



Agenda

Goondiwindi Regional Council
Ordinary Meeting
18 December 2024 commencing at 9.00am
Council Chambers
4 McLean Street, Goondiwindi

DURING THE COURSE OF THE MEETING, PLEASE ENSURE ALL MOBILE TELEPHONES ARE SWITCHED OFF OR IN SILENT MODE.

Opening of Meeting

Attendances: Opening Prayer – Pastor Adam Hess, Presbyterian Church

Deputation:

Apologies:

Declaration of Interest:

Condolences/Congratulations:

Confirmation of Minutes of Previous Meeting

30 October 2024	Ordinary Committee Meeting
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Business Arising from Previous Meeting

Officer Reports

EXECUTIVE OFFICE

01.	EX 046/24	DISPOSAL OF PART OF LOT 1 SP327025 BOWEN STREET, GOONDIWINDI Council is requested to consider the tender received for the disposal of part of Lot 1 SP327025 located at 36-42 Bowen Street Goondiwindi.
02.	EX 047/24	COUNCIL POLICY UPDATE A review of two Council policies has been undertaken. The revised policies are tabled for endorsement.

General Business Executive Office

COMMUNITY AND CORPORATE SERVICES

03.	CCS 062/24	FINANCE REPORT PE 30 November 2024 The Finance Report for period ending 30 November 2024 is provided for Council's endorsement.
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04.	CCS 063/24	FLOOD WARNING INFRASTRUCTURE NETWORK PROGRAM – PROPOSED TRANSFER OF OWNERSHIP OF NOMINATED FLOOD WARNING ASSETS This report sets out information on the Bureau of Meteorology’s proposed acquisition of Council owned flood warning assets under the Flood Warning Infrastructure Network Program.
05.	CCS 064/24	GOONDIWINDI AIRPORT PRECINCT MASTER PLAN – BUDGET AMENDMENT Council has recently called for quotes via VendorPanel seeking to engage a qualified consultancy for the provision of a Master Plan for the Goondiwindi Airport Precinct and a budget amendment is required for the project to proceed.
General Business Community & Corporate Services		
ENGINEERING SERVICES		
06.	ES039/24	<u>COMMERCIAL IN CONFIDENCE</u> - RFT 2425-83 SUPPLY, DELIVERY AND PLACEMENT OF SPRAYED BITUMINOUS SURFACING FOR 2024/25 RESEAL PROGRAM This report has been prepared for Council to delegate authority to the Mayor, Portfolio Holder and Chief Executive Officer to decide RFT 2425-83 for the Supply, Delivery and Placement of Bituminous Surfacing for the 2024/25 Reseal Program
07.	ES040/24	BUDGET AMENDMENT PORTABLE SPRAY UNITS This report has been prepared to allow Council to consider a budget amendment for the purchase of two portable spray units to replace previously disposed of items and one on which the tank has failed.
General Business Engineering Services		
Reception of Notice of Motion for Next Meeting		
Ordinary Meeting of Council, Wednesday, 22 January 2025, commencing at 9.00am at the Council Chambers, 4 McLean Street, Goondiwindi QLD 4390.		
General Business		

REPORT DATE: 11 December 2024 **REPORT NUMBER:** EX 046/24
DEPARTMENT: Executive Office
REPORT TITLE: Disposal of part of Lot 1 SP327025 Bowen Street, Goondiwindi
PREPARED BY: Chief Executive Officer, Mr Carl Manton

SUBJECT:

Council is requested to consider the tender received for the disposal of part of Lot 1 SP327025 located at 36-42 Bowen Street Goondiwindi.

REPORT:

Council is the freehold owner of Lot 1 SP327025 known as 36-42 Bowen Street, Goondiwindi, part of which includes a large storage shed. The shed and part of the land surrounding the shed are considered surplus to Council's requirements.

In November 2023, Council workshopped and implied support for inviting Expression of Interests (EOI) for the purchase or lease of part of Lot 1 SP327025 36-42 Bowen Street Goondiwindi. In accordance with the s228(5) of *Local Government Regulation 2012* the EOI was publicly advertised in November 2023 in the Goondiwindi Argus, Council's website and social media page for a minimum of 21 days and included a detailed Information Memorandum defining land offered for purchase or lease.

The Information Memorandum provided information to assist interested parties with their assessment of the property. Despite the public advertisement Council received only one response from The WT Property Trust.

The process outlined in the *Local Government Regulation 2012* is a two step process with Council first calling for EOI and then if Council is satisfied there are one or more suitable submitters Council can invite tenders from those submitters. In August 2024, Council considered the matter at its Ordinary Meeting and resolved as follows:

That Council resolves to invite a written tender from The WT Property Trust being the sole Expression of Interest received for purchase or lease of part of Lot 1 on SP327025 and endorses it was public interest to originally invite expressions of interest from the public before inviting tenders due to the potential and beneficial use of the land.

An invitation to Tender was subsequently issued to The WT Property Trust (RFT2425-58 – Purchase of part of Lot 1 SP327025) and on 4 November 2024 Council received a tender response from the WT Property Trust. Upon receipt of the tender Council obtained an independent valuation of Lot 1 SP327025 located at 36-42 Bowen Street Goondiwindi.

Council is requested to consider delegating authority to the Mayor and Chief Executive Officer to undertake negotiations on behalf of Council for the disposal of part of Lot 1 SP327025 with the WP Property Trust in relation to the tender submitted in response to RFT2425-58 – Purchase of part of Lot 1 SP327025.

ASSOCIATED RISKS:

Legislative Compliance

FINANCIAL IMPACTS:

As per contract if entered into.

LEGISLATION/LEGAL/POLICY:

Local Government Act Regulation 2012 (Qld)

OFFICER'S RECOMMENDATION:

That Council resolves to delegate the Mayor and Chief Executive Officer to undertake negotiations on behalf of Council for the disposal of part of Lot 1 SP327025 with the WP Property Trust in relation to the tender submitted in response to RFT2425-58 – Purchase of part of Lot 1 SP327025 and the details of the matter be publicly available should a contract be signed.

REPORT DATE: 11 December 2024 **REPORT NUMBER:** EX 047/24
DEPARTMENT: Executive Office
PORTFOLIO HOLDER: n/a
REPORT TITLE: **Council Policy Update**
PREPARED BY: Chief Executive Officer, Mr Carl Manton

SUBJECT:

A review of two Council policies has been undertaken. The revised policies are tabled for endorsement.

REPORT:

A review of the following policies has been undertaken:

GRC 086 Tourism Events Grant Funding Policy
GRC 017 Complaints Management Policy

Council is requested to adopt the amended policies accordingly.

ASSOCIATED RISKS:

Low

FINANCIAL IMPACTS:

As detailed in the policies.

CONSULTATION:

The policies have been reviewed by relevant Council Officers.

LEGISLATION/LEGAL/POLICY:

Local Government Act 2009

OFFICER'S RECOMMENDATION:

That Council resolves to adopt the following amended policies as tabled:

*GRC 086 Tourism Events Grant Funding Policy; and
GRC 017 Complaints Management Policy.*

ATTACHMENTS:

1. GRC 086 Tourism Events Grant Funding Policy
2. GRC 017 Complaints Management Policy



ADMINISTRATIVE ACTION COMPLAINTS MANAGEMENT POLICY

Adopted Date: 22 June 2011

Policy Number: GRC 0017

Policy Type: Strategic

Responsible Officer: Chief Executive Officer

Department: Executive

Version	Decision Number or CEO Approval	Decision Date	History
1	GRC 0017	22 June 2011	Review June 2014
2	Reviewed and Amended	22 July 2015	Review July 2018
3	Reviewed	24 July 2018	Review July 2020
4	Reviewed OM-159/20	24 September 2020	Review September 2023
5	Amended OM – 179/21	22 September 2021	Review September 2024
6	Reviewed OM	18 December 2024	Review September 2027

1. STATEMENT OF INTENT

In accordance with section 268 of the *Local Government Act (Qld) 2009* and section 306 of the *Local Government Regulation (Qld) 2012*, Council must adopt:

- a complaints management process that effectively manages administrative action complaints from their receipt to their resolution; and
- written policies and procedures supporting the complaints management process.

This Policy supports Council's Administrative Action Complaints Management Process and is consistent with the *Local Government Principles* as defined in section 4 of the *Local Government Act (Qld) 2009*.

2. SCOPE OF THE ADMINISTRATIVE ACTION COMPLAINTS MANAGEMENT PROCESS

The Administrative Action Complaints Management Process has been established for resolving complaints by affected persons about administrative actions of Council or Council officers. The Administrative Action Complaints Management Process does not apply to the following :

- A customer service request;
- A complaint made under Chapter 3 of the *Local Government Act (Qld) 2009* ("the Act") about competitive neutrality issues;

- c) A complaint about official misconduct that should be directed to the Crime and Corruption Commission;
- d) A complaint made under the *Public Interest Disclosure Act 2010*;
- e) A complaint about the conduct and performance of Councillors as prescribed in Chapter 6, Part 2, Division 6 of the Act; and
- f) A complaint made under Section 48A of the *Crime and Corruption Act (Qld) 2001* that involves or may involve corruption of the Council's Chief Executive Officer; and
- g) Complaints about Council breaching its human rights obligations.

3. OBJECTIVES

The Administrative Action Complaints Management Process is established with the following objectives;

- 3.1 The fair, efficient and consistent treatment of complaints about decisions and other administrative actions of the Council;
- 3.2 A complaints management process that is easy to understand and is readily accessible to all;
- 3.3 Detection and rectification, where appropriate, of administrative errors;
- 3.4 Identification of areas for improvement in the Council's administrative practices;
- 3.5 Increase in awareness of the Administrative Action Complaints Management Process for the Council's staff and the community;
- 3.6 Enhancement of the community's confidence in the Administrative Action Complaints Management Process and the reputation of the Council as being accountable and transparent;
- 3.7 Building the capacity of staff to effectively manage complaints in an environment of continuous improvement;
- 3.8 Complaints will be acknowledged and resolved in a timely manner;
- 3.9 Council will manage complaints confidentially and ensure that complainants do not suffer any form of reprisal for making a complaint;
- 3.10 Council will abide by the principles of natural justice/procedural fairness when dealing with complaints.

4. POLICY COMMITMENT

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

Council commits to providing adequate resources to deal with complaints and to record and analyse complaints data.

Council will endeavour to ensure that:

- Anyone who is dissatisfied about a decision or other action can easily and simply lodge a complaint;
- Complainants are provided with information on the Administrative Action Complaints Management Process and, if necessary, assistance to make their complaint;
- Each complaint is initially assessed in terms of its seriousness, safety implications, complexity and degree of urgency;
- Council officers will receive complaints in a professional manner and welcome valid feedback as an opportunity for improvement of the Council's administrative practices;
- Complaints are resolved as quickly as possible, preferably on first contact if the complaint is straightforward;
- Complainants are advised of their appeal rights at the relevant stages of the Administrative Action Complaints Management Process;
- Complainants will be provided with a written statement of the outcomes, including details of the reasons for the outcome at the relevant stages of the decision-making process;
- Persons with a disability or special needs are offered every opportunity and assistance in accessing Council's complaints processes. Reasonable assistance will be provided to any complainant upon request (e.g. interpreter services, services for people with hearing or speech impairments or other disabilities).

5. DEFINITIONS

Terms used in the Administrative Action Complaints Management Process have the following meanings:

Administrative action – an administrative action of the Council, being an action about a matter of administration, including each of the following-

- a) a decision and an act;
- b) a failure to make a decision or do an act, including to provide a written statement of reasons for a decision;
- c) the formulation of a proposal or intention;
- d) the making of a recommendation.

Administrative Action Complaints Management Process – is a process for resolving complaints about administrative actions of the local government that –

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

Affected person – is a person who is apparently directly affected by an administrative action of a local government.

CEO – the Chief Executive Officer of the Council.

Council – Goondiwindi Regional Council.

Council Officer – includes a permanent, temporary, casual or contractor employed by Council.

Complaint – includes information or matter.

Crime and Corruption Commission – is an independent Queensland Government entity created to combat and reduce the incidence of major crime and to continuously improve the integrity of, and to reduce the incidence of misconduct in, the Queensland public sector.

Customer service request – is a request for service or the report of a matter for Council attention. (eg: missed garbage service, road damage, leaking water service, barking dogs etc).

Natural Justice – or procedural fairness is giving someone who might be adversely affected by a decision a fair hearing before the decision is made.

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

6. REMEDIES

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

- 6.1 An explanation for the action in question
- 6.2 An admission of fault
- 6.3 An apology
- 6.4 Revocation or amendment of the decision
- 6.5 Rectification, including repairing or replacing the matter in dispute
- 6.6 Revision of relevant policy, procedure or practice
- 6.7 Provision of technical assistance
- 6.8 Reimbursement of cost incurred as a result of the action in question
- 6.9 Financial compensation, including an ex-gratia payment
- 6.10 Waiver of debt

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

7. IMPLEMENTATION OF REMEDY

Council, through the CEO or delegate, will take action in a timely manner to implement any remedy made available to a complainant and/or any revision of its policy, practice or procedure.

8. REVIEW BY OTHER COMPLAINTS ENTITIES

If Council decides not to undertake a review, it will inform the complainant that a complaint may be lodged with the Queensland Ombudsman or other relevant complaint entity (giving contact details). It is also recognised that a complainant is also entitled to have a matter externally reviewed if they are still dissatisfied with the outcome of Council's review process.

9. COMPLAINTS MANAGEMENT SYSTEM

Council will maintain a *Register of administrative action complaints* to ensure complaints are recorded including the decision and outcome.

10. RESPONSIBILITY OF OFFICERS

All Council officers are required to observe the Administrative Action Complaints Management Process.

11. RELATED POLICIES OR PROCEDURES

All Council policies and procedures must be taken into consideration when considering or investigating a complaint under the Administrative Action Complaints Management Process.

12. COMMUNICATION

Council will make its Administrative Action Complaints Management Process readily available to all employees and members of the public, through a number of mechanisms including:

- incorporating appropriate training into Council's induction process;
- training Customer Service Officers and Investigating Officers on Public Interest Disclosures and the lodgement of complaints;
- including details of processes for employees to lodge complaints on Council's intranet;
- making this policy and process available for inspection during Council's office hours at Council's Customer Service Centres; and
- making this policy and process available on Council's website and intranet.

13. REVIEW DATE

September 2027

14. ATTACHMENT

Administrative Action Complaints Management Process

Administrative Action Complaints Management Process

Approval Date: 22 March 2011
Review Date: 22 September 2021
Department/Section: Governance

Goondiwindi Regional Council

OBJECTIVE

A process to be followed when dealing with administrative action complaints in accordance with section 268 of the *Act* and section 306 of the *Local Government Regulation (Qld) 2012* (*“the Regulation”*).

The process also has regard to the *Local Government Principles* as defined in section 4 of the *Act*.

SCOPE OF THE ADMINISTRATIVE ACTION COMPLAINTS MANAGEMENT PROCESS

The Administrative Action Complaints Management Process has been established for resolving complaints by affected persons about administrative actions of Council or Council officers. The Administrative Action Complaints Management Process does not apply to the following:

- a) A customer service request;
- b) A complaint made under Chapter 3 of the *Act* about competitive neutrality issues;
- c) A complaint about official misconduct that should be directed to the Crime and Corruption Commission;
- d) A complaint made under the *Public Interest Disclosure Act 2010*;
- e) A complaint about conduct and performance of Councillors as prescribed in Chapter 6, Part 2, Division 6 of the *Act*;
- f) A complaint made under section 48A of the *Crime and Corruption Act (Qld) 2001* that involves or may involve corruption of the Council's Chief Executive Officer; and
- g) Complaints about Council breaching its human rights obligations.

LOCAL GOVERNMENT PRINCIPLES

This process has regard to the following Local Government Principles, thereby allowing Council the flexibility to adequately deal with complaints, taking into consideration the size of Council and its community population:

- (a) transparent and effective processes, and decision-making in the public interest; and
- (b) sustainable development and management of assets and infrastructure, and delivery of effective services; and
- (c) democratic representation, social inclusion and meaningful community engagement; and
- (d) good governance of, and by, local government; and
- (e) ethical and legal behaviour of councillors and local government employees.

1. Complaints process

Complaints must be dealt with quickly and efficiently and every effort must be made by Council officers to achieve this outcome.

This process is instigated when the Council officer engaging with a potential complainant considers that the matter does or may need to be managed under the Administrative Action Complaints Process.

It should be clearly noted that a customer service request is not an administrative action in terms of the Act. However, if Council fails to act on such requests or its rectification actions are considered inappropriate then its actions or its failure to act is an administrative action as defined in the Act.

In the event a complaint is assessed as being a customer service request, the Officer receiving the complaint will have the request logged into Council's system and treated as a customer service request.

If the receiving Council officer considers that a matter requires assessment by Council's nominated officer, they should notify the nominated officer in line with the customer service procedure.

The following steps describe the model adopted by Council for handling complaints:

Step 1 – Intake and assessment

Step 2 – Internal review and investigation

Step 3 – Complaint finalisation

Step 4 – External review

Step 1 – Intake and assessment

The CEO or CEO delegate is to review a complaint to determine:

- (a) whether or not it is captured by the Administrative Action Complaints Management Policy and Administrative Action Complaints Management Process; and
- (b) whether or not it warrants investigation.

If the complaint is to be investigated, the CEO, or CEO delegate, is to:

- (a) complete the 'Register of administrative action complaints';
- (b) categorise the complaint by its severity and allot a timeframe to the complaint for resolution;
- (c) give the Referral Officer written instructions stipulating the date by which the investigation is to be completed; and
- (d) acknowledge receipt of the complaint with the following:
 - the estimated timeframes to resolve the complaint;
 - the Referral Officer/ and contact details; and
 - in which stage the complaint will be handled.

The Referral Officer investigating a complaint must be equal to or senior to the original decision-maker.

If a complaint is not to be investigated, the CEO is to:

- (a) acknowledge receipt of the complaint;
- (b) advise the complainant that the complaint will not be investigated;
- (c) provide the complainant with the reasons for the decision; and
- (d) advise the complainant of any available avenues of appeal.

Step 2 – Internal review and investigation

An investigation by a Referral Officer should include, but not be limited to:

- (a) ensuring they act within their power and understand their role and terms of reference;
- (b) establishing a list of people to be interviewed and any files or locations to be inspected;
- (c) conducting interviews and inspecting sites and documents as required;
- (d) gathering and recording information;
- (e) providing relevant information to those involved in the investigations;
- (f) observing any legal requirements involved in making decisions;
- (g) researching and applying all relevant laws;
- (h) evaluating the evidence;
- (i) identifying factors that contributed to the complaint arising;
- (j) formulating recommendations;
- (k) progress updates to be communicated to the complainant if the complaint cannot be finalised in the expected timeframe; and
- (l) preparing a report clearly summarising the matter and results of the investigation, setting out findings and recommendations, including remedies if deemed appropriate.

Step 3 – Complaint finalisation

Following a detailed investigation of a complaint by a Referral Officer, written advice must be provided to the complainant detailing the outcome of the review and specifically addressing their concerns. A statement of reasons, amongst other things, would include the following:

- (a) the allegation;
- (b) identifying the applicable legislation and any relevant Council policy or process;
- (c) the findings of fact;
- (d) the analysis;
- (e) the decision;
- (f) the reasons for the decision;
- (g) rights for an external review through the Queensland Ombudsman or other relevant entity; and
- (h) the Referral Officer's contact details.

If, on the other hand, there are grounds to uphold a complaint, for whatever reason, the statement must outline the proposed remedies and timeframes for their implementation.

Step 4 – External review

When a complainant remains dissatisfied with the investigative outcome the CEO or delegate will advise the complainant of their external review rights through the Queensland Ombudsman or other relevant entity.

2. Lodging a complaint

A person may make a complaint in any of the following ways:

- (a) In person by attending Council's Customer Service Centre located at 4 McLean Street, Goondiwindi, Qld, 4390;
- (b) by telephoning Council's Customer Service Centre on (07) 4671 7400;

(c) in writing by post which is addressed to the Chief Executive Officer, Goondiwindi Regional Council, LMB 7, Inglewood, QLD, 4387; by facsimile to (07) 4671 7433 or by email to mail@grc.qld.gov.au.

All complaints are to be referred to the CEO or delegate for appropriate action and recording into the complaints register if required. Every effort for assistance will be provided by Council officers in how to make a complaint and the process to be followed. In the first instance, complaints must be acknowledged within five (5) days and will advise the complaint reference and the name of the person who may be contacted about the handling of the complaint. This timeframe may be extended in unusual circumstances, e.g. if a large number of complaints are received about the same matter. If this occurs, written acknowledgements will be sent as soon as is practicable and will include an explanation for delay.

Council will endeavour to ensure that persons with a disability or special needs are offered every opportunity and assistance in accessing Council's complaints processes. Reasonable assistance will be provided to any complainant upon request (e.g. interpreter services, services for people with hearing or speech impairments or other disabilities).

Council will make its Administrative Action Complaints Management Process readily available to all employees and members of the public, through a number of mechanisms including:

- incorporating appropriate training into Council's induction process;
- training Customer Service Officers and Referral Officers on Public Interest Disclosures and the lodgement of complaints;
- including details of processes for employees to lodge complaints on Council's intranet;
- making this policy and process available for inspection during Council's office hours at Council's Customer Service Centres; and
- making this policy and process available on Council's website and intranet.

3. Anonymous Complaints

Affected persons are able to make a complaint anonymously either in writing, via email or by telephone. If a complainant does decide to complain anonymously, the need to provide sufficient information for the matter to be investigated is critical. If made anonymously, it will not be possible for Council to clarify or request further information from the complainant. Further, it will not be possible to advise the complainant of Council's decision and the reasons for that decision in relation to the complaint.

Council manages all complaints following strict privacy guidelines and complainants can be assured that their personal details will not be disclosed to outside agencies without your permission.

4. Criteria for refusing to investigate a complaint

Complaints must be assessed so that it is fully understood to provide a basis for an assessment as to whether it will be investigated. Criteria for this process are as follows:

- (a) what the complainant wants as an outcome as it may be possible to amicably and informally resolve the matter quickly and without detailed investigation;

- (b) whether the resources required to deal with the matter would be disproportionate to the complaint's significance and likely outcome;
- (c) what remedies would be available;
- (d) if the complaint has previously been dealt with under the Administrative Action Complaints Management Process; and
- (e) sufficient direct interest.

Further to item (e) above although the CEO may refuse to investigate a complaint if they reasonably consider that the complainant does not have sufficient direct interest in the administrative action, it is important to note that this is a discretionary power which may or may not be exercised. Therefore, the CEO may, depending on the particular circumstances, decide to accept a complaint for investigation despite the complainant not having a sufficient direct interest in the matter.

5. Investigating a complaint

The investigation of a complaint must be undertaken by the Referral Officer in an independent, impartial and objective manner. When conducting an investigation the Referral Officer will adhere to the following principles:

- (a) Procedural fairness/natural justice;
- (b) The civil standard of proof (balance of probabilities) is to apply;
- (c) Confidentiality must be maintained to the extent the law permits;
- (d) Lawfulness of a particular action is not necessarily decisive of the issue in dispute. The Referral Officer will also assess whether the action was unfair, unreasonable or wrong.

The Referral Officer must also follow the four stages of the investigative process as outlined in section 1 of this process.

6. Timeframes

It shall be the intention of all who handle complaints to deal with the matters without any undue delay. It is important that any person responsible for managing the handling of a complaint takes responsibility for keeping the complainant informed of the progress of the matter, explaining and managing the timelines for each stage of the process.

If necessary, the Referral Officer should contact the complainant to negotiate an extension of time if standard timeframes cannot be met. Contact should be made as soon as possible (i.e. as soon as the officer becomes aware of the fact the timeframe is not likely to be achieved, or before the expiry of the timeframe).

7. Measurement of Success

The effectiveness of the Administrative Action Complaints Management Process may be reflected in feedback from customer satisfaction surveys and monitored in a number of ways, including the following performance indicators, trends in the numbers, types and resolution of complaints:

Complaint	Telephone	Face-to-Face	Written	Performance Indicators
Provide acknowledgement	At time of contact	At time of contact	Within 5 business days	100% of complaints acknowledged within timeframe

Inform of progress	Complainant advised of progress every 20 business days, until resolved	100% of complaints followed up within timeframe
Finalise outcome of investigation	Investigation finalised (i.e. that the complaint has been substantiated or not) within 20 business days of receipt	80% of complaints resolved within timeframe
Finalise outcome of investigation	Investigation finalised (i.e. that the complaint has been substantiated or not) within 40 business days of receipt	100% of complaints resolved within timeframe
	Note: The outcome does not include the taking of possible disciplinary action. This is a separate process and a separate timeframe will apply.	
Stakeholders advised of outcome	Complainant and any external agency advised of outcome within 7 days of the decision	100% of stakeholders advised of outcome within timeframe

8. External review

Advice to a complainant should include reference to other external review entities, in the event they seek further review. Council will make every effort to cooperate with external review.

9. Monitoring and reporting

The Complaint Management Process will be reviewed and evaluated in accordance with set timeframes as specified in the policy and process.

In addition to making changes to processes and practices where appropriate, Council will review and evaluate the information gained through its complaints handling system on an annual basis to identify systemic issues and improvements to service. Council will receive a report on the number and nature of complaints received, including the percentage of unresolved complaints, at least once a year.

Where appropriate, complainants will be provided with an explanation of changes proposed or made as a result of the investigation of their complaint.

Public reporting of the handling of complaints will be through the Annual Report in accordance with the requirements of the Act.

10. RELATED POLICY/PROCEDURE/DOCUMENTATION

Administrative Action Complaints Management Policy
Investigation Policy
Complaints about the Public Official Policy
Human Rights Policy

11. REFERENCES

Queensland Ombudsman's Office www.ombudsman.qld.gov.au

12. DEFINITIONS

Terms used in this procedure have the following meanings:

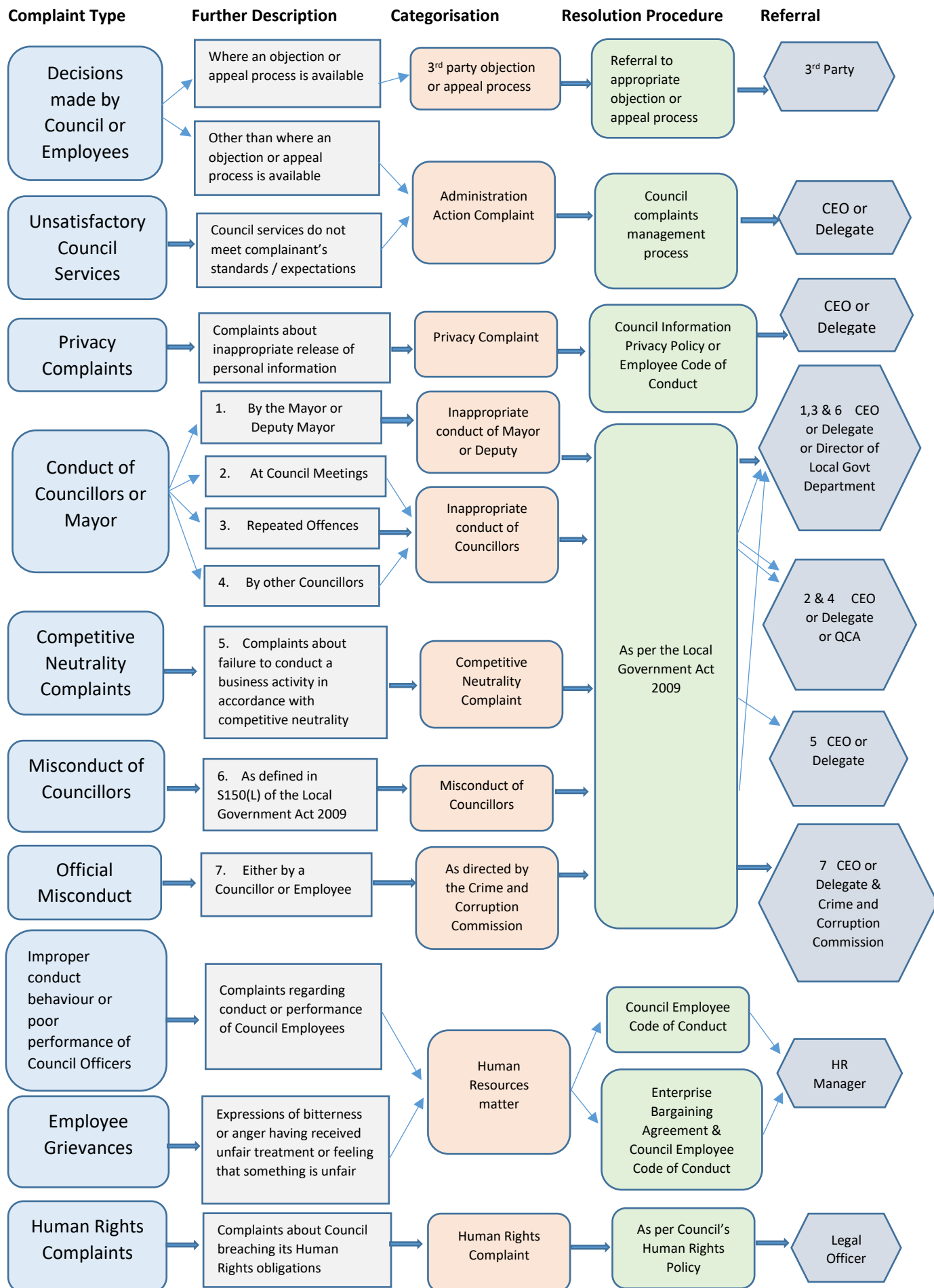
Crime and Corruption Commission – is an independent Queensland Government entity created to combat and reduce the incidence of major crime and to continuously improve the integrity of, and to reduce the incidence of misconduct in, the Queensland public sector. .

Customer service request – is a request for service or the report of matter for Council attention. (eg: Missed garbage service, road damage, leaking water service, barking dogs etc).

Referral Officer – Council Officer tasked with investigating an administrative action complaint.

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

Complaints-Type Workflow





TOURISM EVENTS GRANT FUNDING POLICY

Adopted Date: 22 March 2017

Policy Number: GRC 0086

Policy Type: Strategic

Responsible Officer: Community and Economic Development Manager

Department: Corporate and Community Services

Version	Decision Number or CEO Approval	Decision Date	Next Review
1	GRC 0086	22/03/2017	Review March 2018
2	Reviewed OM-0194/18	October 2018	Review April 2020
3	Reviewed OM-142/20	August 2020	Review August 2024
4	Reviewed OM-	18 December 2024	Review December 2028

COUNCIL OBJECTIVES

Goondiwindi Regional Council has created this policy to recognise our role in supporting events that benefit the Region economically.

Tourism events within the Region can increase visitor spending, encourage the uptake of overnight accommodation and local expenditure, and contribute to the region's liveability and attractiveness to stimulate local business revenue and employment.

This funding program aims to:

- Position the Region and grow its reputation as a tourism and events destination
- Maximise the economic and media opportunities from tourism events
- Promote the Region as an area of preference for families, lifestyle and business opportunity
- Encourage best practice in the development and implementation of events
- Facilitate a culture that supports a vibrant events calendar within the Goondiwindi Region.

DEFINITIONS

Data Collection Plan – This means a well-thought-out strategy for collecting primary data on attendees, such as postcodes, length of stay, types of accommodation and average daily spend.

Economic Impact – This means new expenditure into the Region as calculated by the total number of attendees to an event from outside the Region, the average length of stay for visitors attending the events, and the estimated daily expenditure for these visitors.

In-kind Support – This means the provision of Council services or infrastructure, which is at a cost to the Council, and has no charge to the applicant.

Region – means the Goondiwindi Local Government Area.

FUNDING PRIORITIES

Preference will be given to events that:

- Increase visitation and length of stay from audiences outside the Region, particularly during low visitation periods
- Gain positive state-wide or national media coverage for the event and the Region
- Stimulate the local economy through community and business partnerships and involvement

COUNCIL'S ROLE

Council's role in relation to tourism events is to facilitate the assessment of Tourism Event Grant applications, provide funding support where possible and aligned to priorities, and provide event organisers with the assistance required to foster effective planning of events in the Region.

This is achieved by the following:

- Provision of a transparent and consistent process for the assessment of tourism event funding
- Applying a streamlined approach to local government regulatory compliance
- Provision of advice and support on event management and local factors (e.g. facility options and local contacts)

FUNDING TYPES

Council has developed a tiered funding approach to supporting events of economic benefit to the Region; see the definitions for further details of each funding criteria.

Minor Event

- Up to \$750 cash available per event
- Reasonable Economic Impact for the Region
- Can include a one-off event where evidence supports the Economic Impact
- The event must genuinely attract reasonable visitor numbers from outside the Region (as a guide, we would expect a minimum of 100 people from outside the Region to attend, staying in paid accommodation and campgrounds).

Destination Event

- Up to \$2,000 cash available per event per year
- Evidence of capacity to generate in excess of \$150,000 Economic Impact for the Region
- Can include a one-off event where significant evidence supports the Economic Impact

Major Event

- Up to \$6,000 cash available per event per year
- Evidence of capacity to generate in excess of \$350,000 Economic Impact for the Region
- Can include a one-off event where significant evidence supports the Economic Impact
- Funding is ideally focused on marketing, promotion and maximising visitor experience.

Development Funding

- One-off funding of up to \$1,500 for the establishment of a new event
- The application must be from a reputable and experienced event organiser
- Significant evidence of strong project planning must accompany the application

- The event must have a strong tourism focus, not available for community events.

CRITERIA FOR ASSESSING

Minor, Destination and Major Event Funding

- Alignment to the Tourism Event Grant Funding Priorities
- The Economic Impact on the town and its ability to inject new money from outside the Region
- Evidence of adequate and well-thought-out event management plan (budget, marketing plan, etc.)
- Evidence of an acceptable Data Collection Plan
- Financial statements
 - o contribution requested from Council limited to less than 50% of the total budget
 - o the organisation is financially viable
- Copy of Certificate of Currency of Public Liability Insurance
- A copy of the organisation's local purchasing policy, with demonstrated weighting to local providers

Development Funding

- Alignment to the Tourism Event Grant Funding Priorities
- Evidence of experience in delivering events
- Evidence of adequate and well-thought-out event management plan (budget, marketing plan, risk management, site plan, etc.)
- Evidence of an acceptable Data Collection Plan
- Reasonable Economic Impact predictions, including a reasonable prediction of the potential to grow into a Tourism event
- Financial statements
 - o contribution requested from Council limited to less than 50% of the total budget
 - o the organisation is financially viable
- A copy of the organisation's local purchasing policy, with demonstrated weighting to local providers

DURATION OF FUNDING

Minor, Destination and Major Events are eligible to enter into three-year agreements with Goondiwindi Regional Council.

Applicants are not to assume that past success is a guarantee of future funding approval.

FUNDING AVAILABILITY

The Goondiwindi Regional Council Tourism Event grant funding is a limited fund. Applications received after the annual budget allocated is exhausted may be considered at an Ordinary Council meeting.

TIMING OF FUNDING

All event applications should be submitted a minimum of 6 months before the event.

Applications are assessed within 8 weeks of submission.

COUNCIL'S SERVICES INCLUDING IN-KIND CONTRIBUTION

All applications approved under this policy are entitled to request several Council services in-kind.

The fees that can be waived as part of the in-kind services are:

- Water consumption and standpipe installation
- Sewerage disposal (note transfer of sewerage via truck to a treatment plant is a third-party cost to the event organiser)
- Hire of basic traffic control equipment (e.g. barricades, witches hats)
- Hire of generator (excluding pick up & delivery)
- Hire of Council managed facilities and assistance with site plan and site management (e.g. sprinkler locations and timing)
- Development of basic traffic management plans

The following are services that event organisers can approach Council to quote and deliver on. However, these services will incur a charge and are subject to staff availability. Please note that other businesses in town also provide these services and may do so at a more cost-effective rate.

Items included as pay-for-services include, but are not limited to:

- Dust suppression
- Complex traffic management plans
- Additional mowing
- Traffic control

Please note that several services and products are delivered by a third party external to Council, and quotes and payments for these services are entirely the event organiser's responsibility. These include, but are not limited to:

- Cleaning of facilities
- Waste management
- Portable toilet hire

DELEGATES FOR ASSESSING APPLICATIONS

Development Funding will be considered at an Ordinary Council meeting.

Applications for Minor, Destination and Major Events can be approved by delegated Council employees subject to available funds and criteria satisfaction.

FUNDING CONDITIONS

- The event must be held within the Goondiwindi Region Council area.
- All amounts in this document are exclusive of GST.
- The event organiser conducts an event at their own risk and must indemnify and hold harmless the Council against all claims resulting from any damage, loss, death or injury in connection with the event and venue used.
- Successful applicants under the Tourism Events grant are not eligible to apply for funds to support the same event from the Goondiwindi Regional Council grants, e.g. Community Grants and Donations grant. They are, however, eligible to apply for other Council grants for activities unrelated to the event.
- Successful Tourism Event applicants who distribute profits from Tourism events to charities will not receive additional support from Council for infrastructure investment or similar.

- Council may, at its discretion, attach special conditions to the grant offer, and the amount of financial assistance offered may vary from that requested.
- Council reserves the right to award alternate grant amounts.
- Any request from Council regarding proof of expenditure or similar is agreed to.
- Funds cannot be used for past events.
- If an event does not proceed, all funds will be returned to Goondiwindi Regional Council.
- Organisations that receive funds from the Council are required to reasonably acknowledge the Council's contribution in all advertising and promotional material associated with the event.
- The event organiser must list the event on the Australian Tourism Data Warehouse.
- Organisations to grant Goondiwindi Regional Council a perpetual, worldwide, royalty-free, transferable license to use, reproduce, distribute, prepare derivative works of, display and perform images provided to Council by the event organiser, in any media formats and through any media channels.
- Where an event has sponsorship packages available, the Council and the event organiser to negotiate the applicable sponsorship package for the funding available and any terms/ conditions that may not align with this policy
- Events or activities within an event that discriminate against any individual or group within the community will not be supported.
- Funds will not support an event that duplicates or significantly competes with an existing event within the Region.
- Organisations are to maintain a productive relationship with the Goondiwindi Regional Council.
- If the applicant is not an incorporated body, the application must be auspiced by an incorporated body.
- An event that brings the Region or Council into disrepute may result in future support, including honouring the three-year funding agreement, being withdrawn.
- For major events, the event coordinator should actively apply for Tourism and Events Queensland funding.

PAYMENT OF GRANTS

No invoice is required.

Successful grant recipients will receive the funds per the bank details provided on their application within 30 days of approval.

For successful applicants with a three-year agreement, an annual acquittal is required for funding to be released each year.

ACQUITTAL REPORT

Successful applicants must provide the Council with an evaluation report within 90 days (3 months) of the event's completion.

Information for acquittals of events to include:

- Summary of event success/ challenges
- Data as per the data collection plan or as specified by the Council
- No. of volunteers involved

- Summary of dollars contributed to local groups and businesses (e.g. \$250 to P&C to run food stall)
- Media clippings, copies of promotional and advertising material
- A selection of digital (photo and video) images that the Council can use freely for the promotion of the Region (as per licence in Funding Conditions)

Events with Council funding that fail to provide the required acquittal report may become ineligible to apply for future funding rounds. Payments will occur after the annual acquittal report is submitted for events with a three-year agreement.

REPORT DATE: 9 December 2024 **REPORT NUMBER:** CCS062/24
DEPARTMENT: Community and Corporate Services
REPORT TITLE: Finance Report Ending 30 November 2024
PREPARED BY: Manager Finance, Mr Bradley Pyle

SUBJECT:

Finance Report CCS-062/24 for period ending 30 November 2024 is provided for Council's endorsement.

REPORT:

ASSOCIATED RISKS:

FINANCIAL IMPACTS:

CONSULTATION:

LEGISLATION/LEGAL/POLICY:

OFFICER'S RECOMMENDATION:

That Council resolves to receive Finance Report CCS-062/24 for the period ending 30 November 2024 and accepts the budget amendments contained therein.

ATTACHMENTS:

Attachment A: Finance Report for the period ending 30 November 2024



Finance Report

Month Ending 30 November 2024

Ordinary Meeting of Council to be held Wednesday, 18 December 2024

REPORT TYPE: DECISION **REPORT NUMBER:** CCS-062/24
REPORT DATE: 9 December 2024 **FILE REFERENCE:** Financial Management
DEPARTMENT: Finance and Corporate
PREPARED BY: Manager Finance, Bradley Pyle

SUMMARY	Page Number
Statement of Comprehensive Income	3
Graphical representation:-	
<i>Recurrent Revenue</i>	<i>4</i>
<i>Recurrent Expenditures</i>	<i>4</i>
<i>Capital Revenue</i>	<i>4</i>
<i>Capital Expenditure</i>	<i>4</i>
Statement of Financial Position	5
Statement of Cash Flows.....	7
Statement of Changes in Equity	8

Ordinary Meeting of Council to be held Wednesday, 18 December 2024
Statement of Comprehensive Income
for the month ended 30 November 2024

	Estimated Financial Position		Actuals			
	2024/25	Year to Date 30-Nov-24	Year to Date 30-Nov-24	Variance \$	Variance %	Explanation
OPERATING						
Income						
Recurrent Revenue						
Net rate and utility charges	24,816,035	10,340,015	10,339,965	(49)	0%	
Fees and charges	1,766,245	735,935	756,196	20,261	3%	
Interest received	3,706,243	1,544,268	1,612,866	68,598	4%	
Sales - contract and recoverable works	12,388,311	5,161,796	5,651,488	489,692	9%	- Contract income not linear
Other recurrent income	825,000	343,750	352,546	8,796	3%	
Grants, subsidies, contributions and donations	10,578,606	4,407,752	4,407,752	(0)	0%	
Total Recurrent Revenue	54,080,440	22,533,517	23,120,813	587,297		
Expenses						
Recurrent Expenses						
Employee benefits	17,448,188	6,777,950	7,013,616	235,666	3%	- Leave Adjustments & Main Road Contracts
Materials and services	20,403,647	8,632,312	8,933,917	301,605	3%	
Finance costs	56,000	23,333	18,729	(4,604)	-20%	
Depreciation and amortisation	14,547,054	6,061,273	6,046,738	(14,535)	0%	
Total Recurrent Expenses	52,454,889	21,494,868	22,013,000	518,132		
NET OPERATING RESULT	1,625,551	1,038,649	1,107,813	69,164		

Reconciliation of Adopted Operational Budget to Actual 2025

Operational Budget as at 1 November 2024	1,625,551
Amendments November 2024:	
Cinema Air Con Repairs - Exps moved from capital	-32,838
Cinema Air Con Repairs - Budget moved from capital	32,838
Adjusted Net Operating Result 30 November 2024	1,625,551

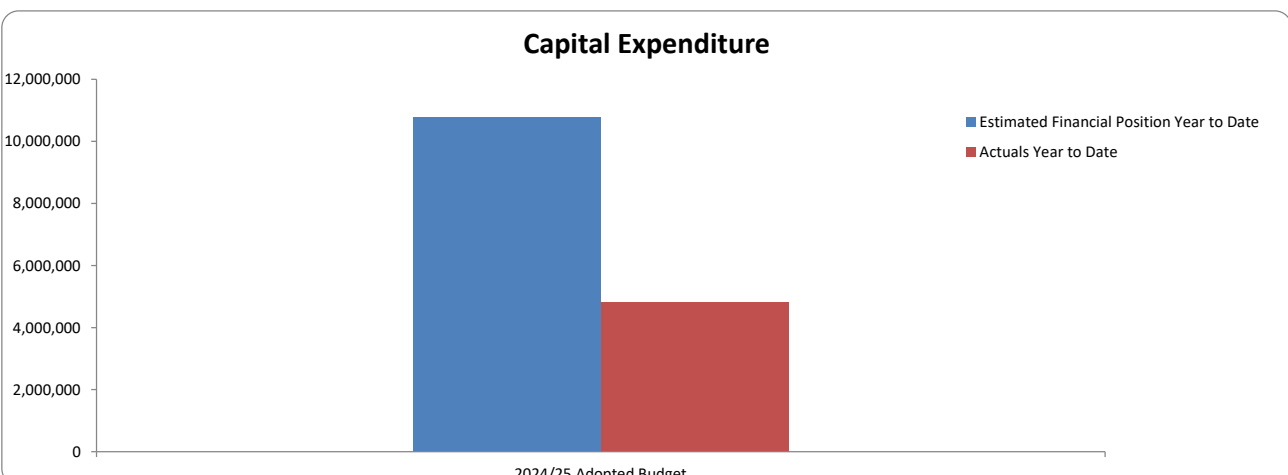
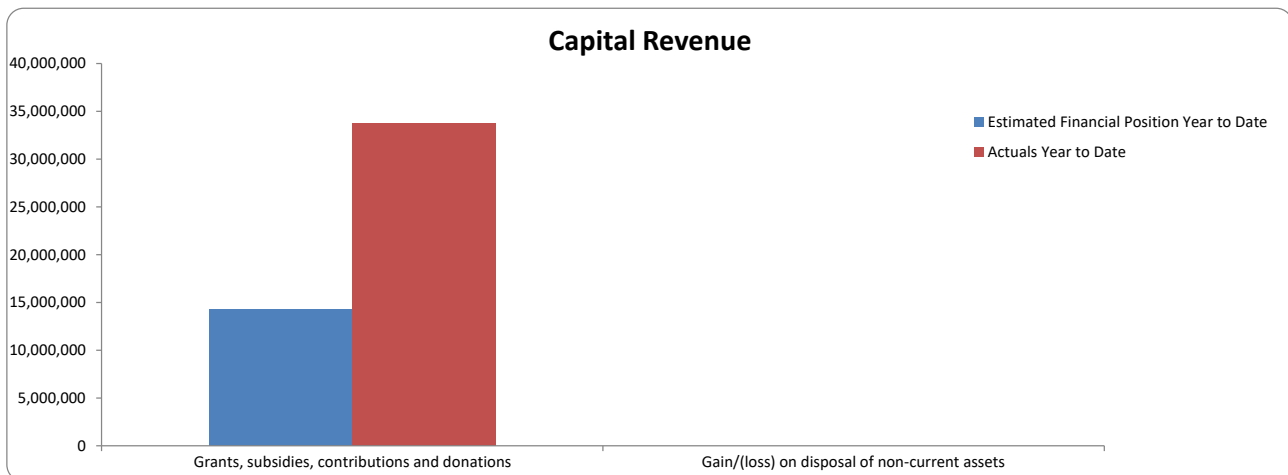
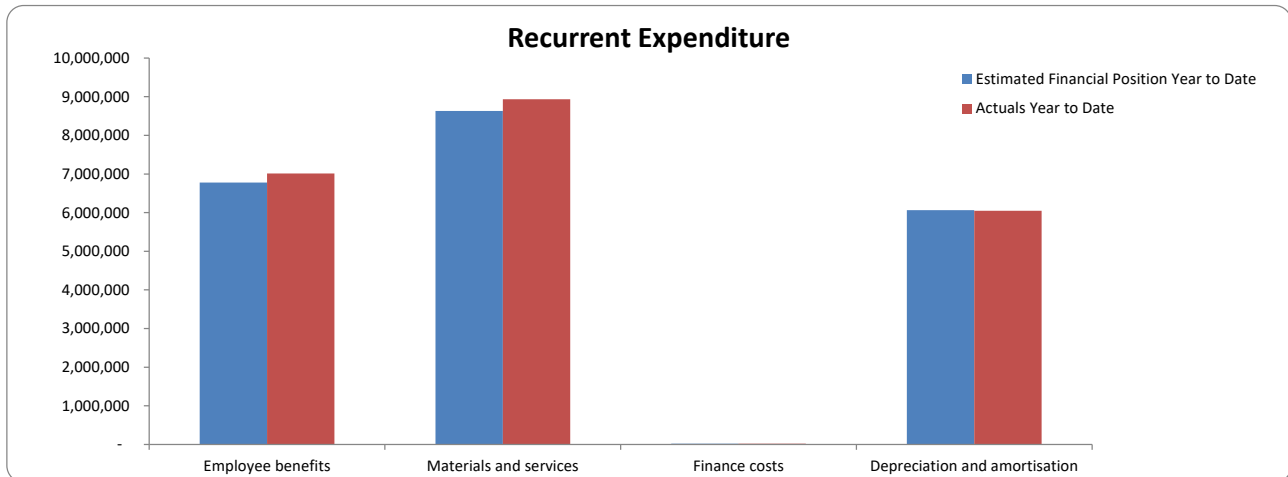
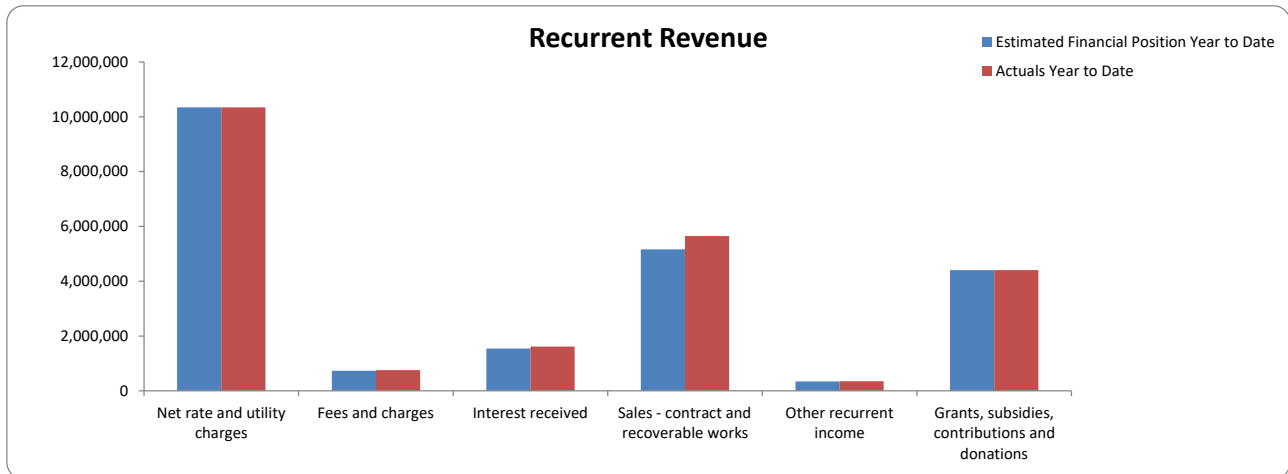
	Estimated Financial Position		Actuals			
	2024/25	Year to Date 30-Nov-24	Year to Date 30-Nov-24	Variance \$	Variance %	Explanation
CAPITAL						
Capital - Related Revenue						
Grants, subsidies, contributions and donations	34,279,222	14,283,009	33,772,820	19,489,811	136%	- Grant income not linear
Gain/(loss) on disposal of non-current assets		0	0	0		
Total Capital - Related Revenue	34,279,222	14,283,009	33,772,820	19,489,811		
Capital - Related Expenditure						
2024/25 Adopted Budget	25,850,441	10,771,017	4,811,924	(5,959,093)		-55%
Total Capital - Related Expenditure	25,850,441	10,771,017	4,811,924	(5,959,093)		
NET CAPITAL RESULT	8,428,781	3,511,992	28,960,896	25,448,904		

Reconciliation of Adopted Capital Budget to Actual 2025

Capital Revenue as at 1 November 2024	4,279,222
Amendments November 2024:	
QRA Flood Restorations Works	30,000,000
Adjusted Capital Revenue Budget as at 30 November 2024	34,279,222
Capital Expenditure Budget as at 1 November 2024	25,790,441
Amendments November 2024	
Cinema Air Con Repairs - Budget moved to operational	-50,000
Toobeah Township Expansion	110,000
Total Increase/(Decrease)	60,000
Adjusted Capital Expenditure Budget as at 30 November 2024	25,850,441

Approved by Resolution OM-166/24

Statement of Comprehensive Income Graphical Representation



Ordinary Meeting of Council to be held Wednesday, 18 December 2024

**Statement of Financial Position
as at 30 November 2024**

	Notes	30 November
CURRENT ASSETS		
Cash and Cash Equivalents	1	17,304,178
Investments	2	69,000,000
Receivables	3	3,242,467
Inventories	4	194,102
Contract Assets	5	350,885
TOTAL CURRENT ASSETS		90,091,631
NON CURRENT ASSETS		
Property, Plant and Equipment	6	606,179,704
Intangible Assets	7	5,003,500
TOTAL NON CURRENT ASSETS		611,183,204
TOTAL ASSETS		701,274,835
CURRENT LIABILITIES		
Payables	8	676,076
Provisions	9	4,863,057
Other Liabilities	10	6,699,985
Contract Liabilities	11	627
TOTAL CURRENT LIABILITIES		12,239,745
NON CURRENT LIABILITIES		
Provisions	12	2,887,691
Other Liabilities	13	1,071,997
TOTAL NON CURRENT LIABILITIES		3,959,688
TOTAL LIABILITIES		16,199,433
NET COMMUNITY ASSETS		685,075,402
COMMUNITY EQUITY		
Accumulated Surplus		362,925,235
Asset Revaluation Reserve		287,269,534
Retained Operating Surplus This Year		34,880,634
NET COMMUNITY EQUITY		685,075,402

Ordinary Meeting of Council to be held Wednesday, 18 December 2024

**Statement of Financial Position
as at 30 November 2024**

	Notes	30 November
1 Cash and Cash Equivalents		
Cash at Bank		<u>17,304,178</u>
2 Investments		<u>69,000,000</u>
		<u>86,304,178</u>
Less Restricted Cash		
Creditors and accruals		-676,076
Employee provisions		-4,976,147
Waste Levy Refund received in advance		-1,097,845
Rates received in advance		-1,732,081
Landfill Restoration		-2,774,601
Flood works advance payment		-31,056,339
Plus Receivables		3,242,467
Total Unrestricted Cash		<u>47,233,557</u>
3 Receivables		
Rates, Debtors & others receivable		1,471,237
Accrued income		1,072,817
Recoverable works in progress (portions not invoiced)		23,747
GST Recoverable		171,965
Sundries		502,701
		<u>3,242,467</u>
4 Inventories		<u>194,102</u>
5 Contract Assets		<u>350,885</u>
6 Property, Plant and Equipment (Including Works in Progress)		<u>606,179,704</u>
7 Intangible Assets		<u>5,003,500</u>
8 Payables		
Creditors and accruals		<u>676,076</u>
9 Provisions - Current		
Employee entitlements - Annual leave		1,661,644
Employee entitlements - Long service leave		2,402,316
Other employee entitlements		767,065
Landfill Restoration		32,032
		<u>4,863,057</u>
10 Other Liabilities - Current		
Rates		1,732,081
Unearned Revenue - Gdi Bowls Club		14,000
Waste Levy Refund Received in Advance		251,848
Other		4,702,057
		<u>6,699,985</u>
11 Contract Liabilities - Current		<u>627</u>
12 Provisions - Non Current		
Employee entitlements - Long service leave		145,122
Landfill Restoration		2,742,569
		<u>2,887,691</u>
13 Other Liabilities - Non Current		
Unearned Revenue - Gdi Bowls Club		226,000
Waste Levy Refund Received in Advance		845,997
		<u>1,071,997</u>

Ordinary Meeting of Council to be held Wednesday, 18 December 2024

Statement of Cash Flows for the month ended 30 November 2024

	\$
Cash Flows from Operating Activities	
Receipts from Customers	24,791,835
Payments to Suppliers and Employees	- 27,517,185
	- 2,725,350
Receipts:	
Interest Revenue	1,355,938
Recurrent Grants, Subsidies and Contributions	8,964,038
Payments:	
Finance Costs	- 18,729
Net Cash - Operating Activities	7,575,897
Cash Flows from Investing Activities	
Receipts:	
Sale of Property, Plant and Equipment	251,950
Capital Grants, Subsidies and Contributions	33,772,820
Payments:	
Purchase of Property, Plant and Equipment	- 8,346,887
Purchase of Intangible Assets	-
Net Cash - Investing Activities	25,677,883
Cash Flows from Financing Activities	
Payments:	
Repayment of Borrowings	-
Net Cash Flow - Financing Activities	-
Net Increase/(Decrease) in Cash and Cash Equivalents	33,253,780
Plus: Cash and Cash Equivalents - Beginning	53,050,398
Cash and Cash Equivalents - Closing	86,304,178

Ordinary Meeting of Council to be held Wednesday, 18 December 2024

**Statement of Changes in Equity
for the month ended 30 November 2024**

	Asset Revaluation Surplus \$'000	Retained Surplus \$'000	Total Community Equity \$'000
2025			
Balance as at 1 July 2024	287,270	362,925	650,195
Net Result	-	34,881	34,881
Other Comprehensive Income			
- Revaluations: Asset Revaluation Surplus			-
Total Comprehensive Income	-	34,881	34,881
Balance as at 30 November 2024	287,270	397,806	685,076

REPORT DATE: 5 December 2024 **REPORT NUMBER:** CCS-063/24
DEPARTMENT: Community and Corporate Services
PORTFOLIO HOLDER: n/a
REPORT TITLE: **Flood Warning Infrastructure Network (FWIN) Program – Proposed Transfer of Ownership of Nominated Flood Warning Assets**
PREPARED BY: Director Community and Corporate Services, Mr Jason Quinnell

SUBJECT:

This report sets out information on the Bureau of Meteorology's proposed acquisition of Council owned flood warning assets under the Flood Warning Infrastructure Network (FWIN) Program.

REPORT:

In the 2023-24 Federal Budget, the Australian Government committed up to \$236 million over 10 years for the Bureau to address critical, long-standing risks in Australia's flood warning network as part of the Flood Warning Infrastructure Network (FWIN) Program.

As part of the FWIN Program, the Commonwealth will take ownership of a portion of Australia's flood observation network, focused on high priority assets in high priority catchments and including certain flood management assets. The ongoing maintenance and operations costs associated with these flood warning assets will be shared equally by the Commonwealth and each relevant state or territory.

The Bureau have advised that FWIN is a ten-year program and anticipate acquiring approximately 1,000 river and rain gauge sites across Queensland with remediation works scheduled to commence in 2024/2025 and be completed by 2028/29.

As part of the FWIN Program, all of the rainfall and river gauges within the Goondiwindi Region (except Station Number: 541109: Coolmunda Dam TW Alert) have been identified for acquisition by the Bureau.

The first round of the acquisition program has commenced and the following flood warning assets are included:

Station Name	Station Number	Gauge Type	Remedial Works
Mt Burrabaranga Alert	541116	Rainfall Gauge	Vegetation clearing during retro-fit – allow additional time on site
Canning Creek Alert	541114	Rainfall Gauge	Ongoing vegetation clearing permission to be captured in leasing agreement.
Upper Bracker Ck Alert	541113	Rainfall Gauge	Ongoing vegetation clearing permission to be captured in leasing agreement

The Bureau has provided a Transfer of Equipment Agreement for these flood warning assets, for Council's approval.

ASSOCIATED RISKS:

FINANCIAL IMPACTS:

CONSULTATION:

- 20/07/23 Queensland Reconstruction Authority (QRA) hosted Online Information Session to introduce the 2021-22 Flood Warning Infrastructure Network (FWIN) program.
- 07/02/24 Bureau of Meteorology (BoM) hosted Online Meeting - Goondiwindi Regional Council Flood Warning Infrastructure Priorities Catch Up
- 09/07/24 Bureau of Meteorology (BoM) hosted Online Workshop – FWIN Program – Condamine, Macintyre and Weir River Catchments.

LEGISLATION/LEGAL/POLICY:

- *Local Government Regulation 2012*

OFFICER'S RECOMMENDATION:

That Council resolves to support the proposed acquisition of Council owned Flood Warning Assets by the Bureau of Meteorology under the Flood Warning Infrastructure Program and authorise the Chief Executive Officer to enter into the relevant Transfer of Equipment and/or Tenure Agreements as appropriate.

ATTACHMENTS:

Nil

REPORT DATE: 18 December 2024 **REPORT NUMBER:** CCS-064/24
DEPARTMENT: Community and Corporate Services
PORTFOLIO HOLDER: Cr Lawrence Springborg AM
REPORT TITLE: **Goondiwindi Airport Precinct Master Plan – Budget Amendment**
PREPARED BY: Community and Economic Development Manager

SUBJECT:

Council has recently called for quotes via VendorPanel seeking to engage a qualified consultancy for the provision of a Master Plan for the Goondiwindi Airport Precinct and a budget amendment is required for the project to proceed.

REPORT:

The quotes received through the Vendor Panel Request for Quote process exceeds the remaining available Economic Development studies and planning budget, and a budget amendment of an additional \$60,000 is required.

The Goondiwindi Airport Precinct has been identified as underutilised prime real estate for both commercial and industrial use.

The potential redevelopment of the site aims to promote and enhance Goondiwindi's reputation as a premier location to do business, attracting further economic growth in the region.

The master planning of the Airport Precinct has been identified as a priority in the Goondiwindi Economic Development Priority Projects and the Goondiwindi Local Housing Action Plan.

Given the housing shortage within the Goondiwindi township, with a rental vacancy rate of less than 0.2% consistently for over 4 years, the Master Plan will also consider whether there is any reasonable opportunity for lifestyle blocks within the Precinct, noting its proximity to commercial, aviation and industrial usages may negatively impact the likelihood of residential options.

Following the Master Plan phase, Council will move to detailed planning and costing phases as a subsequent consultancy. This subsequent phase is not within the scope of this project.

A successful Master Plan should:

- raise aspirations and provide a vehicle for consensus and implementation
- take into account likely implementation challenges
- fully integrate with the land-use planning system
- enable new uses and market opportunities that fulfil the full development potential of a site
- be flexible and provide a basis for negotiation

This Master Plan will incorporate the freehold Council owned Airport land, and a private sector parcel of land strategically located adjacent to the airport, identified as the 'Airport Precinct'. The successful consultancy will deliver the following:

- i. Development of an Engagement Plan
- ii. Undertake consultation with the identified stakeholders
- iii. Present to Council an interim report following consultation to seek confirmation of the preferred Master Plan direction and details.
- iv. Prepare a Master Plan, that may be available to the public, identifying the following:

- Executive Summary
 - Overview of methodology / assessment approach and stakeholder engagement
 - Summary of estimates for air passengers and aircraft movements
 - Summary of aviation standards/ limitations and opportunities for the site as part of a redevelopment
 - Environmental Health considerations (e.g. proximity to noise for residential)
 - Key considerations from consultation
 - Summary of market opportunity for industrial, commercial and residential zones
 - A site overview map for the Goondiwindi Airport Precinct
 - Recommendation of next steps
- v. A Gantt chart indicating timeframes / stages to complete study with a breakdown of costs.
- vi. Monthly written updates to Council on progress against Gantt chart.
- vii. Present the final report to Council staff.

ASSOCIATED RISKS:

- The Master Plan includes a design for a neighbouring private sector lot. This land has been included in the Master Plan due to its strategic importance to council, proximity to our hydrogen facility, and to achieve a connected and cohesive town planning approach. This approach also ensures that the private sector lot owner has access to the community and business feedback collated in this process to encourage a development that best meets demand.
- Without this budget amendment the project cannot proceed.

FINANCIAL IMPACTS:

- A budget amendment of \$60,000 is required to proceed with this project.

CONSULTATION:

- The successful consultancy will undertake as part of the contract a range of targeted community, business and government agency consultation.

LEGISLATION/LEGAL/POLICY:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- GRC Budget 2024/2025
- Procurement Policy

OFFICER'S RECOMMENDATION:

It is recommended that Council approve a budget amendment of \$60,000 excl GST towards the Goondiwindi Airport Master Plan activity.

ATTACHMENTS:

Nil

REPORT DATE: 11 December 2024 **REPORT NUMBER:** ES040-24
DEPARTMENT: Engineering Services
PORTFOLIO HOLDER: Hon Cr Lawrence Springborg AM
REPORT TITLE: **Budget Amendment Portable Spray Units**
PREPARED BY: Director Engineering Services, Mr Dion Jones

SUBJECT:

This report has been prepared to allow Council to consider a budget amendment for the purchase of two (2) portable spray units to replace previously disposed of items and one on which the tank has failed.

REPORT:

Historically Council has had a number of portable spray units (often referred to as quicksprays however this is actually a brand of sprayer) that are used by various work crews for the spraying of weeds.

Last year two older units were sold with the intention of replacing them with one new twin reel unit this year. Unfortunately, the replacement unit was somehow left out of this year's budget, which has left the rural services team short in terms of spraying capacity.

In addition to this a unit based out of the Inglewood depot has recently had the tank on it crack for a second time and leaving it inoperable. This unit only needs to be a single reel unit

Following consultation with the plant committee we are seeking budget amendments of \$23,000 and \$15,000 for replacement twin and single reel sprayers. The existing unit in Inglewood would then be sold at auction.

ASSOCIATED RISKS:

Being a spray unit short in Goondiwindi had the potential to limit weed spraying that can be conducted until a new unit is purchased and now that a second unit is inoperable it will affect our ability to control weeds throughout the Council area.

FINANCIAL IMPACTS:

A new twin reel unit is up to \$23,000 and a new single reel unit is up to \$15,000. These purchases have not been budgeted for and will need a budget amendment, but we will actually be replacing three existing units with two units.

CONSULTATION:

Members of the plant committee have been consulted regarding the need for these units and the proposed budget amendment to fund them.

LEGISLATION/LEGAL/POLICY:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- GRC Budget 2024/2025
- Procurement Policy

OFFICER'S RECOMMENDATION:

That Council resolves to approve budget amendments as follows:-

1. \$23,000 for the purchase of a twin reel portable spray unit to replace previously disposed of units 6112 & 6113; and
2. \$15,000 for the purchase of a single reel portable spray unit to replace plant number 6122; and

That Council disposes of plant number 6122 by auction.