and Development Department**

**Sick Leave:**



Dec-16 Hours	Jan-17 Hours	Feb-17 Hours	Mar-17 Hours	Apr-17 Hours	May-17 Hours	Jun-17 Hours	Jul-17 Hours	Aug-17 Hours	Sep-17 Hours	Oct-17 Hours	Nov-17 Hours	Dec-17 Hours
54.66	55.77	53.63	52.49	50.34	51.31	50.95	51.98	56.43	58.29	60.45	61.05	61.15

White collar staff

\* Rolling 12 month average

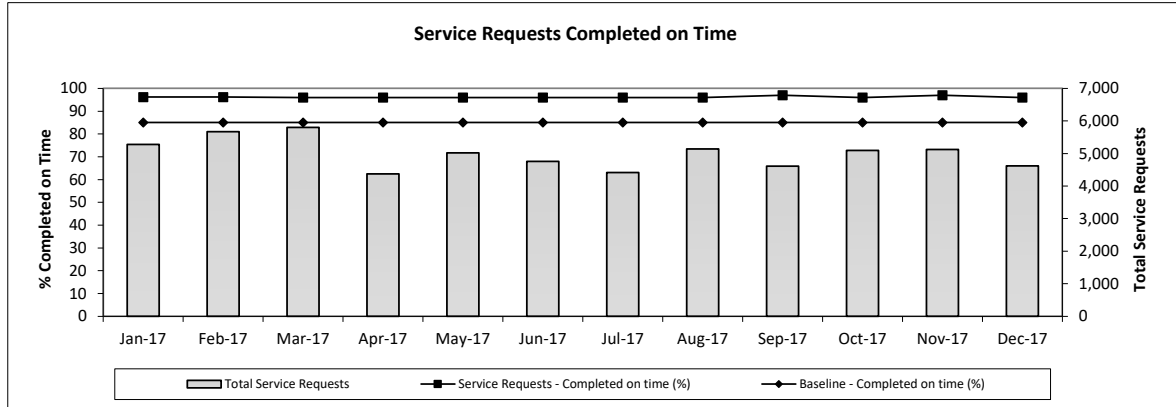
**Lost Time Injury Frequency Rates:**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
LTI's	1	0	0	0	0	0	0	0	1	0	0	0	0
LTIFR	68.4	0	0	-	0	0	0	0	0	0	0	0	0
LTIFR Rolling 12 months	6.43	6.38	6.32	6	6	6	6	6	12	12	12	12	6
Cumulative Days lost 12 months	3	3	3	3	3	3	3	3	6	30	51	65	84
LTISR Rolling 12 months	19.28	19.14	18.95	19	19	19	19	18	37	183	313	399	514

\* December figures for LTIFR will be available in January Report

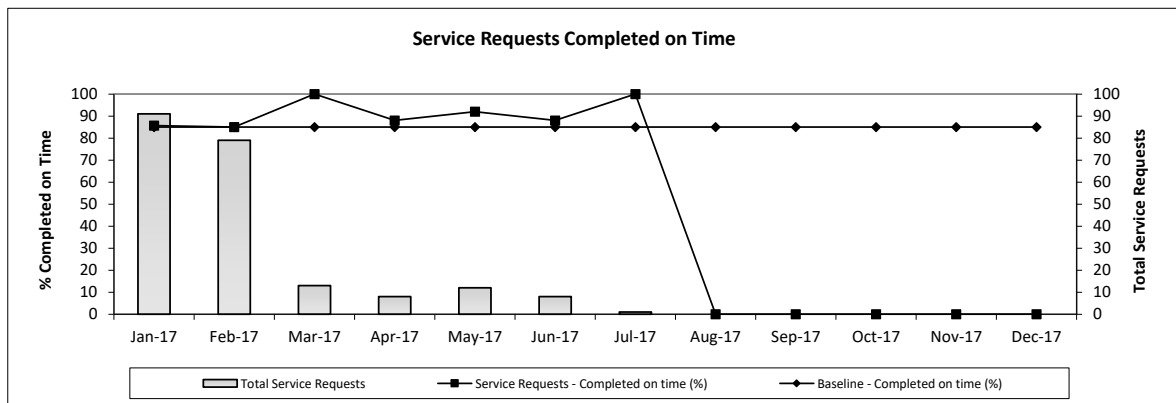
**Customer Engagement System**

All Council:



All Council	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Service Requests - Completed on time (%)	96	96	96	96	96	96	96	96	96	97	96	96
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	5,279	5,671	5,802	4,374	5,020	4,758	4,416	5,140	4,612	5,095	5,124	4,620

Arts, Social Development and Community Development Department:



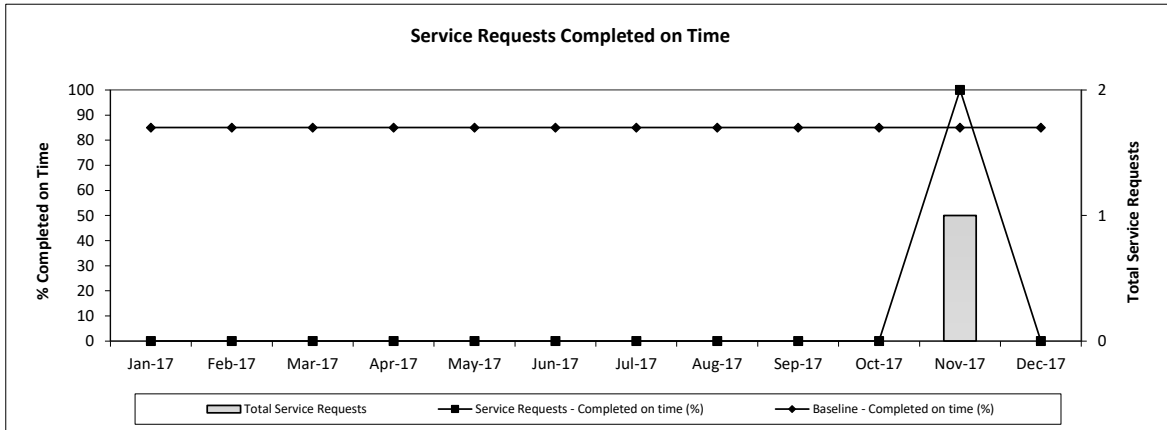
AS	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Service Requests - Completed on time (%)	86	85	100	88	92	88	100	0	0	0	0	0
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	91	79	13	8	12	8	1	0	0	0	0	0

**December**

No service requests received in December.



**Economic Development and Marketing Department:**

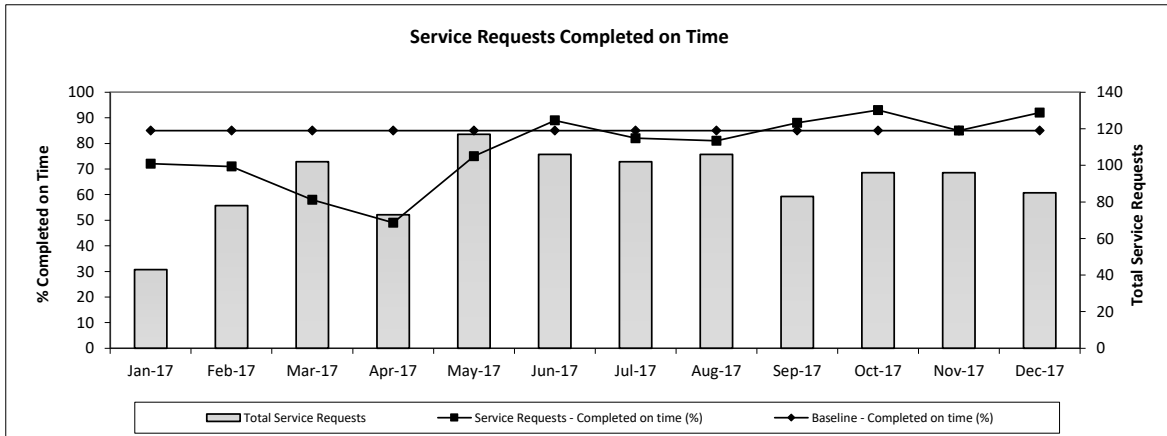


EDM	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Service Requests - Completed on time (%)	0	0	0	0	0	0	0	0	0	0	100	0
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	0	0	0	0	0	0	0	0	0	0	1	0

**December**

No service requests received in December.

**Infrastructure Services Department:**

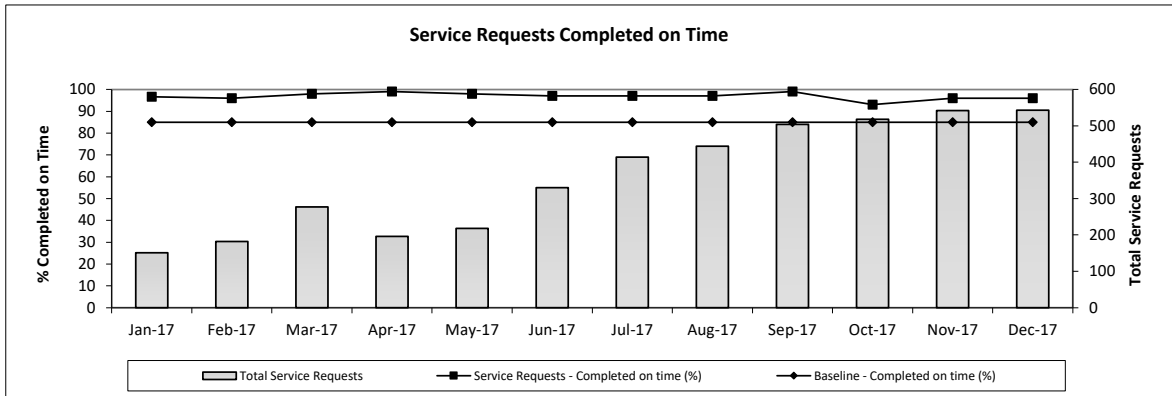


IS	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Service Requests - Completed on time (%)	72	71	58	49	75	89	82	81	88	93	85	92
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	43	78	102	73	117	106	102	106	83	96	96	85

**December**

The results exceed the baseline for the month.

**Finance and Corporate Services Department:**

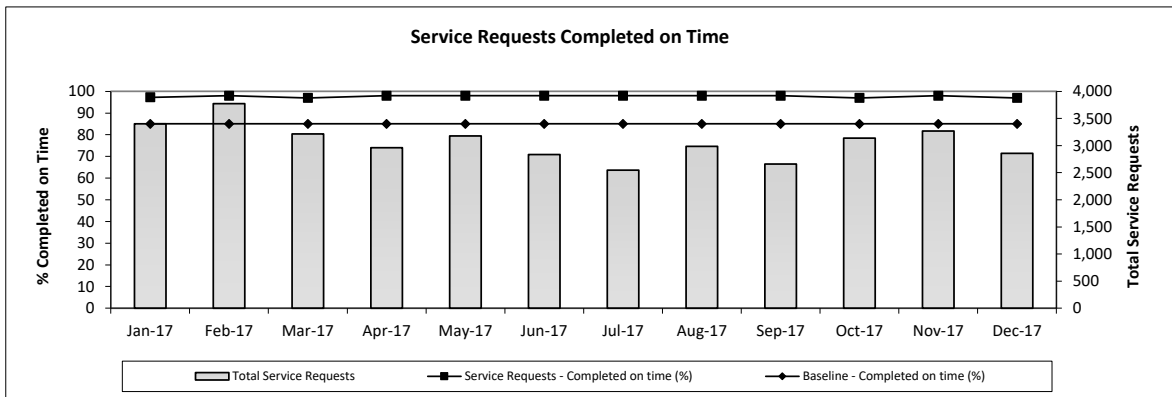


FC	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	
Service Requests - Completed on time (%)	97	96	98	99	98	97	97	97	97	99	93	96	96
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	151	182	277	196	218	330	414	444	504	518	542	543	

**December**

The results exceed the baseline for the month.

**Works Parks and Recreation Department:**

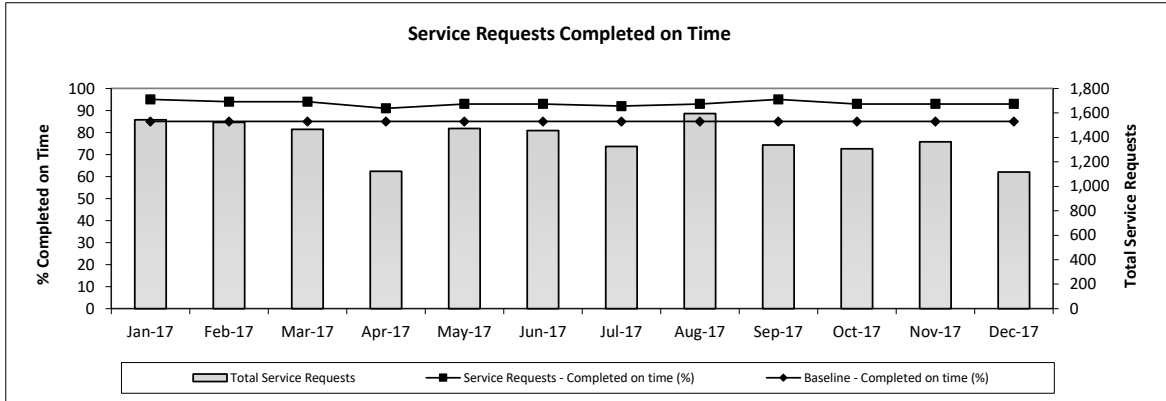


WP	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Service Requests - Completed on time (%)	97	98	97	98	98	98	98	98	98	97	98	97
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	3,402	3,774	3,215	2,961	3,178	2,835	2,547	2,986	2,660	3,138	3,269	2,857

**December**

The results exceed the baseline for the month.

**Health, Security and Regulatory Services Department:**

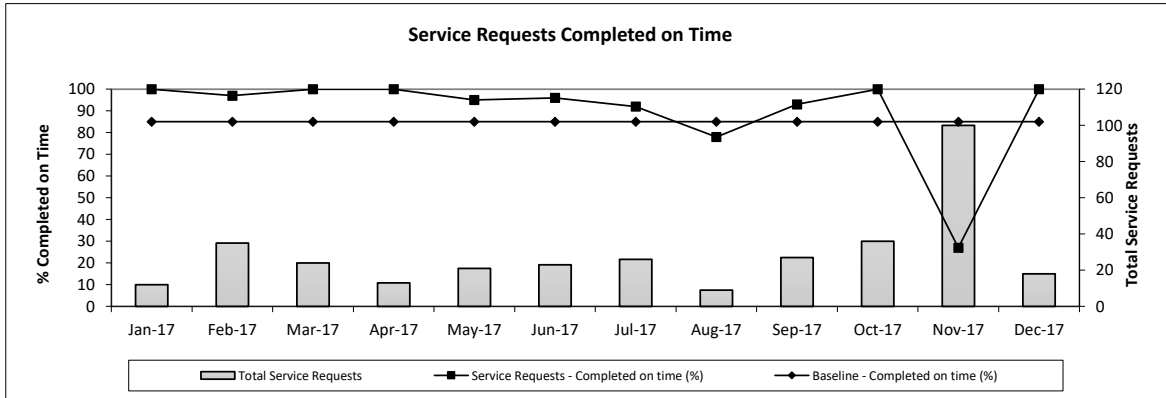


HS	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Service Requests - Completed on time (%)	95	94	94	91	93	93	92	93	95	93	93	93
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	1,544	1,523	1,466	1,123	1,473	1,456	1,326	1,595	1,338	1,307	1,364	1,117

**December**

The results exceed the baseline for the month.

**Planning and Development:**



PD	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Service Requests - Completed on time (%)	100	97	100	100	95	96	92	78	93	100	27	100
Baseline - Completed on time (%)	85	85	85	85	85	85	85	85	85	85	85	85
Total Service Requests	12	35	24	13	21	23	26	9	27	36	100	18

**December**

The results exceed the baseline for the month.

**Council Environmental Performance:**

**Waste Generated by Council Departments (Tonnes):**

		Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
<b>AS</b>	Event Recycling	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Depot Commercial and Industrial	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.39	0.39	1.17	0.20	0.20	0.20
	Office Recycling	0.01	0.01	0.01	0.13	0.27	0.01	0.01	0.28	0.19	0.24	0.11	0.01	0.21	0.01
	Office Commercial and Industrial	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>IS</b>	Office Recycling	-	-	-	-	0.04	-	-	0.08	-	-	-	-	-	-
	Depot Recycling	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Depot Construction and Demolition	0.01	0.01	0.01	0.01	-	-	-	-	-	-	-	-	-	-
<b>FC</b>	Office Recycling	0.19	3.98	0.32	0.35	0.35	0.15	0.33	0.79	0.30	0.31	0.47	0.57	0.12	0.15
	Office Waste	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Office Commercial and Industrial	0.35	3.16	0.30	0.24	0.26	0.24	0.29	0.26	0.26	0.27	0.04	0.29	0.23	0.26
<b>WPR</b>	Event Recycling	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Depot Construction and Demolition	35.52	45.60	39.78	37.60	46.26	31.62	42.32	66.38	51.36	75.91	63.84	39.67	54.81	22.22
	Depot Commercial and Industrial	19.84	16.49	18.64	16.15	20.01	16.62	17.71	17.85	18.37	20.70	51.19	20.86	17.75	17.17
	Depot Recycling	5.35	4.07	4.55	5.61	7.27	3.31	8.76	3.30	13.34	9.02	10.94	4.99	4.26	7.89
	Office Commercial and Industrial	9.44	8.78	9.48	8.59	10.44	8.20	10.64	10.27	9.70	11.25	3.90	9.88	9.85	9.84
	Office Recycling	4.49	4.07	4.24	3.73	4.47	3.85	4.70	4.81	4.48	4.64	4.41	4.22	4.57	3.46
	Timber	7.21	37.35	35.38	29.12	14.59	26.92	32.64	30.64	36.04	22.30	38.58	24.94	16.46	4.55
	Metal collected from Depots	14.04	8.60	26.54	31.62	2.64	6.31	2.34	6.02	3.71	1.72	2.68	3.50	3.39	1.97
	Community Service Obligation	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>HS</b>	Depot Commercial and Industrial	0.20	0.05	0.10	-	0.16	-	0.06	-	0.50	-	-	-	0.15	0.08
<b>PD</b>	Office Recycling	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Waste</b>		<b>96.84</b>	<b>132.37</b>	<b>139.55</b>	<b>133.35</b>	<b>106.96</b>	<b>97.43</b>	<b>120.00</b>	<b>140.88</b>	<b>138.64</b>	<b>146.75</b>	<b>177.33</b>	<b>109.28</b>	<b>111.93</b>	<b>67.72</b>

\* Education Program Recycling relates to bins supplied to schools/community groups with no charge as part of the education program  
 \*\* Operational Recycling is all recycling that is produced outside the office  
 \*\*\* Operational Waste is all waste that is produced outside of the office, such as green waste and timber  
 \*\*\*\* Public Place Recycling is recycling in a public place, such as a public pool  
 \*# Park Recycling is recycling from parks

**Community Environmental Performance:**

	Dec-14	Mar-15	Jun-15	Sep-15	Dec-15	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17
	%	%	%	%	%	%	%	%	%	%	%	%	%
Total recycling rate	31.38	31.37	33.72	26.89	31.84	33.32	34.34	29.69	35.92	38.06	32.50	31.71	31.5
% Waste diverted from landfill*	48.34	47.62	56.12	32.89	49.46	45.43	49.88	41.16	51.68	56.52	45.99	42.77	48.74

\*At Riverview Transfer Station

<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20/02/18	OAR: YES
<b>Authorisation:</b> Andrew Roach	

GT:ND  
A4618414

31 January 2018

**MEMORANDUM**

TO: CHIEF FINANCIAL OFFICER

FROM: DEVELOPMENT AND RELATIONSHIP MANAGER

RE: QUEENSLAND URBAN UTILITIES  
QUARTERLY REPORT FOR THE QUARTER ENDED DECEMBER 2017

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**INTRODUCTION:**

This is a report by the Development and Relationship Manager dated 31 January 2018 concerning Queensland Urban Utilities' (QUU) Quarterly Report for the quarter ended December 2017.

**BACKGROUND:**

Under the Participation Agreement (Agreement), QUU is required to provide a quarterly report to shareholding Councils that allows for informed assessment on QUU's operations and financial performance, emerging issues that may impact on performance/participation returns and progress towards the strategic objectives of the Corporate Plan.

**DISCUSSION:**

A review of the Quarterly Report for the quarter ended December 2017 (Attachment A) highlighted the following:

- Financial Management – Favourable year to date result with after tax earnings on track to achieve the forecast Corporate Plan result. This financial result is largely driven by continued increases in development activity. On 31 January 2018, Ipswich City Council received its interim participation return for 2017-2018 (based on Council's participation rate of 12.222%).
- Infrastructure Delivery – QUU's capital program delivery in Ipswich was predominantly achieved against the YTD forecast. QUU have advised that the approved 2017-2018 capital budget for the Ipswich local government area will be delivered.

- Customer and Communities – Continued focus on growing the percentage of QUU’s customer base using digital management for their bills with further initiatives planned to reach the target take up of 20% by June 2018.
- Customer and Communities – Following QUU’s first major customer engagement program (‘Let’s Talk Water’) which involved interviews with the residential, commercial, trade waste and development sectors, a Customer Engagement Plan has been developed with anticipated publication in early 2018.
- Shareholders and Strategic Stakeholders – In the quarter, QUU’s 2016-2017 Drinking Water Quality Management Plan Report was published. This report provides assurances to both the regulator and customers on the delivery of high-quality drinking water.
- Shareholders and Strategic Stakeholders – QUU held its first Water Start-up Challenge at Fire Station 101, the hackathon-style event produced three strong concepts that will be supported moving forward. A follow up hackathon is being planned for February 2018.
- Operational Excellence – A smart water meter trial has commenced in Rocklea, Brisbane to gain insights into the challenges and benefits of large-scale meter data collection and analysis. Smart meters offer a number of advantages including the regular collection of consumption data (no on-site read required), data transmission back to the utility, improved customer access to consumption information and the identification of on-site leaks.
- Corporate Plan Success Measures – Most strategic measures were either on or slightly below target, the latter under management by QUU.
- People – ‘Just Drive’ safety campaign launched to reinforce with staff that distractions cause serious crashes.
- Service Standards – All customer service standards achieved target during the quarter.

**ISSUES:**

Whilst cash contributions from development activity have exceeded the year to date budget, QUU consider it premature to determine whether this trend will continue.

**CONFIDENTIAL BACKGROUND PAPERS:**

Confidential Background Papers	Confidential Attachment
<a href="#">QUU Quarterly Report – Quarter Ended December 2018</a>	Attachment A

**RECOMMENDATION:**

That the report be received and the contents noted.

Greg Thomas

**DEVELOPMENT AND RELATIONSHIP MANAGER**

I concur with the recommendation contained in this report.

Andrew Roach

**CHIEF FINANCIAL OFFICER**

<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20.02.18	OAR: YES
<b>Authorisation:</b> Andrew Roach	

A4624295

29 January 2018

**MEMORANDUM**

TO: ACTING CHIEF EXECUTIVE OFFICER

FROM: SENIOR PROPERTY OFFICER

RE: ACQUISITION OF VACANT LAND – 84 WARDS ROAD, SOUTH RIPLEY  
DESCRIBED AS LOT 1 ON RP24387  
DIVISION 8

---

**INTRODUCTION:**

This is a report by the Senior Property Officer dated 29 January 2018 concerning the acquisition of vacant land at 84 Wards Road, South Ripley and described as Lot 1 on RP24387. (Refer Confidential Background Papers as Attachment A).

**BACKGROUND:**

On 11 November 2016, a Council resolution was passed concerning the prioritised strategic acquisition of land for open space through the 2016-2017 Open Space Developer Contributions program. (Refer Confidential Background Papers as Attachment B).

This resolution outlined the Council's prioritisation assessment methodology and provided a list of properties that had been specifically identified for the purpose of extending open space for sport and recreation purposes. Priority 4 on this list identified the subject property and five adjoining properties for a future Citywide Sports and Court facility.

The Ripley Planning District has a high predominance of young children and adults. The Ripley Planning District currently has little open space. However, with significant population growth predicted between 2021 and 2031, the focus for the planning district will be to secure suitable open space in-line with the planned growth, as per Council's current open space planning framework. This planning district is forecasted to be the fastest growing in the City, placing additional importance on securing and developing land in a timely manner.

84 Wards Road is 16.187 hectares in area, is a regular shaped rural lot with a west aspect to Wards Road. The land is mostly cleared and undulating with Bundamba Creek at the northern boundary. There are no significant structural improvements on the land. The property is zoned as Recreation REC01RV (Ripley Valley Spine Bundamba/Deebing Creeks).

Negotiations with the five adjoining property owners is ongoing with advice to follow in a subsequent committee report.

**Confidential Background Papers**

<a href="#">Confidential Background Detail</a>	Background Details
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**RECOMMENDATION:**

- A. That Council enter into a contract of sale with the registered property owners to acquire, for open space purposes, the area of vacant land located at 84 Wards Road, South Ripley described as Lot 1 on RP24387, as detailed in the report by the Senior Property Officer dated 29 January 2018.
  
- B. That Council authorise the Chief Executive Officer to negotiate a contract of sale with the registered property owners, for Council to acquire the land at 84 Wards Road, South Ripley described as Lot 1 on RP24387 and to do any other acts necessary to implement Council’s decision to acquire this land in accordance with section 13(3) of the *Local Government Act 2009*.

Leisa Liggett  
**SENIOR PROPERTY OFFICER (PROPERTY SERVICES)**

I concur with the recommendations contained in this report.

Bryce Hines  
**ACTING CHIEF OPERATING OFFICER (WORKS PARKS AND RECREATION)**

I concur with the recommendations contained in this report.

Andrew Roach  
**CHIEF FINANCIAL OFFICER**



<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20.02.18	OAR: YES
<b>Authorisation:</b> Andrew Roach	

A4629097

6 February 2018

**MEMORANDUM**

TO: ACTING CHIEF EXECUTIVE OFFICER

FROM: SENIOR PROPERTY OFFICER

RE: LEASE OF REDBANK PLAINS COMMUNITY CENTRE TO MDA (MULTICULTURAL DEVELOPMENT AUSTRALIA)  
180 SCHOOL ROAD, REDBANK PLAINS  
LOT 801 ON SP264604  
DIVISION 9

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**INTRODUCTION:**

This is a report by the Senior Property Officer dated 6 February 2018 concerning a new lease to MDA Limited (MDA) also known as Multicultural Development Australia located at 180 School Road, Redbank Plains and described as Lot 801 on SP264604. (Refer Confidential Background Papers.)

**BACKGROUND:**

180 School Road, Redbank Plains, described as Lot 801 on SP264604 occupies 2,264 square metres. Refer to Attachment A. The subject land was dedicated to Council through the development process in freehold tenure, for the specific purpose of community use.

Council's Social Infrastructure Plan (SIP) identified the demand for a Local Level Community Centre within Redbank Plains South as the highest priority area for community facilities within the City of Ipswich.

In the 2016–2017 financial year, Council approved a funding commitment of \$850,000.00 towards the construction of the Centre in collaboration with the State Government, which committed additional funding totalling \$1,022,207.40 towards this project. The total construction budget equated to \$1,872,207.40.

At the Council Ordinary Meeting on 31 January 2017, Council adopted a Functional Brief for the purpose of informing the design of a new Local Level Community Centre on Council owned land located at 180 School Road, Redbank Plains (the Redbank Plains Community Centre). Refer to Confidential Attachment B.

Construction commenced in late 2017 and is scheduled for completion by mid-April 2018.

**Confidential Background Papers**

<a href="#">Confidential Background Detail</a>	Background Papers
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**RECOMMENDATION:**

- A. That Council resolve pursuant to section 236(2) of the *Local Government Regulation 2012* (the Regulation) that the exemptions under sections 236(1)(b)(ii) of the Regulation apply to the disposal of the leasehold interest located at 180 School Road, Redbank Plains and described as Lot 801 on SP264604, by way of a new leasehold arrangement between Council and MDA Limited (Multicultural Development Australia) for a consideration sum of \$1.00, if demanded.
- B. That Council enter into a lease with MDA Limited (Multicultural Development Australia) ("the tenant") for a period of three (3) years plus an option period of three (3) years for a leasehold interest located at 180 School Road, Redbank Plains and described as Lot 801 on SP264604.
- C. That Council enter into a Management Agreement with MDA Limited (Multicultural Development Australia) ("the tenant") for a period of three (3) years plus an option period of three (3) years for the management of this facility located at 180 School Road, Redbank Plains and described as Lot 801 on SP264604.
- D. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the lease to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

Leisa Liggett  
**SENIOR PROPERTY OFFICER (PROPERTY SERVICES)**

I concur with the recommendations contained in this report.

Caroline McMahon  
**CHIEF OPERATING OFFICER (ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)**

I concur with the recommendations contained in this report.

Bryce Hines  
**ACTING CHIEF OPERATING OFFICER (WORKS, PARKS AND RECREATION)**

I concur with the recommendations contained in this report.

Andrew Roach  
**CHIEF FINANCIAL OFFICER**

29 January 2018

<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: <b>20 February 2018</b>	OAR: <b>YES</b>
Authorisation: <b>Andrew Roach</b>	

**MEMORANDUM**

TO: MAYOR AND MEMBERS OF CITY MANAGEMENT FINANCE AND COMMUNITY ENGAGEMENT COMMITTEE

FROM: ACTING CHIEF EXECUTIVE OFFICER

RE: INSURANCE CLAIMS OVER \$15,000

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**INTRODUCTION:**

This is a report by the Acting Chief Executive Officer dated 29 January 2018 concerning a summary of insurance claims over \$15,000.00 currently being managed by Ipswich City Council's public, product and professional indemnity insurers, Local Government Mutual (LGM) Queensland/Jardine Lloyd Thompson Pty Ltd (JLT).

**BACKGROUND:**

Ipswich City Council holds public, product and professional indemnity insurance with LGM Queensland/JLT under the Local Government Mutual Insurance Scheme.

A summary of the current insurance claims over \$15,000.00 as at December 2017, managed by LGM Queensland/JLT has been prepared and is contained in the confidential background papers.

Ipswich City Council has an excess of \$7,500.00 each claim. Any costs incurred over and above the excess are borne by LGM Queensland/JLT.

The costs associated with these claims has been broken down into the following:

<b>Title</b>	<b>Description</b>
Total Paid Investigation and Legal Costs	This represents the costs incurred by LGM to investigate the claim or engage a law firm to manage the claim on its behalf (actual costs).
Outstanding Estimate	This represents the total costs less actual costs (expected costs).
Total Costs (gross incurred)	This represents the total reserve held on the matter by LGM. The reserve represents what an insurer considers the claim may cost to resolve comprising investigation and legal costs and claim amount. The reserve varies according to the type of claim lodged.

**CONFIDENTIAL BACKGROUND PAPERS**

<b>Confidential Background Papers</b>	<b>Confidential Attachment</b>
<a href="#">Insurance Claims over \$15,000.00</a>	Attachment A

**RECOMMENDATION:**

That the report be received and the contents noted.

Gary Kellar  
**ACTING CHIEF EXECUTIVE OFFICER**

<b>City Management, Finance and Community Engagement Committee</b>	
Mtg Date: 20.02.2018	OAR: YES
<b>Authorisation:</b> Caroline McMahon	

31 January 2018

**MEMORANDUM**

TO: CHIEF OPERATING OFFICER  
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

FROM: CIVIC CENTRE AND PERFORMING ARTS MANAGER

RE: TRANSFER OF MANAGEMENT OF THE NORTH IPSWICH CORPORATE CENTRE

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**INTRODUCTION:**

This is a report by the Civic Centre and Performing Arts Manager dated 31 January 2018 concerning the transfer of management of the North Ipswich Corporate Centre from the Works, Parks and Recreation Department to the Arts, Social Development and Community Engagement Department.

**BACKGROUND:**

The North Ipswich Reserve Corporate Centre is currently managed by Works, Parks and Recreation, however the Corporate Centre holds promise as a functions venue – both as a dry hire and fully catered services. There is significant opportunity to boost utilisation of the venue and therefore revenue generated by the Corporate Centre under the management of the Civic Centre.


The provision of function venue hire and catering services is a core business for the Civic Centre. The Civic Centre is now at 80% capacity for Friday and Saturday night bookings for 2018, and on numerous occasions in the past year, management have had to decline business enquiries due to insufficient venue capacity. Transferring the management of the Corporate Centre to the Civic Centre would build on the Civic Centre's current service offering and create an additional supply to meet existing market demand. The Corporate Centre could be marketed to the Civic Centre's current customer base and, from a business process perspective, be absorbed into current booking systems, catering and event services, providing customers with a significantly improved experience.

The proposed transition of management of the Corporate Centre would honour all current sponsorship commitments and bookings, while still forecasting revenue projections of 230% cumulative growth over five years, off the current revenue base.

**CONSULTATION:**

The Acting Chief Operating Officer (Works, Parks and Recreation) has been consulted and supports the transition of management of the North Ipswich Reserve Corporate Centre to the Civic Centre.

**CONFIDENTIAL BACKGROUND PAPERS**

Confidential Background Papers	Background Papers
<a href="#">Briefing Note – North Ipswich Reserve</a>	 Background Papers

**RECOMMENDATION:**

That the report be received and the contents noted.

Don Stewart  
**CIVIC CENTRE AND PERFORMING ARTS MANAGER**

I concur with the recommendation contained in this report.

Caroline McMahon  
**CHIEF OPERATING OFFICER (ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)**

<b>City Management Finance and Community Engagement Committee</b>	
Mtg Date: 20.02.18	OAR: YES
<b>Authorisation: Gary Kellar</b>	

12 February 2018

**MEMORANDUM**

TO: ACTING CHIEF EXECUTIVE OFFICER

FROM: MAYOR'S EXECUTIVE OFFICER

RE: SUPERCARS AGREEMENT – FIA TRACK UPGRADE REQUIREMENT

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**INTRODUCTION:**

This is a report by the Mayor's Executive Officer dated 12 February 2018 in regard to a contractual obligation to upgrade the Queensland Raceway's track in accordance with the Agreement entered into with Supercars for the holding of events at Queensland Raceway. As a result of a Fédération Internationale de l'Automobile (FIA) track inspection held in October 2017 the extent of works required to meet safety standards for the 2018 event have been identified. Accordingly, additional funds will be needed to bring the track up to FIA safety standards before a permit can be issued for the 2018 Supercars event.

**BACKGROUND:**

Council at its Ordinary Meeting on 30 May 2017 resolved to enter into a 10 year sponsorship agreement (2017 to 2026) with Supercars. That agreement placed certain obligations on Council to fund improvements to track safety. At the time of entering into the agreement the extent of that funding commitment was unclear.

**RELATIONSHIP WITH SUPERCARS:**

In November 2017, the Mayor and Deputy Mayor met with representatives of Supercars to negotiate a new working relationship moving forward between the two parties, and to inform Supercars of Council's change in strategy in regard to ownership of Queensland Raceways.

At that time it was pointed out that even if Council does not control the Queensland Raceways land, as per the contract Council is still responsible for all costs incurred for any safety modifications and improvements required to be undertaken to the circuit in order to have a circuit licence issued.

There are two motor sport bodies involved in discussions over the extent of works required to ensure the track is in appropriate condition to meet safety standards for the race. These are Confederation of Australian Motor Sport (CAMS) and FIA.

Negotiations between Supercars and CAMS, on behalf of Council, are continuing with Council's preferred position to be acceptance of the FIA requirements rather than those of CAMS, but ultimately Council will need to approve the cost to upgrade the track, relevant to the 2018 and 2019 event sponsorship agreement in order to ensure that the works are completed prior to the 2018 event.

**NEW EVENT SPONSORSHIP AGREEMENT REQUIRED:**

With the changes to management and investment in the motorsport precinct, Council's event agreement with Supercars required substantial adjustment to many of the agreement specifications related to commitments that could only be delivered under the envisaged owner manager model. Council has been actively engaged with Supercars on this matter and has reached mutual agreement to revise the relationship as a more traditional major event sponsorship, in line with agreements between Council and Supercars in previous years.

Council is finalising the new agreement specification to ensure maximum outcomes and leverage for the 2018 and 2019 events. Council's financial commitment to the Supercars events will be consistent with previous years and the introduction of a performance based payment structure will drive increased interstate and international attendance leading to greater economic impact for the event.

**Confidential Background Papers**

<b>Confidential Background Detail</b>	<a href="#">Background Details</a> (Commercial arrangements and negotiations)
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**RECOMMENDATIONS:**

- A. That Council seek a revised event sponsorship arrangement with Supercars for a two (2) year agreement with the level of financial commitment to be further negotiated.
- B. That the Chief Executive Officer and Mayor be authorised to continue negotiations in regard to the final costs for the FIA safety upgrade, with the final budget to be presented to council for approval.

Allison Grant  
**MAYOR'S EXECUTIVE OFFICER**

I concur with the recommendations contained in this report.

Gary Kellar  
**ACTING CHIEF EXECUTIVE OFFICER**