



Redland
CITY COUNCIL

MINUTES

GENERAL MEETING

Wednesday, 10 June 2020

The Council Chambers
91 - 93 Bloomfield Street
CLEVELAND QLD

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**GENERAL MEETING
HELD AT THE COUNCIL CHAMBERS, 91 - 93 BLOOMFIELD STREET, CLEVELAND QLD
ON WEDNESDAY, 10 JUNE 2020 AT 9.30AM**

1 DECLARATION OF OPENING

The Mayor declared the meeting open at 9.31am and acknowledged the Quandamooka people, who are the traditional custodians of the land on which Council meets.

The Mayor also paid Council's respect to their elders, past and present, and extended that respect to other indigenous Australians who are present.

2 RECORD OF ATTENDANCE AND LEAVE OF ABSENCE

MEMBERS PRESENT: Cr Karen Williams (Mayor), Cr Wendy Boglary (Division 1), Cr Peter Mitchell (Division 2), Cr Lance Hewlett (Division 4), Cr Mark Edwards (Division 5), Cr Julie Talty (Deputy Mayor and Division 6), Cr Rowanne McKenzie (Division 7), Cr Tracey Huges (Division 8), Cr Adelia Berridge (Division 9), Cr Paul Bishop (Division 10)

LEAVE OF ABSENCE: Cr Paul Gollè (Division 3)

EXECUTIVE LEADERSHIP TEAM: Andrew Chesterman (Chief Executive Officer), John Oberhardt (General Manager Organisational Services), David Jeanes (Acting General Manager Community & Customer Services), Louise Rusan (Acting General Manager Infrastructure & Operations Services), Deborah Corbett-Hall (Chief Financial Officer), Andrew Ross (General Counsel)

MINUTES: Debra Weeks (Corporate Meetings & Registers Coordinator)

LEAVE OF ABSENCE – CR PAUL GOLLÈ**COUNCIL RESOLUTION 2020/149**

Moved by: Cr Peter Mitchell

Seconded by: Cr Mark Edwards

That a leave of absence is granted for Cr Paul Gollè.

CARRIED 9/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge voted FOR the motion.

Cr Paul Bishop was not present when the motion was put.

Cr Paul Gollè was absent from the meeting.

COUNCILLOR ABSENCES DURING THE MEETING

Cr Paul Bishop entered the meeting at 9.35am (after Item 3)

Cr Peter Mitchell left the meeting at 10.14am and returned at 10.15am (during Item 14.5)

Cr Julie Talty left the meeting at 10.17am and returned at 10.20am (during Item 14.5)

3 DEVOTIONAL SEGMENT

Reverend Scott Gunthorpe from the Anglican Parish of Waterloo Bay, Birkdale, also a member of the Minister's Fellowship led Council in a brief Devotional segment.

4 RECOGNITION OF ACHIEVEMENT**4.1 BETTY TAYLOR**

Mayor Karen Williams recognised Betty Taylor, CEO of the Red Rose Foundation.

It gives me great pleasure to acknowledge an individual and a local organisation that have been recognised for their contribution to the State.

Betty Taylor was recognised as a Queensland Great at the weekend for her dedication to supporting victims of domestic and family violence.

CEO of the Red Rose Foundation, Betty has spent over 30 years campaigning for more support and stronger laws to respond to scourge of domestic and family violence, a cause very dear to my heart. She has served as the founding manager of the Gold Coast Domestic Violence Prevention Centre, helped form the Domestic Violence Death Review Action Group, and petitioned the government for the Domestic Violence Death Review Board, of which she remains a member.

During her time as chair of the Ministerial Domestic and Family Violence Council, Betty initiated Domestic and Family Violence Prevention Week, which later became a month-long awareness campaign.

The Red Bench out the front on our Cleveland Library is in large part thanks to Betty and I am currently speaking with her about ways we can roll out more across the City.

On behalf of the City and the countless people she has helped, congratulations Betty.

4.2 THE REDLAND FOUNDATION

The Redland Foundation has been recognised for their contribution to the community by winning the Keno and Clubs Queensland's *Heart of the Community Award*.

The foundation has provided \$2.7 million to local organisations and individuals over the last five years, helping lay the foundations for our community.

They have also extended its charitable status to other fundraising efforts, including the Kangaroo Island Bushfire Appeal earlier this year, helping to ensure the funds get to where they are needed most.

I would like to congratulate Don Seccombe and the rest of the team for their immense generosity and support of the Redlands community.

At those same awards the Redlands Sporting Club also received two second place special achievement awards, so also congratulations to the team.

5 RECEIPT AND CONFIRMATION OF MINUTES**COUNCIL RESOLUTION 2020/150**

Moved by: Cr Rowanne McKenzie

Seconded by: Cr Tracey Huges

That the minutes of the General Meeting held on 27 May 2020 be confirmed.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.

6 MATTERS OUTSTANDING FROM PREVIOUS COUNCIL MEETING MINUTES**6.1 MAYORAL MINUTE REPORT REVIEWING THE FUTURE OPERATIONS OF REDLAND INVESTMENT CORPORATION PTY LTD (RIC)**

At the General Meeting 23 October 2019 (Item 7.1 refers), Council resolved as follows:

That Council resolves that the Chief Executive Officer prepare a report to Council reviewing the options for the future operations of the Redland Investment Corporation (RIC) for the consideration of a Council after the next quadrennial election in 2020 and prior to the Special Budget meeting of 2020.

This report was presented at Item 13.6.

6.2 PETITION PRESENTED BY CR BISHOP REGARDING CANOE ENTRY AT QUEENS ESPLANADE BIRKDALE

At the General Meeting 18 December 2019 (Item 9.4 refers), Council resolved as follows:

Council resolves as follows:

That the petition be received and referred to the Chief Executive officer for consideration and a report to the local government.

A report will be brought to a future meeting of Council.

6.3 COMMUNITY CONSULTATION - POTENTIAL AMENDMENT TO LOCAL LAW NO. 2 (ANIMAL MANAGEMENT) 2015, REGISTER - ANIMALS IN PUBLIC PLACES

At the General Meeting 26 February 2020 (Item 10.1 refers), Council resolved as follows:

That Item 13.2 Community Consultation - Potential Amendment to Local Law No. 2 (Animal Management) 2015, Register - Animals in Public Places (as listed on the agenda) be withdrawn and a city wide review undertaken and brought back to a future meeting.

A report will be brought to a future meeting of Council.

6.4 FORMER BIRKDALE COMMONWEALTH LAND - STATUS UPDATE

At the General Meeting 11 March 2020 (Item 14.5 refers), Council resolved as follows:

That Council resolves as follows:

- 1. To note this status update report on the former Commonwealth Land at 362-388 Old Cleveland Road East, Birkdale.*
- 2. To note that officers will prepare a report to Council summarising the findings of the environmental, planning and land assessments, gap analysis and the outcomes of the community conversations once complete.*
- 3. To note that officers will prepare a report to Council for adoption of the Conservation (Heritage) Management Plan once complete.*

A report will be brought to a future meeting of Council.

6.5 MASTER PLAN – REDLANDS COAST REGIONAL SPORT AND RECREATION PRECINCT

At the General Meeting 13 May 2020 (Item 15.1 refers), Council resolved as follows:

That Council resolves as follows:

- 1. To note that the adoption of this Master Plan provides a framework for future planning and engagement with sports and recreation clubs to support their operational, facility location and infrastructure needs.*
- 2. To approve the Master Plan including the high level Implementation Plan for the Redlands Coast Regional Sport and Recreation Precinct at Heinemann Road, Mount Cotton.*
- 3. To provide the adopted Master Plan for the Redlands Coast Regional Sport and Recreation Precinct to the Minister for Sport for information.*
- 4. To note that a number of city-wide initiatives are being undertaken to address sport and recreation needs including transition and transformation planning, negotiating outcomes through major land developments, and optimisation planning for existing facilities.*

A report was brought to Council on the 13 May 2020 which resolved part of the above item. A further report will be prepared on the investigation to potentially acquire land for sport and recreation purposes, resulting from the General Meeting 18 December 2019. This report will be presented at a future meeting. This Outstanding Matter will be listed on the next agenda.

6.6 INVESTIGATIONS TO POTENTIALLY ACQUIRE ADDITIONAL LAND FOR SPORT AND RECREATION PURPOSES

At the General Meeting 18 December 2019 (Item 19.3 refers), Council resolved as follows:

That Council resolves as follows:

- 1. To delegate authority to the Chief Executive Officer under section 257(1)(b) of the Local Government Act 2009, to identify, investigate and commence negotiations for additional suitable sport and recreation land, to augment the Redlands Coast Regional Sport and Recreation Precinct at Heinemann Road.*
- 2. That officers prepare a report back to Council outlining:*
 - a) the investigation and negotiation outcomes, and*
 - b) the proposed funding strategy to acquire additional land for sport and recreation purposes.*

3. *That this report remains confidential as required by any legal or statutory obligation, subject to maintaining the confidentiality of legally privileged, private and commercial in confidence information.*

A report will be brought to a future meeting of Council.

7 MAYORAL MINUTE

Nil

8 PUBLIC PARTICIPATION

There was no public participation, as the meeting was closed to the public due to the COVID-19 restrictions and subsequent *Local Government Regulation 2012* provisions.

9 PETITIONS AND PRESENTATIONS

Nil

10 MOTION TO ALTER THE ORDER OF BUSINESS

Nil

11 DECLARATION OF MATERIAL PERSONAL INTEREST OR CONFLICT OF INTEREST ON ANY ITEMS OF BUSINESS

11.1 CONFLICT OF INTEREST - CR WENDY BOGLARY

Cr Wendy Boglary declared a Perceived Conflict of Interest in *Item 14.5 Former US Army Radio Receiving Station – State Heritage Nomination* stating that she submitted a submission on the value of the site to the Queensland Heritage State Department.

Cr Boglary considered her position and was firmly of the opinion that she could participate in the debate and vote on the matter in the public interest.

COUNCIL RESOLUTION 2020/151

Moved by: Cr Tracey Huges

Seconded by: Cr Rowanne McKenzie

That Council resolves that Cr Wendy Boglary has a perceived conflict in Item 14.5 Former US Army Radio Receiving Station – State Heritage Nomination.

LOST 1/8

Cr Tracey Huges voted FOR the motion.

Crs Karen Williams, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Adelia Berridge and Paul Bishop voted AGAINST the motion.

Cr Wendy Boglary did not participate in the vote.

Cr Paul Gollè was absent from the meeting.

The vote that Cr Boglary had a Perceived Conflict of Interest was LOST. No further vote was required.

Cr Boglary remained in the room and voted FOR the motion for Item 14.5.

11.2 CONFLICT OF INTEREST - CR PAUL BISHOP

Cr Paul Bishop declared a Perceived Conflict of Interest in *Item 14.5 Former US Army Radio Receiving Station – State Heritage Nomination* stating that as a Local Councillor, he has previously made contact with the State Heritage Department and to various Commonwealth departments of environment and science regarding the property in question.

Cr Bishop considered his position and was firmly of the opinion that he could participate in the debate and vote on the matter in the public interest.

COUNCIL RESOLUTION 2020/152

Moved by: Cr Peter Mitchell

Seconded by: Cr Wendy Boglary

That Council resolves that Cr Paul Bishop has a perceived conflict in Item 14.5 Former US Army Radio Receiving Station – State Heritage Nomination.

LOST 3/6

Crs Peter Mitchell, Julie Talty and Tracey Huges voted FOR the motion.

Crs Karen Williams, Wendy Boglary, Lance Hewlett, Mark Edwards, Rowanne McKenzie, Adelia Berridge voted AGAINST the motion.

Cr Paul Bishop did not participate in the vote.

Cr Paul Gollè was absent from the meeting.

The vote that Cr Bishop had a Perceived Conflict of Interest was LOST. No further vote was required.

Cr Bishop remained in the room and voted AGAINST the motion for Item 14.5.

11.3 CONFLICT OF INTEREST - CR MARK EDWARDS

Cr Mark Edwards declared a Perceived Conflict of Interest in *Item 14.4 Disposal of Council Land to Adjoining Owners* stating that he owns property on Russell Island.

Cr Edwards considered his position and was firmly of the opinion that he could participate in the debate and vote on the matter in the public interest.

COUNCIL RESOLUTION 2020/153

Moved by: Cr Wendy Boglary

Seconded by: Cr Rowanne McKenzie

That Council resolves that Cr Mark Edwards has a perceived conflict in Item 14.4 Disposal of Council Land to Adjoining Owners.

LOST 0/9

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted AGAINST the motion.

Cr Mark Edwards did not participate in the vote.

Cr Paul Gollè was absent from the meeting.

The vote that Cr Edwards had a Perceived Conflict of Interest was LOST. No further vote was required.

Cr Edwards remained in the room and voted FOR the motion for Item 14.4.

11.4 CONFLICT OF INTEREST - CR LANCE HEWLETT

Cr Lance Hewlett declared a Perceived Conflict of Interest in *Item 14.4 Disposal of Council Land to Adjoining Owners* stating that his mother-in-law owns a property on Russell Island adjacent to a Council owned vacant allotment.

Cr Hewlett considered his position and was firmly of the opinion that he could participate in the debate and vote on the matter in the public interest.

COUNCIL RESOLUTION 2020/154

Moved by: Cr Wendy Boglary

Seconded by: Cr Paul Bishop

That Council resolves that Cr Lance Hewlett has a perceived conflict in Item 14.4 Disposal of Council Land to Adjoining Owners.

LOST 0/9

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted AGAINST the motion.

Cr Lance Hewlett did not participate in the vote.

Cr Paul Gollè was absent from the meeting.

The vote that Cr Hewlett had a Perceived Conflict of Interest was LOST. No further vote was required.

Cr Hewlett remained in the room and voted FOR the motion for Item 14.4.

11.5 ANOTHER COUNCILLORS CONFLICT OF INTEREST - CR ADELIA BERRIDGE

Cr Julie Talty reasonably believed or suspected that Cr Adelia Berridge had a Perceived Conflict of Interest in *Item 14.1 Decisions Made Under Delegated Authority for Category 1, 2 and 3 Development Applications* due to Cr Berridge's personal relationship with applicants whose development application is noted in Item 14.1.

Cr Talty proposed that Cr Berridge could participate in the debate and vote in the matter in the public interest.

COUNCIL RESOLUTION 2020/155

Moved by: Cr Julie Talty

Seconded by: Cr Tracey Huges

That Council resolves that Cr Adelia Berridge has a perceived conflict in Item 14.1 Decisions Made Under Delegated Authority for Category 1, 2 and 3 Development Applications.

LOST 1/8

Cr Julie Talty voted FOR the motion.

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Rowanne McKenzie, Tracey Huges and Paul Bishop voted AGAINST the motion.

Cr Adelia Berridge did not participate in the vote.

Cr Paul Gollè was absent from the meeting.

The vote that Cr Berridge had a Perceived Conflict of Interest was LOST. No further vote was required.

Cr Berridge remained in the room and voted FOR the motion for Item 14.1.

12 REPORTS FROM THE OFFICE OF THE CEO

Nil

13 REPORTS FROM ORGANISATIONAL SERVICES**13.1 OPERATIONAL PLAN QUARTERLY PERFORMANCE REPORT MARCH 2020****Objective Reference:** A4633404**Authorising Officer:** John Oberhardt, General Manager Organisational Services**Responsible Officer:** Vivek Vivekanandam, Group Manager Corporate Strategy and Performance**Report Author:** Lorraine Lee, Senior Adviser Corporate Planning and Performance**Attachments:** 1. **Operational Plan Quarterly Performance Report March 2020** [↓](#)**PURPOSE**

To provide an update on the overall progress of the Operational Plan 2019-2020 from 1 January to 31 March 2020.

BACKGROUND

The *Local Government Act 2009* (the Act) requires Council to adopt an operational plan each year. The Operational Plan 2019-2020 forms an important part of Council's strategic planning process and sets out the work Council plans to deliver towards achievement of the Corporate Plan 2018-2023.

The Act also requires the Chief Executive Officer to present a written assessment of Council's progress towards implementing the annual Operational Plan at meetings of Council, at least quarterly.

ISSUES

The Operational Plan 2019-2020 defines 71 significant activities that Council plans to undertake during the year. Table 1 details the status of planned activities undertaken in quarter three.

The attached Operational Plan Quarterly Performance Report March 2020 provides a status update and comment summarising overall progress for each of the 71 significant activities in quarter three. The information in the report has been provided by the responsible departments for each significant activity.

Of the 71 significant activities, 67 are on track, two are complete and two are being monitored but are expected to be delivered. The impacts of COVID-19 are beginning to emerge.

The completed activities are:

2.5.2 - Manage planning for transport connectivity for the Southern Moreton Bay Islands.

4.4.1 - Contribute to the implementation of the North Stradbroke Island Economic Transition Strategy and Redland City Economic Development Framework 2014-2041.

The activities being monitored are:

2.3.1 - Plan and deliver waste management services to meet current and future needs for the City.

5.2.3 - Identify and protect places of European heritage significance.

Table 1

Status of significant activities in the Operational Plan 2019-2020	
On Track	67
Monitor	2
Complete	2
Total	71

SUMMARY

A more detailed summary of the progress of each significant activity for quarter three is outlined in the attached Operational Plan Quarterly Performance Report March 2020.

STRATEGIC IMPLICATIONS**Legislative Requirements**

Council's Operational Plan 2019-2020 is an important statutory document which sets out the significant activities that Council plans to deliver for the financial year. The significant activities directly contribute to outcomes specified in the Corporate Plan 2018-2023. Tracking progress against this plan provides a useful assessment of Council's performance in delivering against its plans.

The *Local Government Regulation 2012* (section 174) states that "the chief executive officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals not more than 3 months". Under the same section of the regulation, Council is allowed to amend the plan at any time before the end of the financial year.

Risk Management

The risk of not delivering against Council's Operational Plan 2019-2020 is that Council does not achieve the commitments set out in the longer term corporate and community plans. Each significant activity has associated risks which are managed by the relevant area of Council.

Financial

The Operational Plan 2019-2020 is funded from the 2019-2020 Annual Budget.

People

Significant activities listed in the Operational Plan 2019-2020 are managed by the responsible Council group. The status and comments for each significant activity in the attached report are provided by the relevant group. The report is compiled by the Corporate Planning and Transformation Unit. Although delivery of the plan itself is dependent on staff resources and some significant activities relate to people issues, there are no direct impacts on people resulting from this report.

Environmental

Some significant activities within the Operational Plan 2019-2020 directly contribute to Council's environmental commitments. However, this report does not have any direct environmental impacts.

Social

Some significant activities within the Operational Plan 2019-2020 directly contribute to Council's social commitment. However, this report does not have any direct social impacts.

Alignment with Council's Policy and Plans

Council's Operational Plan 2019-2020 outlines planned significant activities against the eight key outcomes in the Corporate Plan 2018-2023. It is a key planning document and consistent with both the Corporate Plan 2018-2023 and the Redlands 2030 Community Plan.

Human Rights

There are no known human rights implications for this report.

CONSULTATION

Consulted	Date	Comments
Office of CEO Head of People and Culture	March 2020	The status and comments have been provided by the officers involved in delivering the particular significant activities within the Operational Plan 2019-2020.
Organisational Services General Manager Organisational Services	March 2020	The status and comments have been provided by the officers involved in delivering the particular significant activities within the Operational Plan 2019-2020.
Community and Customer Services General Manager Community and Customer Services	March 2020	The status and comments have been provided by the officers involved in delivering the particular significant activities within the Operational Plan 2019-2020.
Infrastructure and Operations General Manager Infrastructure and Operations	March 2020	The status and comments have been provided by the officers involved in delivering the particular significant activities within the Operational Plan 2019-2020.
Redland Investment Corporation Pty Ltd (RIC) Chief Executive Officer - RIC Communications Specialist - RIC	March 2020	The status and comments have been provided by the officers involved in delivering the particular significant activities within the Operational Plan 2019-2020.

OPTIONS

Option One

That Council resolves to note the Operational Plan Quarterly Performance Report March 2020.

Option Two

That Council requests additional information in relation to the attached Operational Plan Quarterly Performance Report March 2020.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/156

Moved by: Cr Peter Mitchell

Seconded by: Cr Wendy Boglary

That Council resolves to note the Operational Plan Quarterly Performance Report March 2020.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.



Operational Plan 2019 - 2020

January to March 2020



Council’s Strategic Priorities 2016-2020

In 2016, Redland City Council identified a number of ‘strategic priorities’ to help shape the Council’s strategy to succeed and address the areas of greatest opportunity and challenge for the Redlands Coast and its place in the region.

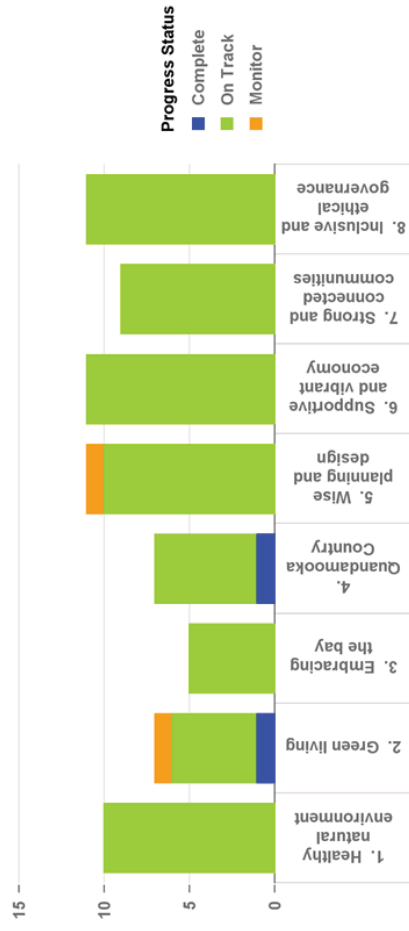
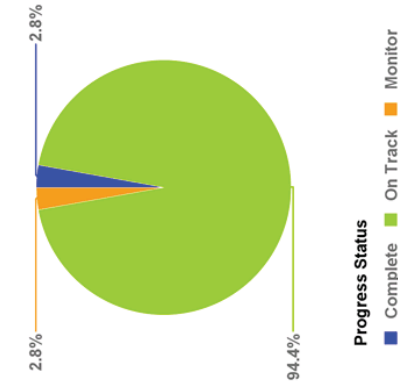
The strategic priorities guide prioritisation and investment in transformational initiatives and actions over the Council’s four year term alongside the commitments in our Corporate Plan and other responsibilities to the community. The priorities also ensure there is clear alignment with the goals and priorities of the State and Federal governments for a liveable, prosperous and sustainable South East Queensland region.

The activities that deliver Council’s priority outcomes are reflected in our Operational Plan and can be identified throughout this report by the symbols below.

	<p>Economic Development - Building a strong, connected economy while creating more jobs</p> <p>Council will facilitate and support investment, local business and tourism growth to help create new jobs across the city through strong industry partnerships and regional connections.</p>
	<p>Branding Identity - Creating a shared identity for the city</p> <p>Council will lead the development of a shared identity for the city that celebrates our unique characteristics and positions the city as a tourism destination in the South East Queensland region.</p>
	<p>City Planning - Planning for future growth and change to improve liveability</p> <p>Council will plan for the future development of the city that retains and enhances our quality of life [and natural and cultural assets] while facilitating the activation of vibrant mixed-use centres and places focused around transport and lifestyle options.</p>
	<p>Transport and Connectivity - Creating more travel options and continuing to tackle urban congestion</p> <p>Council will plan and advocate for a safe, accessible and integrated transport network that connects our mainland and island communities to the broader region.</p>
	<p>Sport, Education and the Arts - Creating active, healthy lifestyles and learning opportunities</p> <p>Council will provide and facilitate access to a broad range of high-quality community venues, facilities and precincts that attract new talent and contribute to the active, cultural and educational lives of residents, students and visitors across the city.</p>
	<p>A Smart City - Positioning Redlands Coast as a smart innovative city</p> <p>Council will plan and advocate for investment in smart local and regional solutions that address community needs and opportunities and support collaborative innovation ecosystem growth.</p>

Vision Outcome – Quarter Summary

Vision Outcome	Complete	On Track	Monitor	Total
1 Healthy natural environment	0	10	0	10
2 Green living	1	5	1	7
3 Embracing the bay	0	5	0	5
4 Quandamooka Country	1	6	0	7
5 Wise planning and design	0	10	1	11
6 Supportive and vibrant economy	0	11	0	11
7 Strong and connected communities	0	9	0	9
8 Inclusive and ethical governance	0	11	0	11
Total	2	67	2	71



On Track The significant activity is progressing on time and on budget and is on track for delivery.

Monitor There are issues with timeframes and/or budget but it is still expected that with close monitoring the significant activity will be delivered.

Complete The significant activity has been delivered.

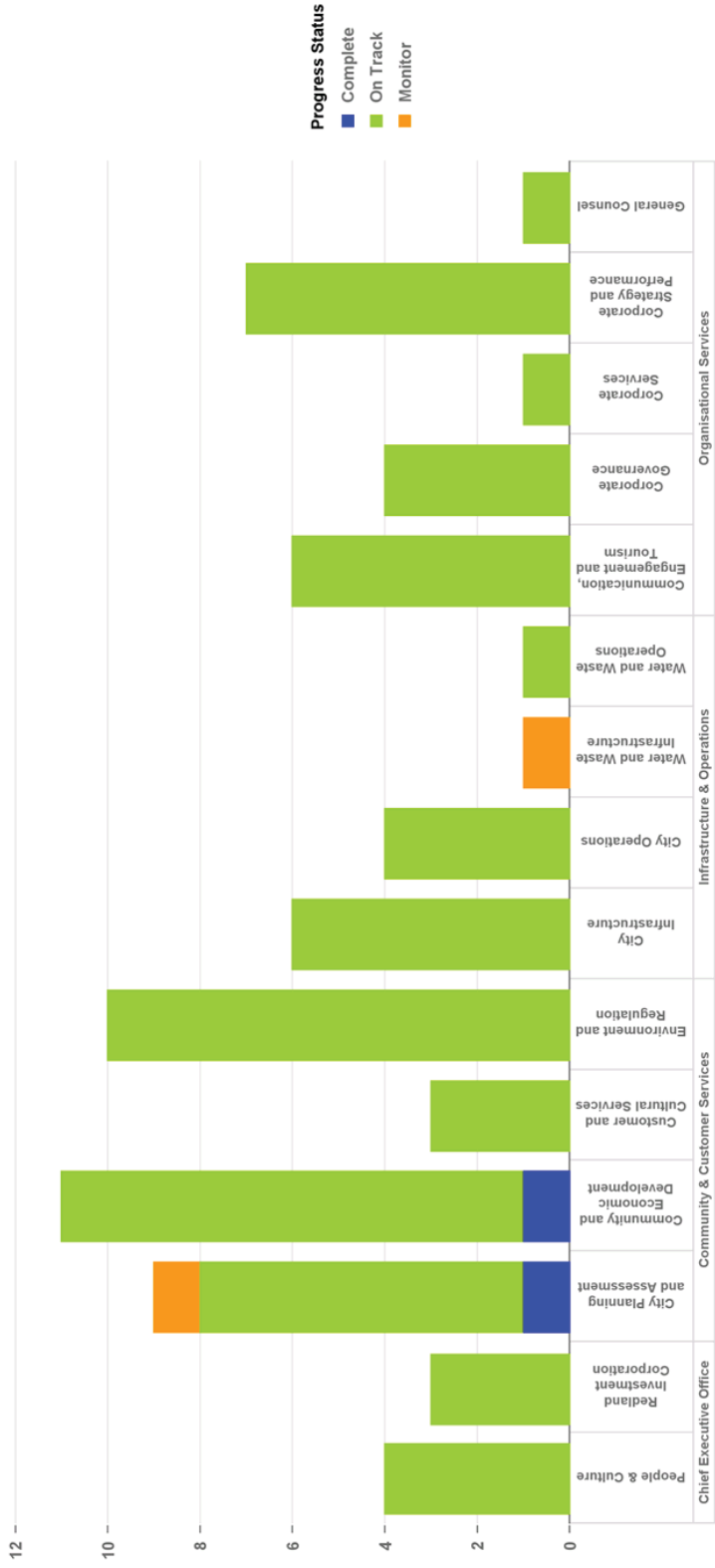
Concern There are significant delays or budget issues and it is unlikely that the significant activity will be delivered.

Cancelled The significant activity has been cancelled.

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Organisational Performance – Quarter Summary

Department	Complete	On Track	Monitor	Total
Chief Executive Office	0	4	0	4
Community & Customer Services	2	33	1	36
Infrastructure & Operations	0	11	1	12
Organisational Services	0	19	0	19
Total	2	67	2	71



19/05/20 11:11:24 AM

1. Healthy natural environment

2023 Strategic Outcomes

- 1.1 Redland's natural assets including flora, fauna, habitats, biodiversity, ecosystems and waterways are managed, maintained and monitored.
- 1.2 Threatened species are maintained and protected, including the vulnerable koala species.
- 1.3 Community and private landholder stewardship of natural assets increases
- 1.4 Visitors experience our natural assets through high standard facilities, trails, interpretation and low impact commercial ventures.

Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Plan and implement a program to improve conservation management and protect natural assets.	1.1.1	Infrastructure & Operations	On Track	A total of 321 sites are currently being maintained across Redlands Coast. These works have occurred within priority catchments including Tarradarrapin, Hilliards, Coolwynpin, Moogurapum, Eprapah and Native Dog Creeks. The majority of the maintenance works completed were undertaken on Russell and Macleay Islands. Quarter three has seen significant plantings with 2,600 plants at Saint Andrew's Avenue, Birkdale, 2,000 plants at Valleygreen Close, Redland Bay and 20,310 plants at Blbury Street, Wellington Point.	
Provide clear guidelines on how Council will meet its biosecurity obligations, inform the community and manage invasive plants, pest fish and pest animals under the Redlands Coast Biosecurity Plan 2018-2023.	1.1.2	Community & Customer Services	On Track	The Biosecurity Surveillance Program commenced on 10 October 2019. The Program allows Council to manage restricted and prohibited biosecurity matter identified across Redlands Coast. Since the Program commenced, 730 private properties and 138 public places have been surveyed. A total of 118 properties were confirmed to have restricted or prohibited biosecurity matter. As a result, these properties were issued General Biosecurity Obligation notices. Of the 33,525 known domestic dogs and cats in Redlands Coast, 85% are desexed and 89% are microchipped. Council received and investigated 22 complaints relating to pest animals. Officers attended the Queensland Biosecurity Act working group meeting. Draft Biosecurity Act implementation tools were provided for trial by operational teams. A 12-month review of the Redlands Coast Biosecurity Plan 2018-2023 commenced with formal feedback received via Council's Your Say web page. A six week social media campaign was delivered via Council's Facebook page on General Biosecurity Obligations (GBO). Draft flyers for GBO were developed for distribution to targeted key external stakeholders. Council officers attended the Cactus workshop held by Biosecurity Qld. Council partnered with the Minjerrabah Pest Management Group to develop and provide fox control maps for the 2020 targeted trapping program, including advice on community awareness options.	
Geographically identify and provide priority actions for the management, enhancement and protection of core wildlife habitat and facilitate improved connection of wildlife corridors in alignment with the Wildlife Connections Action Plan 2018-2023.	1.1.3	Community & Customer Services	On Track	Priority area mapping continued to progress, incorporating areas identified in the Wildlife Connections Plan 2018-2028 and the Koala Conservation Strategy 2016 as well as environmental partnerships and other areas of significance, into one system. A process for considering land dedication proposals as a result of development applications was implemented to check consistency with the Wildlife Connections Plan 2018-2028 and the Koala Conservation Strategy 2016 as well as operational maintenance considerations before ownership of land is accepted by Council.	

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Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Conduct erosion and sediment control regulation to minimise environmental impacts from approved development activities.	1.1.4	Community & Customer Services	On Track	<p>Council officers continued to respond to, and investigate, requests for erosion and sediment control matters. A total of 31 customer requests were resolved in quarter three.</p> <p>Officers undertook proactive compliance inspections and monitoring on all major development sites at least once a month to ensure best practice erosion and sediment control implementation, and to minimise the release of contaminants and environmental impacts.</p> <p>Large rain events in January and February 2020 saw an increase in stormwater and runoff related requests. Proactive monitoring on smaller development sites was temporarily reduced to accommodate the increase in customer requests, but has since resumed.</p>	
Continue implementing a program to plant one million native plants across Redlands Coast by 2026.	1.1.5	Infrastructure & Operations	On Track	<p>Since the 'One Million Native Plant' project started in 2017, a total of 357,851 plants were planted in 2019-2020 a total of 67,414 plants have been planted by Council and Bushcare, and 32,606 were planted in quarter three. The most significant of the plantings occurred within Hilliards Creek Catchment at Bibury Street, Wellington Point. A total of 20,310 plants were planted at Bibury Street accounting for 6.575m2 of riparian planting area and 1,070 koala food trees.</p>	
Implement management actions for a viable koala population and to conserve and manage suitable habitat in accordance with the Koala Conservation Action Plan 2016-2021.	1.2.1	Community & Customer Services	On Track	<p>Delivery of Council's Koala Conservation Action Plan 2016-2021 (KCAP) continued. This included work on a range of research projects that were implemented in 2019 to consolidate foundational work that commenced in 2018. Interim reports have been completed for each project. The KCAP has seven ongoing major projects that are being delivered by three separate research groups.</p> <ol style="list-style-type: none"> 1. Ormiston koala safe neighbourhood koala monitoring - University of Sunshine Coast (USC). 2. Koala scats genetic sampling for three potential new Koala Safe Neighbourhood areas (Birkdale, Mount Colton and Thornlands areas) – USC. 3. Koala genetic surveys and analysis for North Stradbroke Island (Minjerribah) – USC. 4. Ormiston smart sign driver awareness project – Griffith University Applied Road Ecology Group. 5. Driver Wildlife Awareness pilot study – Griffith University Social Marketing. 6. Leave it – dog change behaviour project: Transition to business as usual – Griffith University Social Marketing. 7. Community and media evaluation surveys – Griffith University Social Marketing. <p>Council continued to work extensively with the Local Government Association of Queensland and Department of Environment and Science (DES) regarding development of the State Government South East Queensland Koala Conservation Strategy. Council provided a formal response to the South East Queensland Koala Habitat Mapping in December 2019, with responses to the South East Queensland Koala Conservation Strategy provided in January and February 2020.</p> <p>Council officers liaised extensively with DES regarding the release of koalas from Minjerribah on the mainland while protocols for quarantine and release are developed in liaison with the Quandamooka Yoolooburrabee Aboriginal Corporation. The capture and release of ambassador koalas for the selected areas of Birkdale, Thornlands and Mount Cotton was postponed under Queensland Health measures to slow the spread of COVID-19.</p> <p>Koala surveys on Minjerribah using drones have been delayed due to incidents of fire, rain events and under Queensland Health measures to slow the spread of COVID-19. Council delivered a presentation to the Department of Transport and Main Roads on a number of solutions to improve mitigation outcomes for koalas crossing roads in Redlands Coast.</p>	

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Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Enhance community education, awareness and involvement in environmental and wildlife management.	1.2.2	Community & Customer Services	On Track	<p>Work commenced on a city-wide citizen scientist project that encompasses four koala safe priority areas. This includes the development of project tools and information in collaboration with a newly formed working group of existing citizen scientists from the Ormiston area. The objective is for Council to continue to collect high-value data on koala population dynamics through community participation.</p> <p>Development of a strategy for the 2020-2021 community engagement and koala awareness campaigns commenced, with a draft communication plan and media brief prepared.</p> <p>Officers partnered with Birdlife Australia, Logan City Council and Gold Coast City Council to develop a proposal and draft plan to broaden the Redlands Coast Coastal Raptor Citizen Science project to include Logan City Council and Gold Coast City Council areas and recruit new volunteers. Officers partnered with the Australian Citizen Science Association to support the City Nature Challenge 2020. Officers continued to refine a 'Right Plant Right Place' database to support the community in identifying suitable local native plants for a specific location.</p>	
Achieve improved environmental outcomes through extension programs delivered in accordance with adopted environmental strategies and plans.	1.3.1	Community & Customer Services	On Track	<p>The total number of properties engaged in environmental partnership programs remained at approximately 500, with more than 3,500 plants distributed to participants in quarter three.</p> <p>Six community Bushcare extension visits were completed in addition to holding the Annual Bushcare conveners workshop, where Bushcare participants met for a group training and networking day.</p> <p>A significant number of social media posts, live feeds and workshops were delivered online, increasing late in quarter three in light of restrictions due to COVID-19 preventing public events.</p>	
Enhance the visitor experience of natural assets across Redlands Coast.	1.4.1	Infrastructure & Operations	On Track	<p>Upgrades and repairs to the walking trail network through IndigiScapes were undertaken in conjunction with the Centre's reopening in February this year. Repairs to an eroded fire access trail at the eastern escarpment have occurred with the addition of bollards and signage to prevent unlawful access by 4WDs which will assist in a more usable trail for visitors.</p> <p>Council maintained the experience of walkers and cyclists by timely clearing of fallen trees from mountain bike and walking tracks after previous rain events. Renewal and replacement of old fencing on Coochemudlo foreshore was undertaken which both protects the foreshore vegetation and improves visual amenity and experience for users.</p> <p>One kilometre of a new fire trail was added to Heinemann Road Conservation Area to add to existing trail works that enhance recreational connectivity between the reserve, Mount Cotton Park and Bayview Conservation Area.</p> <p>Council's mapping system was updated to include new or revised trails to assist in visitor wayfinding with up to date and accurate information.</p>	
Continue to improve the customer experience at IndigiScapes.	1.4.2	Community & Customer Services	On Track	<p>The IndigiScapes Centre refurbishment was completed, and officially opened to the public on Friday 21 February 2020. Council officers moved into the new administration building and IndigiScapes Centre in February 2020.</p> <p>The development and delivery of the IndigiScapes event and workshop calendar continued until the Centre was closed to the public on Monday 23 March 2020 due to COVID-19 restrictions.</p> <p>Prior to closure, the new centre was making a significant contribution to enhancing the experience of residents and visitors alike, with positive feedback received about the Discovery Centre, theatre, café, gift shop and grounds.</p>	


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2. Green living

2023 Strategic Outcomes

- 2.1 Council's policies and plans support ecologically sustainable development and respond to climate change issues.
- 2.2 Sustainable building design (for example, solar panels and water tanks) is supported through education and advocacy.
- 2.3 Council's waste management plans address current and future needs, and include plans for closed landfills and regional collaboration.
- 2.4 Council and the community actively recycle and reduce waste.
- 2.5 Transport planning reflects a desire to maximise economic, environmental and liveability outcomes through quality road design, public transport, pedestrian and cycling strategies.

Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Monitor Council's emissions and carbon footprint, and implement reduction strategies.	2.1.1	Community & Customer Services	On Track	The Energy and Emissions Dashboard, which monitors Council's electricity usage and carbon emissions, indicated an increase in energy consumption at Council's large sites in quarter three. Many residents staying home due to COVID-19 restrictions, contributed to an increased demand on Wastewater Treatment Plants, which is likely to be a contributing factor. Energy from Council's four solar panel systems continued to be exported to the grid. Council officers continued to progress the upgrade of the South Street Depot lighting fixtures to improve energy efficiency at this site.	
Provide educational opportunities to the community.	2.2.1	Community & Customer Services	On Track	Two Council-branded water-refilling stations were purchased for installation at the IndigiScapes Environmental Education Centre. The stations offer an opportunity for visitors to reduce plastic waste by providing a water fountain to drink from or to fill their water bottles. The display on the station shows users how much plastic waste has been reduced through refilling. The IndigiScapes Centre Café (Indigi Café) reopened, delivering sustainable food messaging and initiatives via reduced food waste and ongoing communication to customers regarding why the Indigi Café does not provide takeaway coffee cups or plastic straws. The community embraced the environmental initiatives with the Indigi Café recording high patronage throughout the reopening period. Resources and material included in the IndigiScapes Discovery Centre highlight pollution prevention, sustainable water management and reduced plastic considerations. Planning for the Green Living Expo 2020 at IndigiScapes has been put on hold due to COVID-19 restrictions.	
Plan and deliver waste management services to meet current and future needs of the city.	2.3.1	Infrastructure & Operations	Monitor	Development of the draft Waste Reduction and Recycling Plan 2020-2023 continued, along with significant advancement of the bulk waste disposal plan contractual arrangements. New field work investigations commenced at Judy Holt Park closed landfill. Discussions occurred with The Department of Environment and Science regarding a new project plan for this site. The northern batter capping and leachate collection system was deferred pending the outcome of the field investigations. Other closed landfill site inspections and monitoring continued.	

Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Provide kerbside recycling bins and encourage the community to increase recycling.	2.4.1	Infrastructure & Operations	On Track	<p>Domestic resource recovery in quarter three was 44.8%, and year to date is 43.3% both against a target of 45.8%. Significant rainfall in mid-February resulted in higher than average green waste generated from households. In March, the COVID-19 restrictions saw more residents staying at home and undertaking home maintenance, resulting in increased green waste levels received by the kerbside collections and the Waste Transfer Stations. The kerbside green waste collection is now accessed by 15,830 households, resulting in 26.4% of eligible properties participating in the service and captured 1,771 tonnes of green waste for composting in quarter three. RecycleWorld at Redland Bay was temporarily closed due to COVID-19 restrictions.</p> <p>Community engagement in quarter three included:</p> <ul style="list-style-type: none"> - E-waste drive to the islands including North Stradbroke Island, Coochiemudlo, Russell and Macleay Islands, - messages and support for the launch of the IndigiScapes opening, - support for the 'Be a lunchbox hero' event at IndigiScapes. <p>Planning and coordination occurred for a number of activities and community engagement:</p> <ul style="list-style-type: none"> - National Composting Week and Stop Food Waste Day, - what happens to green waste education, - Clean Up Australia Day event both internally and externally to Council, - hosted the regional Queensland Waste Educator Group meeting. 	
Advocate for public transport in accordance with the Redlands Coast Transport Strategy 2041.	2.5.1	Community & Customer Services	On Track	<p>Council officers liaised with Department of Transport and Main Roads network planners to advocate for a more efficient bus network across Redlands Coast, to create a network that provides a more viable transport choice for the community with a particular focus on improving public transport options in the southern portion of the City as well as peak hour services for commuters.</p>	
Manage planning for transport connectivity for the Southern Moreton Bay Islands.	2.5.2	Community & Customer Services	Complete	<p>The Redlands Coast Smart Mobility Trial on Karraagarra Island concluded. After four months of operation, the autonomous vehicle travelled more than 1,200km and carried more than 750 passengers. During the trial, the project team acquired valuable insight as to how an autonomous vehicle operates in live traffic and how this type of transport technology could potentially be applied to different scenarios across Redlands Coast.</p>	
Expand the footpath and cycleway network.	2.5.3	Infrastructure & Operations	On Track	<p>Design for the 2020-2021 expansion program was completed. Fifty per cent of the current stage of the Moreton Bay Cycleway Project (School Road, Victoria Point to Lakelield Drive, Victoria Point) was completed.</p>	

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3. Embracing the bay

2023 Strategic Outcomes

- 3.1 Council collaborates with partners to understand, nurture and protect Moreton Bay's marine health and values.
- 3.2 Communities on the islands and foreshores enjoy equitable access to development opportunities and community services.
- 3.3 Our community is ready for and adapting to changing coastlines, storm tide and severe weather.
- 3.4 Redlands Coast residents and visitors can easily access the foreshore and use recreation infrastructure for boating and non-boating activities.

Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Monitor and develop strategies aimed at identifying priority areas to inform decision making and improve aquatic environments.	3.1.1	Community & Customer Services	On Track	Council continued to participate in various working groups such as the Healthy Land and Water, Monitoring and Evaluation Steering Committee, SEQ Water by Design Steering Committee and Moreton Bay Ramsar Wetland Stakeholder Network. Council officers also participated in events such as the SEQ Stormwater Community of Practice and Cooperative Research Centres Water Sensitive Cities workshops.	
Partner with the Queensland Government to review the agreement between the Department of Education and Training and Redland City Council regarding management of the Russell Island Pool.	3.2.1	Infrastructure & Operations	On Track	The Ambient Water Quality Monitoring Program continued in quarter three, concluding in March 2020. Several aquatic and riparian weeds were reported, and the identification of areas of significant creek erosion observed. This monitoring assists with prioritising resources for remedial and maintenance works. The Sovereign Waters Lake water quality monitoring program continued in quarter three. Officers continued to develop the Redlands Coast Bay and Creeks Plan.	
Support a sustainable governance model for the Southern Moreton Bay Islands (SMBI) Hub to coordinate delivery of community services.	3.2.2	Community & Customer Services	On Track	Council continued to operate the Bay Island Aquatic Centre as per agreed hours. Council is currently in negotiations with Education Queensland to extend the agreement for a further six months as decided at the General Meeting held on 26 February 2020. On 26 March the Centre was temporarily closed, in compliance with a directive from Queensland Health relating to COVID-19.	
Continue to develop and implement the Coastal Hazard Adaptation Strategy.	3.3.1	Infrastructure & Operations	On Track	Ongoing collaborative work on the Southern Moreton Bay Islands (SMBI) has provided a platform to coordinate the COVID-19 SMBI Working Group, including the COVID-19 SMBI Advisory and COVID-19 SMBI Community Leaders Sub-Groups. This working group, which reports to the Redland City Local Disaster Management Group, is developing systems to treat community vulnerabilities throughout the crisis, building capacity and sustainability for post-crisis social development in accordance with the SMBI Collaborative Action Plan.	
Improve access provisions to Moreton Bay.	3.4.1	Infrastructure & Operations	On Track	Phase 5 of the Coastal Hazard Adaptation Strategy was submitted for Local Government Association Queensland approval. A consultant was engaged for Phases 6-8 of the Strategy.	

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4. Quandamooka Country






2023 Strategic Outcomes

4.1 Council's organisational and staff capacity to deliver positive outcomes for Aboriginal communities, including the Quandamooka People, is improved through policy, cultural awareness training and cultural heritage training for elected members and Council staff.

4.2 Council's and the community's respect and understanding of the Quandamooka Peoples' relationship with their traditional land and waters continue to improve.



4.3 Council continues to support and resource the delivery of commitments under the Indigenous Land Use Agreement (ILUA) with the Quandamooka People.

4.4 Council works with the Quandamooka Traditional Owners to help them achieve their goal of establishing North Stradbroke Island (Minjerribah) as a global eco-cultural tourism destination.

Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Continue to work collaboratively with Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC).	4.1.1	People & Culture	On Track	Two Quandamooka Cultural Days on North Stradbroke Island were organised in quarter three, with 16 employees attending. Council continued to implement deliverables from the new Internal Reconciliation Action Plan in relation to fostering a culturally inclusive workplace.	
Continue to implement culturally appropriate protocols.	4.1.2	Organisational Services	On Track	Reconciliation Action Plan initiatives continued to progress with Cultural Information Sessions delivered throughout the organisation and Acknowledgement of Country being delivered in meetings. Corporate inductions for new employees continued with an Indigenous information pack given to each attendee. The Reconciliation Action Plan Implementation Committee advocated and promoted the Reconciliation Action Plan by visiting various locations of Council to discuss the story of 'Kahara Malara' with employees, hanging the reproduced artwork within prominent locations. The Communications Plan for the Reconciliation Action Plan was completed.	
Promote awareness and understanding of Quandamooka culture.	4.2.1	Organisational Services	On Track	Council promoted through media the completed North Stradbroke Island (Minjerribah) place markers. The Anity Point (Pular) place marker designed by Quandamooka artist Belinda Close was promoted in February 2020 and the Mulumba (Point Lookout) place marker designed by Quandamooka artist Delvene Cockatoo-Collins was promoted in March 2020. Where known, Quandamooka place names were used in a variety of media communications and acknowledgement of Quandamooka Traditional Owners was included in fortnightly print advertising and on Council's website.	
Promote traditional knowledge.	4.2.2	Organisational Services	On Track	Council continued to promote cultural awareness. The Capalaba artwork sculpture named Passages was completed. Quandamooka people were invited to attend and deliver Welcome to Country at the Australia Day Awards and the Creative Arts Program Launch.	
Support delivery of Indigenous Land Use Agreement (ILUA) commitments.	4.3.1	Organisational Services	On Track	Council continued to manage the Indigenous Land Use Agreement (ILUA) sub-committees and monitor progress of ILUA activities. The ILUA quarterly report was presented to the Executive Leadership Team in February 2020.	

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Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Contribute to the implementation of the North Stradbroke Island Economic Transition Strategy and Redland City Economic Development Framework 2014-2041.	4.4.1	Community & Customer Services	Complete	<p>Council is lead for Project 13: Location and Interpretive Signage and worked in support of a further 17 of 23 projects under the Queensland Government's Minjerrabah Futures - North Stradbroke Island Economic Transition Strategy.</p> <p>Council continued to work with the Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC) to deliver two Quandamooka-inspired place markers designed by Quandamooka artists which have now been installed at Amity and Point Lookout. Island artist Belinda Close's Mirrimpah public art place marker was installed in Cabanita Park in December 2019 and Delvene Cockatoo-Collins's Mooloomba artwork in March 2020. This concludes stage 1 of Project 13 with management of stage 2 (placemaker at Dunwich) the responsibility of QYAC.</p>	
Promote Quandamooka tourism initiatives.	4.4.2	Organisational Services	On Track	<p>Council worked with Quandamooka Traditional Owners to promote Quandamooka cultural experiences on Redlands Coast to support the 2020 Year of Indigenous Tourism. Council officers attended the First Nations Tourism Consultation in Brisbane facilitated by Queensland Tourism Industry Council to develop the First Nations Tourism Plan for Queensland. Council worked with Quandamooka Yoolooburrabee Aboriginal Corporation to install the place marker and eugenic sculptures designed by Delvene Cockatoo-Collins at Mulumba (Point Lookout) as part of the Economic Transition Strategy funded by the Queensland Government.</p> <p>Quandamooka Traditional Owners presented Welcome to Country and traditional dance performances at Council-run events including Redlands Coast Australia Day Awards, Australian Citizenship Ceremony, IndigScapes Centre re-opening, Redland City Education Roundtable and the Creative Arts Redland Program Launch. Council met and liaised with community event organisers to engage Quandamooka Traditional Owners to present Welcome to Country and traditional dance performances. Three community events incorporated a Welcome to Country into their program including Bayside Vehicle Restorers Club, RATS Summer Sprint and All for One Wellness Expo.</p>	

5. Wise planning and design


2023 Strategic Outcomes

- 5.1 Growth and development in the city is sustainably managed through the adoption and implementation of the Redland City Plan and Local Government Infrastructure Plan.
- 5.2 Redland City's character and liveability are enhanced through a program of master planning, place-making and centre improvement strategies, including maximising opportunities through the catalyst Toondah Harbour Priority Development Area and Redlands Health and Wellbeing Precinct projects to build a strong and connected Cleveland.
- 5.3 An effective and efficient development assessment process delivers quality development that is consistent with legislation, best practice and community expectations.
- 5.4 Regional collaboration and targeted advocacy drives external funding for key infrastructure upgrades and enhanced community outcomes.

Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Manage planning for transport initiatives and services across the city.	5.1.1	Community & Customer Services	On Track	The Urban Congestion Tool was initiated and Council officers commenced working with Logan City Council, Gold Coast City Council, the Department of Transport and Main Roads and the Local Government Association of Queensland to deliver a region-wide spatial tool to assist in transport planning and inform future network upgrades.	
Ensure that infrastructure necessary to support growth in the city is provided through the development assessment process and capital works program.	5.1.2	Community & Customer Services	On Track	Local Government Infrastructure Plan projects continued to be delivered as part of development approvals and are progressively being scheduled through capital works programming and budget reviews for delivery by Council.	
Implement actions outlined in the Cleveland Centre, Traffic and Transport Action Plan 2019-2020.	5.1.3	Community & Customer Services	On Track	Council officers engaged with key internal stakeholders to identify a number of actions to be delivered for the 2020-2021 financial year to improve pedestrian safety and connectivity in the Cleveland Centre.	
Maintain the Redland City Plan to ensure it reflects best practice and is responsive to community expectations.	5.1.4	Community & Customer Services	On Track	Council adopted a general major amendment package to the City Plan on 29 January 2020. The general major amendment package came into effect on 19 February 2020. Three other major amendment packages addressing Local European Heritage, Environmental corridors and habitat and the Victoria Point Local Plan are currently at various stages of the State interest review process as outlined in the Minister's Guidelines and Rules under the Planning Act 2016. These amendment packages will remain confidential until such time as the Minister and Council have given approval to commence statutory public consultation.	 
Coordinate a place management program for key activity centres and contribute to master planning for precincts.	5.2.1	Community & Customer Services	On Track	Council continued to engage with Metro South Health and Redlands Mater Private Hospital regarding their future plans in the context of the draft Redland Health and Wellness Precinct Stage 3 Report (conceptual land use plan and strategy).	

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Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Coordinate planning and guidance for future development and infrastructure delivery for local areas in the city.	5.2.2	Community & Customer Services	On Track	Council received State Interest assessment comments on the draft South West Victoria Point Local Plan to the Redland City Plan 2018 on 24 February 2020. The State Interest assessment comments are currently being reviewed. The draft Local Plan and consequential amendment package will remain confidential until such time as the Minister and Council give approval to commence statutory public consultation. Council commenced investigations of the Southern Thornlands Potential Future Growth Area in accordance with Council resolution 19.3 at its General Meeting on 9 October 2019, the study will remain confidential until a City Plan amendment is released for public consultation, or in the event the Southern Thornlands Potential Future Growth Area Study does not require any amendment to the City Plan, until Council has prepared a communication plan to inform the community of the outcomes of the study.	
Identify and protect places of European heritage significance.	5.2.3	Community & Customer Services	Monitor	A proposed major amendment to the City Plan to address local European heritage protection in the City received Ministerial approval to proceed to public consultation. The proposed major amendment remains confidential until such time as Council considers further budgetary implications and approves the amendment for public notification.	
Develop a master plan for the Redland Aquatic Precinct Redevelopment	5.2.4	Infrastructure & Operations	On Track	Council continued to progress an opportunity for design and master planning for the Redland Aquatic Precinct to be included in the concept for an integrated Redlands Coast Adventure Sports Precinct.	
Maintain effective systems and processes that underpin quality and timely decision making for development applications.	5.3.1	Community & Customer Services	On Track	Council's systems and processes continued to be refined to ensure effective implementation of planning instruments. This included development and testing of new event processes for development inspections in Council's Property and Rating system.	
Contribute to implementation of a South East Queensland (SEQ) City Deal.	5.4.1	Community & Customer Services	On Track	Commonwealth, state and local governments continued work on the SEQ City Deal project. Council is represented on the Local Government Working Group and CEO's Forum, contributing input to help shape the SEQ City Deal through major work program streams.	
Develop a strategic funding framework.	5.4.2	Organisational Services	On Track	Council officers identified 19 competitive funds in quarter three, in addition to participating in two invitational opportunities. Council submitted four applications in quarter three, with a further three applications still under development. In response to COVID-19, Council had one funding opportunity cancelled and a funding application put on hold. Council was successful in two applications, one under the School Transport Infrastructure Program, which awarded Council with \$79,000 towards safety works for Birrkdale State School, and one under the First 5 Forever Project Grants (Round 2), which awarded Council with \$23,845 towards Jandral language kits. Council is still awaiting outcomes on 13 applications across state and federal funds. Work continued on a risk assessment tool specific to external funding, and a 10 year capital and operational grant pipeline was finalised and aligned with known state and federal funding opportunities.	

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6. Supportive and vibrant economy

2023 Strategic Outcomes

- 6.1 Council supports infrastructure that encourages business and tourism growth.
- 6.2 Redland City delivers events, activities and performances that bring economic and social benefits to the community
- 6.3 Council's involvement in the State Government's North Stradbroke Island Economic Transition Committee supports and aligns with Council's strategic objectives, which help deliver long-term economic sustainability for North Stradbroke Island (Minjerribah).
- 6.4 Council receives a return on the community's investment in land to enhance economic and community outcomes.
- 6.5 Growth in key sectors identified in Council's Economic Development Framework is supported through the development and implementation of action plans by the Industry Economic Development Advisory Board.
- 6.6 Development will be facilitated specifically in the Toondah Harbour Priority Development Area (PDA) and Weinam Creek PDA with a focus on economic growth.





Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Implement actions in the Redland City Tourism Strategy and Action Plan 2015-2020.	6.1.1	Organisational Services	On Track	Council continued to progress actions in the Redland City Tourism Strategy and Action Plan 2015-2020 including the development of the volunteer ambassador program, customer service training program and development of Coochiemudlo Island and Cleveland maps. Work continued on the City Destination Entry Sign project including concept finalisation and material selection. Redlands Coast Visitor Information Centre received more than 1,050 walk in and telephone clients and 5,300 website visitors. The Redlands Coast Tourism Subcommittee met twice in quarter three and included representatives from the Quandamooka Yoolooburrabee Aboriginal Corporation, Redlands Coast Chamber of Commerce, Straddie Chamber of Commerce, Southern Moreton Bay Chamber of Commerce, Scouts Queensland and tourism representatives from Coochiemudlo Island and mainland businesses.	
Contribute to the development of a Smart Cities Strategy.	6.1.2	Community & Customer Services	On Track	Drafting of the Redlands Coast Smart and Connected City Strategy progressed, with a progress report noted by Council on 26 February 2020. The Advancing Regional Innovation Program (ARIP), in conjunction with the Australian Government and FiftySix Creations, delivered a new digital literacy program for seniors. The program offered one-on-one 30 minute sessions covering topics including social media, health, shopping and banking services to assist seniors to access support and assistance during COVID-19 restrictions. Council resolved to establish a targeted grants program aimed at both relief and recovery efforts for small businesses and community organisations affected by COVID-19. The program includes provision for innovation under ARIP.	
Implement actions in the Redland City Events Strategy and Action Plan 2017-2022.	6.2.1	Organisational Services	On Track	Council delivered four events attended by more than 1,465 people and supported the delivery of 15 community events, attended by more than 64,762 people. Council events included three citizenship ceremonies and the Redlands Coast Australia Day Awards function. Community events included The 5K Foam Fest, Elton John Day on the Green, Bayside Vehicle Restorers Club Rally, Movie in the Park, RATS Summer Sprints, Cold Chisel Day on the Green, All for One Wellness Expo, Redlands Coast Sports Gala, Redland Bayside Blues Festival, Queensland Triathlon Series and Battle of the Bays Paddling event. Council continued to progress actions in the Redland City Events Strategy and Action Plan 2017-2022 including improvements to the events portal and the development of the targeted sponsorship for civic and signature events program.	

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Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Deliver events, activities and workshops that contribute to bringing economic and social benefits to the community.	6.2.2	Community & Customer Services	On Track	<p>Council delivered a Strategic Planning workshop on 3 March 2020 at the Wellington Point Sports Club with 22 attendees and a Financial Management Webinar on 31 March 2020 with 24 attendees, which were both well received.</p> <p>Council partnered with the University of Queensland's Healthy Ageing Initiative and DMA Engineers to deliver a Longevity by Design charrette, held in Brisbane on 6 February 2020. The charrette brought together 121 practitioners from more than 60 private and community-based organisations, government bodies and educational institutions to challenge the way communities and buildings are currently designed for life in later years. Sixteen teams took on the design challenge set in Redlands Coast.</p> <p>A Crime Prevention Through Environmental Design Training course was held for 20 people on 28 February 2020 at IndigIScapes. Council officers also participated in a wide range of external events focused on the National Disability Insurance Scheme, homelessness, mental health, community development, place-based practice and other initiatives.</p> <p>Reference committee meetings were held for the manufacturing sector, health care and social assistance sector and the education roundtable. Council supported the Redlands Coast Chamber of Commerce 'Going for Gold' event and Redlands Coast Chamber of Commerce Business Breakfast.</p>	
Continue to roll-out the city's new destination brand, Redlands Coast - Naturally Wonderful.	6.2.3	Organisational Services	On Track	<p>The Redlands Coast Deals & Rewards App developed to encourage residents and visitors to shop locally was extended. Redlands Coast brand awareness continued to be developed through print advertising, Council-owned bus shelters, Facebook and Instagram. Ongoing development of the Redlands Coast brand website 'microsite' and online merchandise store for local businesses also continued.</p>	
Coordinate Council's involvement in the implementation of the Queensland Government North Stradbroke Island Economic Transition Strategy.	6.3.1	Community & Customer Services	On Track	<p>Council continued to work closely with the Queensland Government on the implementation of the State Government's North Stradbroke Island Economic Transition Strategy. The Minjerribah Futures Reference Group, which includes representation from state and local government, Quandamooka, Yoolooburabee Aboriginal Corporation, business groups and other organisations, met in February 2020 to progress the work of the group's sub-committees to improve the tourism experience on the island.</p>	
Identify and develop strategic opportunities for Redland City Council land holdings.	6.4.1	Community & Customer Services	On Track	<p>Shayher Group was appointed as the preferred expression of interest (EOI) proponent following the EOI campaign held to secure a development partner. Commercial agreements between Council and Shayher Group are currently under negotiation.</p>	
Provide secretariat support to the Redlands Economic Development Advisory Board (EDAB).	6.5.1	Community & Customer Services	On Track	<p>The Redlands Economic Development Advisory Board Annual Report 2018-2019 was noted at Council's General Meeting on the 12 February 2020. Board members provided input in relation to Council's response to COVID-19.</p>	

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Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Deliver industry-enabling action plans and a targeted investment attraction strategy.	6.5.2	Community & Customer Services	On Track	<p>The third Education Roundtable, a key initiative under the Education and Training Industry Sector Plan 2018-2023, was held in February 2020. Planning for a city-wide Courses and Careers Expo commenced with principals and school representatives providing input and support. Implementation of actions of the Health Care and Social Assistance and Rural Enterprises industry sector plans continued including planning for a Health Care and Social Assistance Summit.</p> <p>A survey of manufacturing businesses was completed and an analysis of the survey results will assist with framing a Manufacturing Industry Sector Plan. Council also commissioned a manufacturing preliminary analysis study, which will report on a comprehensive environmental scan of the economic, socio-cultural, technological and regulatory opportunities and constraints affecting manufacturing in Redlands Coast, and identify opportunities for the sector's growth.</p>	 
Engage Redland Investment Corporation to facilitate the Toondah Harbour Priority Development Area (PDA) in partnership with Economic Development Queensland.	6.6.1	Community & Customer Services	On Track	<p>The Environmental Impact Statement (EIS) phase continued. As the EIS progressed, fact sheets were produced and provided to Councillors and the Redlands Coast community. As part of the environmental assessment process, focus groups were recruited. Topics covered include wetlands and shorebirds, coastal processes and water quality, and koalas.</p>	
Facilitate the development of the Weinam Creek Priority Development Area (PDA) in partnership with Economic Development Queensland.	6.6.2	Community & Customer Services	On Track	<p>Redland Investment Corporation continued preparing the development application for the master plan of the Weinam Creek Priority Development Area (PDA). Stage 1 of the Weinam Creek PDA continued. This includes construction of the car park on Moores Rd, Redland Bay, and a footbridge and boardwalk connecting the car park to the ferry terminal.</p>	 

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7. Strong and connected communities



2023 Strategic Outcomes

- 7.1 Festivals, events and activities bring together and support greater connectivity between cross-sections of the community.
- 7.2 Council maximises community benefit from the use of its parklands and facilities by improving access to, and the quality and shared use of, public spaces and facilities by groups for sporting, recreational and community activities.
- 7.3 Council's assessment of community issues and needs provides timely opportunities to pursue grants and partnerships that realise long-term benefits.
- 7.4 Council supports volunteerism and participation in civic projects through clear and supportive Council processes to reduce red-tape, and engage and recruit volunteers for Council projects.
- 7.5 The community's preparedness for disasters is improved through community education, training and strong partnerships between Council and other agencies.


Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Celebrate the cultural life of the region.	7.1.1	Community & Customer Services	On Track	Redland Performing Arts Centre (RPAC) was visited by a total of 9,122 people, with a program of 35 activities including performances, workshops and community events held in the Centre. Highlights included the first Musical Melodies performance for the 2020 season Mad Maestros, sold out performances by Anth Do and The 91 Storey Treehouse. RPAC Entrepreneurial performances and events included Mission Songs by Jessie Lloyd, Creative Arts Redlands 2020 Program Launch and RPAC's 12th birthday. Community groups continued to utilise the venue for rehearsals and workshops. The Community Art Wall initiative was utilised by local artists from Redlands Creative Alliance from mid-March to mid-April 2020. RPAC was temporarily closed on 16 April 2020 due to COVID-19 restrictions, with 10 events cancelled.	
Plan, provide and advocate for essential social infrastructure for community activities.	7.2.1	Community & Customer Services	On Track	Redland Art Gallery (RAG) hosted 20 events, activities, workshops and public programs visited by 14,492 people across venues at Cleveland and Capalaba. The 2020 RAG exhibition and events program was launched and eight exhibitions were featured in quarter three. The galleries were temporarily closed on 23 March 2020 due to COVID-19 restrictions, with exhibitions: Living Treasures: Masters of Australian Craft Prue Venables and Wildish; Emma Gardner closed early and three events cancelled.	
				Drafting of the Stronger Communities Strategy was completed. The draft Strategy utilised the Redlands Community Needs Assessment and Social Provisioning Analysis, which was recently completed by the Regional Innovation Data Lab. Council continued to work on the development of human and social service capacity mapping in Redlands Coast. This work will support social service capacity integration into strategic planning, ensuring that changing community needs are appropriately supported by the social service system. Drafting of the Age Friendly Cities Strategy was also completed.	

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Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Deliver innovative and accessible services as part of the implementation of the Library Services Strategy 2017-2022.	7.2.2	Community & Customer Services	On Track	<p>Libraries continued to provide public spaces in quarter three for the following programs: morning children's programs, school holiday activities, guest authors and presenters, family history research, technology lessons particularly for seniors, and venues for corporate discussions and community lifestyle services. A new co-working space was implemented at Cleveland Library that can accommodate eight people with devices.</p> <p>The Adult Literacy Program continued to assist those in the community who have low levels of reading and writing. An additional 12 volunteers were recruited, trained and matched with learners. A new Saturday STEAM (Science, Technology, Engineering and Mathematics) program was introduced. The program, aimed at engaging families, has been popular with an average of 30 participants per session.</p> <p>Libraries were temporarily closed in the last two weeks of March 2020 due to COVID-19 restrictions. Council continues to provide story time and children's activities online to the community, and is utilising the Cleveland Library for internal meetings.</p>	
Plan for effective sport and recreation at Heinemann Road, Redland Bay.	7.2.3	Infrastructure & Operations	On Track	<p>Development of the draft Regional Sport and Recreation Precinct Master Plan included:</p> <ul style="list-style-type: none"> - release of the draft master plan in January 2020 following a Council resolution in December 2019, - completion of community and stakeholder consultation and incorporation of relevant feedback into finalisation of plan - monthly reviews of corporate and project risks, - approval of an extension of the Queensland Government Deed of Grant schedule to 31 May 2020, - Project Control Group and Project Steering Committee meetings including Queensland Government involvement. <p>Other activities to improve the quality and access to parks, sport and recreation facilities and activities:</p> <ul style="list-style-type: none"> - completion of 47 of 90 sub-renewal and upgrade and community infrastructure projects, - continued investigations into sport and recreation land use, - released a request for consultancy services to review existing facility optimisation levels and develop a five year facility action plan, - continued negotiations through development assessment for positive outcomes for sport and recreation facilities and parks. 	
Plan for the future use of the Willard's Farm site.	7.2.4	Infrastructure & Operations	On Track	<p>Council has prepared and is now finalising negotiations for a Memorandum of Understanding with the Redland Museum to jointly investigate the feasibility and future use of the Willards Farm Site.</p>	
Deliver Council's Grants and Sponsorship Program.	7.3.1	Community & Customer Services	On Track	<p>Round two of the 2019-2020 Community Grants Program closed on 2 March 2020. Two conservation applications, 17 project support applications and 16 organisation support applications were received. Round two of the 2019-2020 Sponsorship Program closed on 16 March 2020, with 16 sponsorship applications received.</p> <p>Due to COVID-19, the current round has been deferred until an appropriate time in the financial year 2020-2021 with available funds of \$288,170 redirected to a COVID-19 Relief and Recovery Response Grants Program. The program will target local businesses impacted by COVID-19 and community organisations providing support to community members impacted by COVID-19.</p>	

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Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Activate and engage through programs and partnerships to encourage reading and all forms of literacy as part of the implementation of the Library Services Strategy 2017-2022.	7.3.2	Community & Customer Services	On Track	Community outreach services undertaken by Library Services resulted in 7,492 participants being engaged in literacy-focused programs and activities across Redlands Coast. Children's programs continued to be in high demand, with 160 activities delivered at various venues in quarter three. These programs included after school activities, technology programs and First 5 Forever, a Queensland Government-funded program to support early literacy for children aged 0-5 years. Fifteen 'Authors in Action' events were attended by 436 people. Council officers attended the Wellness Expo held by the Capalaba Community Centre. Home deliveries continued to be popular with 692 deliveries made in quarter three. Council officers promoted the services that Council libraries can offer, including the Words for Wellbeing Program. Libraries were temporarily closed during the last two weeks of March 2020 due to COVID-19 restrictions. Programming moved to an online platform creating videos and after-school activities to be shared. The first children's video posted saw a 15,000 reach within 24 hours, demonstrating the need to continue these during library closure to engage and connect with the community.	
Continue to provide volunteering and work experience opportunities for the Redlands Coast community	7.4.1	People & Culture	On Track	Council continued to assist with inquiries and support volunteering and work experience opportunities at Council.	
Improve disaster preparedness.	7.5.1	Organisational Services	On Track	On 4 March 2020, the Local Disaster Management Group (LDMG) held it's annual exercise and meeting. The exercise was attended by members of the LDMG, Councillors and members of various agencies. The LDMG exercise was based on a fire scenario called Exercise Flame Trees. The LDMG moved to 'Stand Up' in the month of March to assist the community respond to COVID-19.	

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8. Inclusive and ethical governance

2023 Strategic Outcomes

- 8.1 Council's Information Management Strategy and technology systems are engineered to increase efficiency and provide excellent customer service outcomes.
- 8.2 Council produces and delivers against sustainable financial forecasts as a result of best practice Capital and Asset Management Plans that guide project planning and service delivery across the city.
- 8.3 Implementation of the Corporate Plan is well coordinated across Council and through a delivery mechanism that provides clear line of sight, accountability and performance measurement for all employees.
- 8.4 A continuous improvement focus underpins the organisation, creating a supportive environment for ideas and positive, well-managed change that enhances internal and external outcomes.
- 8.5 Council uses meaningful tools to engage with the community on diverse issues so that the community is well informed and can contribute to decision making.

Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Improve Council's Asset Management System.	8.1.1	Organisational Services	On Track	Council's new asset management system was successfully implemented. There has been a strong focus on data quality and business processes in quarter three to ensure the business was well supported with the implementation of this new system.	
Improve whole of Council asset management.	8.2.1	Organisational Services	On Track	Implementation of the Strategic Asset Management Plan is on track with key activities relating to asset data and technologies. On 24 February, Council went live with its new asset management software, Assetic. This included the asset register module for all assets, and a roll-out of the works maintenance module to water, wastewater and buildings. Work commenced on preliminary inputs into the development of Council's Maintenance Management Strategy including an asset data review to improve data quality, and the creation of a register for inspections, condition assessments and valuations.	
Improve strategic alignment.	8.3.1	Organisational Services	On Track	Project and community engagement planning, and internal stakeholder engagement commenced to support the development of a new corporate plan. Business areas across Council undertook business planning to identify 2020-2021 actions to implement Council's strategic direction, manage risk, and drive performance and improvement. The Strategic Service Planning Project received and reviewed a draft Service and Asset Analysis Report which focused on testing strategic service planning across five pilot services. Project planning was undertaken, a software vendor engaged, and business requirement scoping workshops were held to progress implementation of Council's new corporate performance management system. Implementation of the new system will focus on balanced scorecard reporting, operational plan performance reporting, and management reporting.	
Improve strategic alignment and investment decisions.	8.3.2	Organisational Services	On Track	The 2020-2021 draft capital portfolio has been developed, and preliminary prioritisation of the 2021-2022 capital portfolio has commenced to identify the second year of a three year program to inform pipelines for grants, funding and strategic procurement.	
Prioritise, define and manage Council's portfolio of projects.	8.3.3	Organisational Services	On Track	Council continued to support stakeholders to deliver the approved 2019-2020 portfolio and prioritised the draft 2020-2021 capital portfolio, which was presented to the Executive Leadership Team. The Capital Investment Working Group commenced the review and preliminary prioritisation of the 2021-2022 capital portfolio, which will contribute towards development of a three year capital program.	

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Significant Activity	Op Plan Ref	Key Accountable	Status	Comment	Strategic Priorities
Promote Redland City Council program and project delivery best practice.	8.3.4	Organisational Services	On Track	Governance forums were carried out as part of program and project delivery processes. The Enterprise Investment Portfolio - Quarter 2 Report was presented to the Executive Leadership Team, providing overall status and performance. Council monitored the 2019-2020 carryover forecast and commenced a review of existing administrative documents and policies to inform the development of a portfolio management administrative directive.	
Improve alignment between individual and Council performance.	8.3.5	People & Culture	On Track	Alignment between individual and Council objectives continued with the introduction of the 'Ongoing Conversations' functionality in the new Human Resource Information System (OURSspace) during the MYGoals mid-cycle review. This included delivering 'Ongoing Conversations' information sessions to 64 managers and 165 employees across Council in March. Strengthened alignment is also being investigated through the development of the new People Strategy.	
Deliver the Procurement Transformation Program.	8.3.6	Organisational Services	On Track	Progress on the Procurement Transformation Program included: - the move to Strategic Contracting Procedures was adopted by Council at its General Meeting on 29 January 2020. - VendorPanel system training continued with 244 staff trained on Council's web-based quotation and tendering system. - local suppliers encouraged to sign up to Council's VendorPanel Marketplace - Council's supplier portal, that is free to join and informs Council of interested businesses. - updates to Council's public website with more detailed notifications of upcoming tenders and contracts. Procurement response to COVID-19 included: - emphasis on supporting local suppliers - a 'Buy Local' preference was communicated to all Council buyers, - e-newsletters were sent to over 3,000 contractors and suppliers requesting information on COVID-19 impacts on their supply chains, - as part of Council's economic and social stimulus package, the one-off contribution towards electricity costs for clubs and community associations in Council's Community Electricity Scheme commenced.	
Continue to build a diverse and inclusive culture that enables cooperation, innovation and change to enhance outcomes.	8.4.1	People & Culture	On Track	The Change Management Portfolio continued to grow with new and smaller projects added. Improvements in strategy development and execution in a simplified Change Plan were developed and are in use. An Internal Change Community of Practice was established to further develop change capability within the organisation. Diversity and inclusion themes from the 2019 leadership learning program, including 'shaping a shared positive culture' continued to be incorporated into the development of the new People Strategy.	
Enhance the continual improvement culture supporting service delivery.	8.4.2	Organisational Services	On Track	A combination of business improvements and strategic procurement activities delivered savings of \$5,435,000. These savings were reinvested as part of 2019-2020 Annual Budget Review via Council Resolution on 12 February 2020. One design thinking workshop was held. Council conducted benchmarking activities around benefits reporting practices with other government entities.	
Continue to conduct community engagement on a diverse range of issues.	8.5.1	Organisational Services	On Track	Council engaged with the community on the following projects: Wilson Esplanade Foreshore Protection Project, Redland City Plan Amendments, Draft Redlands Coast Transport Strategy, The Southern Moreton Bay Islands Ferry Terminals Upgrade Project, Coochiemudlo Island Postcode Survey, Bay Islands Aquatic Centre, Junner Street Parking, Redlands Coast Regional Sport and Recreation Precinct, Redlands Indigiscapes Centre Expansion project, Headland Park Upgrade, and Proposed Local Law amendments for Wellington Point Bathing Reserve. Various engagement tools were utilised to conduct these activities such as Council's Your Say web page, social media and face-to-face interactions.	

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13.2 POLICY FRAMEWORK REVIEW 2019 - AMENDMENT, RECLASSIFICATION AND REPEAL OF POLICIES

Objective Reference: A4633407

Authorising Officer: John Oberhardt, General Manager Organisational Services

Responsible Officer: Tony Beynon, Group Manager Corporate Governance

Report Author: Lizzi Striplin, Corporate Meetings & Registers Supervisor/Policy Coordinator
Kristene Viller, Acting Senior Advisor Administrative Review and Local Laws Coordinator

Attachments:

1. Policy Framework [↓](#)
2. List of Amended Policies for Adoption [↓](#)
- 2a. Amended Policies for Adoption [↓](#)
3. Administrative Directives [↓](#)
4. Policies to be made Obsolete [↓](#)

PURPOSE

To endorse the Policy Framework (Framework) and seek approval for amendments, reclassifications and repeal of current Redland City Council (RCC) Policies in line with the Framework.

BACKGROUND

A Policy audit was conducted by PricewaterhouseCoopers (PwC) in 2018. There were 22 recommendations made which included:

- Streamline current Framework and Policies, Guidelines and Procedures (PGP) approach to reduce the number and types of Policies.
- Streamline classifications.
- Implement consistent naming and numbering system.
- Establish formal escalation process including periodic reports to Executive Leadership Team.
- Establish a quality assurance process.

As a result of the audit, a Policy Framework was developed (Attachment 1), the Framework establishes a hierarchy and classifications of Policies, Administrative Directives, Guidelines and Procedures and sets out the requirements and standards for each step of the development cycle. All Policy Instruments must be developed, deployed, monitored and revised in accordance with this Framework. The Framework was endorsed by the Executive Leadership Team (ELT).

Following ELT endorsement, sessions were held with the Operational Leadership Group (OLG), Business Support Officer Network (BSO) and individual groups across Council to walk through the changes and how they will impact the business. A freeze on amendments to Policies or creation of new Policies was in place whilst the review was undertaken.

The Strategy and Governance Unit reviewed each Policy and made recommendations to the General Managers on changes required to their Department's Policies to comply with the new Framework.

ISSUES

Reviews

Reviews have been completed on all Policies. All documents have been amended by the Policy owners. Under the new Framework, Policies reflect a statement of Council's intent in regards to the Policy subject matter. The details of 'how to' implement that intent has been removed and included in the associated Guideline(s).

Amendments to these documents have been outlined in Attachment 2 of this report.

Classifications

Prior to the Policy Framework development and Policy review, Policies were placed under one of three separate classifications which directly linked to the approval process:

1. Statutory Policy
2. Corporate Policy
3. Administrative Policy

As part of the review, all documents have been reclassified under the new Policy Framework which has two classifications:

1. Policy (external facing)
2. Administrative Directive (internal facing)

The following questions were considered when classifying documents as either a 'Policy' (external facing) or an 'Administrative Directive' (internal facing). Where the answer was no to all of these questions, the document has been classified as an Administrative Directive (guiding internal business):

- Is there a legislative requirement for the activity or for a Policy?
- Does the document impose a charge or obligation on the customer?
- Is the document included in the annual Budget adoption process?

Policies will require a resolution of Council, whilst Administrative Directives will be approved by the Chief Executive Officer.

Numbering

The documents have been renumbered based on service area rather than a generic POL - xxxx. A unique identifier has been allocated to each service area as identified in the attachments to this report. The service areas have been aligned with the service catalogue developed by the Corporate Strategy and Performance Group.

STRATEGIC IMPLICATIONS

Legislative Requirements

All documents that impose a statutory obligation on Council have remained Policies and any future amendments will continue to be approved by resolution of Council.

Risk Management

No risks have been identified in renumbering of the Policy documents. The risks associated with reclassifying Policies has been managed by:

- Internal stakeholder engagement to determine the characteristics of a Policy and those of an Administrative Directive.
- Internal review of the new classifications by the Policy owners.

Financial

There are no financial implications associated with this report.

People

There is no impact on resourcing outside of the Strategy and Governance Unit as a result of the approval of these changes. It is anticipated that the work will be absorbed by current resourcing.

Environmental

There are no environmental implications associated with this report.

Social

There are no social implications associated with this report.

Human Rights

Consideration has been taken to human rights and this report complies with s.58(5) of the *Human Rights Act 2019*.

Alignment with Council's Policy and Plans

This process is in keeping with Council's Corporate Plan Priority 8, Inclusive and Ethical Governance for deep engagement, quality leadership at all levels, transparent and accountable democratic processes and a spirit of partnership between the community and Council.

CONSULTATION

Consulted	Consultation Date	Comments/Actions
Executive Leadership Team	8 July 2019	Endorsed Policy Framework and Development Manual
Business Support Network	October 2019	Presentation to the BSO network to review the new Framework, updated on the review and procedure to develop or amend documents under the new Framework.
Operational Leadership Group	15 August 2019	Presentation to OLG on the Policy Review Program and the new classifications and the process for reviewing documents and reclassifying them.
Departments	July – December 2019	Discussions regarding the recommendations made to amend the Policies.
Policy and Local Laws Coordinator	July – December 2019	Reviewed all existing Policies and provided recommendations to General Managers on changes needed to comply with the new Framework. Migrated documents to new templates and reclassified. Prepared report for Council.
Governance Service Manager	July – December 2019	Reviewed the recommendations, reviewed the reclassifications, input into the characteristics of each document and approved report to Council.
Councillors	10 December 2019, 12 May 2020 and 9 June 2020	Councillor Briefing

OPTIONS**Option One**

That Council resolves as follows:

1. To endorse the Policy Framework - Attachment 1.
2. To adopt the amended Policies listed in Attachment 2.
3. To make obsolete the Policies listed in Attachment 4.
4. To note the change in classification from Policy to Administrative Directive for all documents contained in Attachment 3.

Option Two

That Council resolves to seek further information.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/157

Moved by: Cr Tracey Huges

Seconded by: Cr Rowanne McKenzie

That Council resolves as follows:

1. To endorse the Policy Framework - Attachment 1.
2. To adopt the amended Policies listed in Attachment 2.
3. To make obsolete the Policies listed in Attachment 4.
4. To note the change in classification from Policy to Administrative Directive for all documents contained in Attachment 3.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.



Redland
CITY COUNCIL

POLICY FRAMEWORK

Policy Framework

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Version	Date of Endorsement	Endorsed by	Responsible Group
1		Council	Corporate Governance

Policy Framework

1 Purpose

To establish a Framework for the management of Policies, Administrative Directives, Guidelines and Procedures (PAGPs) and supporting documents at Redland City Council.

2 Scope

This Framework applies to all Policy Instruments. All Council employees must comply with the provisions of this Framework.

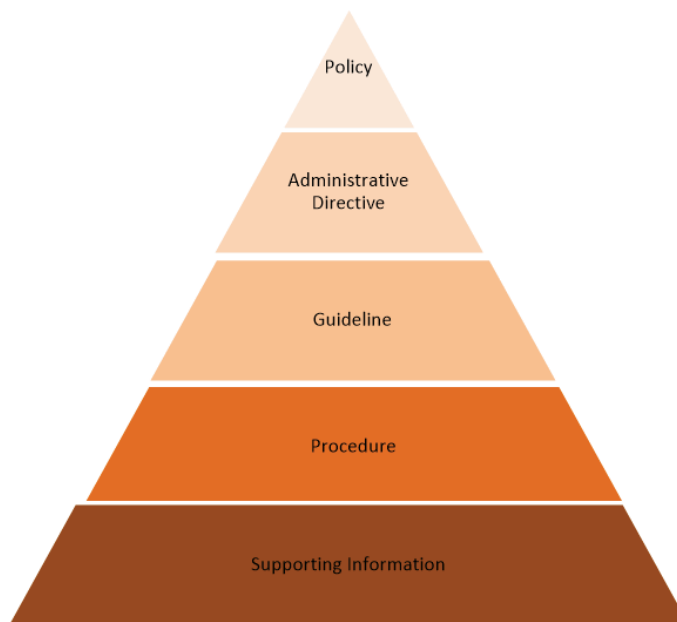


Figure 1 – Policy Instruments

This Framework establishes a hierarchy and classifications of PAGPs and sets out the requirements and standards for each step of the development cycle. All Policy Instruments must be developed, deployed, monitored and revised in accordance with this Framework.

3 Statement

A Policy/Administrative Directive is a high level strategic directive that establishes a principle-based approach to a subject. A Policy/Administrative Directive should be developed for any area of Council where direction or purpose needs to be set in order to conduct Council business.

Policy Framework

A Policy/Administrative Directive is implemented through other instruments such as Guidelines, Procedures or supporting information, which gives instructions and sets out the processes to implement a Policy.

3.1 Definition of Policies, Administrative Directives, Guidelines and Procedures (PAGPs)

For the purpose of the Policy Framework, Policy Instruments include; Policies, Administrative Directives, Guidelines and Procedures. These are defined as:

- **Policies and Administrative Directives** are clear and concise statements that indicate Council's intent and position on a particular aspect of its business. Policies and Administrative Directives regulate and direct actions and conduct. In the absence of a Council Policy or Administrative Directive, any existing legislation or local laws constitute the Policy.
- **Guidelines** describe in detail the process to implement a Policy or Administrative Directive. Guidelines identify the responsibilities of individuals and business areas.
- **Procedures** are a set of instructions to aid the implementation of a Policy, Administrative Directive or Guideline. Generally a Procedure relates to the process rather than the result.

3.2 Applicability of Policies, Administrative Directives, Guidelines and Procedures

3.2.1 Duration of Enforcement

A Policy Instrument will remain in force unless formally repealed. A Policy can only be repealed by resolution of Council. Administrative Directives can be repealed upon instruction from the Chief Executive Officer (CEO).

Guidelines and Procedures can be repealed by authorisation from the relevant Executive Leadership Team (ELT) member or Group Manager.

3.2.2 Impact of Structural Change of Enforcement

Where changes occur to Council's organisational structure that result in a different Policy Instrument owner; or other role or department mentioned in a particular Policy Instrument, the existing Policy Instrument will remain in force until the Policy Instrument is amended to reflect the new or amended role, department or Policy Instrument owner.

3.2.3 Compliance

Compliance with Council's PAGPs is mandatory for all Council staff.

3.2.4 Application

Policies, Administrative Directives, Guidelines and Procedures must be applied consistently.

Policy Framework

3.3 Commitment to Compliance

Through this Framework, Council is committing to comply with all statutory obligations. Compliance is achieved through the following risk management actions and initiatives:

- Internal Audit
- Policy and Policy Instruments
- Organisation Management

In undertaking a review of a Policy or Policy Instrument, the responsible officer will ensure the appropriate identification and documentation of the Policy Instrument updates required, as a result of regulatory change. The responsible officer should recommend reasonable action to the Policy Instrument owner or where appropriate, should take reasonable action to update the Policy Instrument.

4 Principles

4.1 Characteristics

This section details the essential characteristics of acceptable PAGPs at Council. All PAGPs must uphold the following principles in order to be approved:

Content and process are governed by the hierarchy of the Policy Framework.

4.1.1 Content

The content of Policy Instruments will:

- Uphold Council's Code of Conduct, values and strategic goals
- Be informed by and comply with all legislative and industrial requirements
- Provide a clear separation of duties between the Strategy and Governance Unit and the business area responsibilities
- Clearly articulate expectations and where appropriate, consequences
- Assign responsibility for actions and decisions required under the Policy Instruments
- Mitigate risk
- Not be overly burdensome.

4.1.2 Process

The process for development, deployment and review of Policy Instruments will:

- Be consultative where appropriate
- Be communicated appropriately to stakeholders and staff
- Be transparent
- Be made public where appropriate or required by legislation
- Not be overly burdensome.

Policy Framework

4.1.3 Presentation

All documentation will be:

- Centrally registered in Council's document management system
- Accessible to all staff
- Current and accurate
- Clear and easy to comprehend.

In addition, Guidelines and Procedures will align with applicable Policies and Administrative Directives in the hierarchy.

5 Content

5.1 Hierarchy

The ELT has approved the Framework at Figure 1, page 3. Each level of the hierarchy is in order of precedence. Content lower in the hierarchy must be consistent in form and substance with the content of those higher in the hierarchy.

The levels in this Framework determine the level within Council at which a new or major amendment to a Policy Instrument is approved.

5.1.1 Policy

In relation to the operation and governance of Council, Policies are those that have a legislative requirement or are external facing and fulfil one or more of the following purposes:

- Provide a clear strategic direction and purpose
- Establish the high level structures and processes
- Set fundamental requirements, limits and allocates responsibility
- Establish control mechanisms
- Are subject to external reporting requirements.

Policies require approval by Council resolution. All Policies, where only administrative amendments are required, are approved by an ELT member.

5.1.2 Administrative Directives

In relation to the operation of Council, Administrative Directives are internal facing and fulfil one or more of the following purposes:

- Provide a clear direction and purpose
- Establish the high level structures and processes
- Set fundamental requirements, limits and allocates responsibility
- Establish control mechanisms
- Are subject to external reporting requirements
- Set standards of behaviour

Administrative Directives where the amendment is major (i.e it has a significant impact) are approved by the CEO. Where the change is only a minor, approval is required by an ELT member. Refer to the Risk and Approvals Table, Appendix 2, Policy Instrument Development Manual.

Policy Framework

If the amendment is only administrative it can be approved by the Group Manager.

5.1.3 Guidelines

Provide directions or guidance, determines a course of action to achieve the objectives or goals of a Policy or Administrative Directive. Guidelines aim to streamline processes in accordance with a set routine or sound business practice. A Guideline implements one or more Policies or Administrative Directives and must uphold the principles of the Policy or Administrative Directive.

Guidelines are approved by the relevant ELT member. In cases of a Policy, the Guideline may be approved by Council resolution jointly with the Policy.

Where a Guideline has been identified as a “Priority Guideline”, it is to undergo consultation with Councillors before being submitted for approval.

5.1.4 Procedures

Procedures apply to a specific area, group or department. A Procedure provides the steps involved in achieving the Policy or Administrative Directive’s objectives or outcomes.

A new or reviewed Procedure can be approved by the relevant Service Manager. If the Procedure is a new one, there must be an existing Policy, Administrative Directive or Guideline to which it relates before approval can be sought.

5.1.5 Supporting Information

Supporting information covers all the forms, checklists, permits, notices, fact sheets, registers and other materials referred to in PAGPs that are required to be completed or provided as part of the process.

5.1.6 Priority Policy List

Where Council, the CEO or an ELT member determines the need for a new Policy or Administrative Directive, or for an existing Policy or Administrative Directive to be reviewed urgently, it will be placed on the Priority Policy List maintained by the Strategy and Governance Unit. The CEO or relevant ELT member will forward the necessary details to the Policy and Local Laws Coordinator, so that it can be added to the Priority Policy List. Where Council determines the need for a new or revised Policy or Administrative Directive, the General Manager Organisational Services will advise the Policy and Local Laws Coordinator of its inclusion on the Priority Policy List.

The Priority Policy List will be available on the Intranet. Once the Policy or Administrative Directive has been created or amended it will be removed from the Priority Policy List.

5.1.7 Priority Guideline

Where Council, the CEO or an ELT member determines that a new Guideline or an existing Guideline is external facing, this Guideline will be flagged as a Priority Guideline. Priority classification will be assigned by the Strategy and Governance Unit, the document will be updated to reflect this classification.

Policy Framework

The CEO or relevant ELT member will forward the necessary details to the Policy and Local Laws Coordinator, so that the classification can be added.

The Priority Guideline list will be available on the intranet.

5.2 Reporting to ELT

5.2.1 Priority Policy Report

The Strategy and Governance Unit will provide ELT with a quarterly *Priority Policy Report* detailing:

- All Policies and Administrative Directives added to the Priority Policy List since the last update
- Progress on items currently on the Priority Policy List
- All Policies or Administrative Directives removed from the Priority Policy List since the last update.

5.2.2 Other Reports

The ELT will be provided with a six monthly report on Policies and Administrative Directives overdue for review and Policies and Administrative Directives for repeal.

Policies and Administrative Directives overdue for review report will detail:

- Name of Policy/Administrative Directive overdue for review
- Policy/Administrative Directive classification
- Date Policy/Administrative Directive was due to be reviewed
- Date Policy/Administrative Directive last reviewed
- Policy/Administrative Directive owner
- Date Policy/Administrative Directive owner notified to review the Policy/Administrative Directive.

Policies and Administrative Directive for repeal report will detail:

- Name of Policy/Administrative Directive for repeal
- Reason Policy/Administrative Directive is being repealed
- Authorising officer
- Date of General Meeting report will be presented to Council for approval.

5.3 Style, Presentation and Publication

All PAGPs will be developed in accordance with the Policy Instrument Development Manual and drafted using the appropriate templates.

All PAGPs will be published in Objective and be accessible by all staff.

The Governance Service Manager is custodian of the Policy Instrument Development Manual.

Policy Framework

All standard definitions used in PAGPs will be recorded in the Policy Instrument Definitions Dictionary. The Governance Service Manager is responsible for maintaining the Policy Instrument Definitions and Acronyms Dictionary.

5.4 Record Keeping

Records must be kept for each stage of the development process in accordance with the Policy Instrument Development Manual. A Policy Instrument becomes a corporate record upon approval by ELT or adoption by Council resolution.

6 Legislation

The *Local Government Act 2009* and *Local Government Regulation 2012*, requires Council to make and adopt a number of Policies and display them on their website.

Policy	Legislative Reference
Investment Policy	<i>Local Government Act 2009, S104</i> <i>Local Government Regulation 2012, S191</i>
Debt Policy	<i>Local Government Act 2009, S104</i> <i>Local Government Regulation 2012, S192</i>
Community Grants Policy	<i>Local Government Regulation 2012, S195</i>
Procurement Policy	<i>Local Government Regulation 2012, S198</i>
Expenses Reimbursement Policy	<i>Local Government Regulation 2012, S251</i>
Investigations Policy	<i>Local Government Act 2009, S150AE</i>
Revenue Policy	<i>Local Government Act 2009, S104</i>
Entertainment and Hospitality Policy	<i>Local Government Regulation 2012, S196</i>
Advertising Policy	<i>Local Government Regulation 2012, S197</i>

7 References

Standards Australia. *Compliance programs* (AS 3806-2006).

“Policies and Procedures to achieve compliance must be integrated into all aspects of how the organisation operates.”

ATTACHMENT 2
Updated Policies - Classified as Policies (External Facing)

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
1. POL-3040	WHS-001-P	Work Health & Safety Policy	Office of CEO	<ul style="list-style-type: none"> Link to version information removed. Relevant legislation listed under the head of power. Removal of words 'Redland City' from the sentence Redland City Council is committed to. Third sentence in the Policy Statement reworded to fit 'actively pursuing a safety....' and moved as first dot point after 'Council is committed to'. Removal of wording regarding responsibility of managers, supervisors/team leaders and all workers to relevant guideline where there is no statutory obligation to include this information. A section for Definitions inserted after Policy Statement. A section for Associated Documents inserted after Definitions. A section for Document Control inserted above version information. Group name updated to reflect the new name 'People and Culture'. 'Approved by' updated to reflect new title 'Head of People and Culture'. Updated Document Control Section in line with new Policy Framework.
2. POL-0028	FIN-002-P	Competitive Neutrality Complaint Process	Organisational Services	<ul style="list-style-type: none"> Section for Definitions inserted after the Policy Statement. Section for Associated Documents inserted above Document Control. Updated Document Control Section in line with new Policy Framework. Updated Department Organisational Services and Group as Financial Services.
3. POL-0019	FIN-003-P	Dividend Policy – Significant and Prescribed Business Activities	Organisational Services	<ul style="list-style-type: none"> Deleted sentence 'prior to commercialisation there was no legislative requirement to have a dividend policy in place for any local government activity' Completed administrative changes.
4. POL-3015	FIN-004-P	Financial Hardship Policy	Organisational Services	<p>This policy was adopted by Council at the General Meeting 20 November 2019.</p> <p>Only administrative/formatting changes were made to this document, in line with policy framework.</p>
5. POL-2801	FIN-006-P	Collection of Rates and Charges and other Revenues	Organisational Services	<ul style="list-style-type: none"> Section for Definitions inserted after Policy Statement. Section for Associated Documents inserted after Definitions. Updated Document Control Section in line with new Policy Framework.
6. POL-2658	FIN-008-P	Community Service Obligation	Organisational Services	<ul style="list-style-type: none"> Section for Definitions inserted after the Policy Statement. The definition of community service obligation which is currently detailed in the Head of Power moved to the definitions section. Renamed Related Documents to Associated Documents

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
7. POL-1838	FIN-009-P	Debt Policy	Organisational Services	<ul style="list-style-type: none"> Reorganised 'Head of Power' section for consistency. Removed 'Policy Scope' and added heading 'Policy Statement'. Removed double up words of 'Policy Statement'. Removed information 'proposed borrowings' from policy to a guideline. Added section for 'Definitions' under 'Policy Statement'. Added section for 'Associated Documents' under 'Definitions'. Updated 'Document Control'.
8. POL-3120	FIN-011-P	Discounts and Waivers of Fees, Charges and Infringements	Organisational Services	<ul style="list-style-type: none"> Provided supporting outcomes to Corporate Plan reference under 'Head of Power'. Removed words 'the objective of this policy is' from 'policy Objective' so that the sentence starts with the word 'To....' Removed words 'in circumstances outside of established guidelines' from fifth bullet point of 'Policy Statement' to restructure sentence in keeping with the other bullet points. Added 'Definitions' section below 'Policy Statement' section. Renamed section 'Related Documents' to 'Associated Documents'. Removed numbers of documents under 'Associated Documents' and placed objective number and link after document name. Added section for 'Document Control' above 'Version Information'. Updated department and Group.
9. POL-3023	GOV-001-P	Entertainment and Hospitality	Organisational Services	<ul style="list-style-type: none"> Removed words 'The objective of this policy is', starting sentence with 'To' under 'Policy Objective'. Section for 'Definitions' inserted under 'Policy Statement'. Section for 'Associated Documents' inserted under 'Definitions'. Section for 'Document Control' inserted above 'Version Control'.
10. POL-3126	GOV-002-P	Access to Information	Organisational Services	<ul style="list-style-type: none"> Removed words 'This policy aims' from 'Policy Objective' so that objective starts with 'To outline....' Added section for 'Associated Documents' under 'Definitions'. Added section for 'Document Control' above 'Version Information'.
11. POL-3095	GOV-003-P	Confidential Information and Reports Policy	Organisational Services	<ul style="list-style-type: none"> Updated Head of Power information ensuring all information is current. Removed words 'this policy aims to achieve the following objectives from 'Policy Objective'. Started opening paragraph of Policy Objective with 'To protect.....' and merged second dot point into the statement. Added 'Definitions' section below 'Policy Statement' section. Add section for 'Associated Documents' under 'Definitions'. Added section for 'Document Control' above 'Version Information'.
12. POL-3002	GOV-004-P	Governance	Organisational Services	<ul style="list-style-type: none"> Updated Head of Power information ensuring all information current Included Corporate Plan outcomes under 'Head of Power'. Reworded 'Policy Objective'. Removed 'Application' heading and information.

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
				<ul style="list-style-type: none"> Moved 'Definitions' section after 'Policy Statement'. Changed numbering to bullet points under 'Policy Statement'. Reordered information under 'Definitions' Added section for 'Associated Documents' under 'Definitions'. Added section for 'Document Control' above 'Version Information' section. Added section for 'Version Information'.
13. POL-3098	GOV-005-P	Delegation of Powers and Appointment of Authorised Persons	Organisational Services	<ul style="list-style-type: none"> Added 'Definitions' section below 'Policy Statement' section. Added section for 'Associated Documents' under 'Definitions' Added section for 'Document Control' above 'Version Information'.
14. POL-3060	GOV-007-P	Fraud and Corruption Prevention	Organisational Services	<ul style="list-style-type: none"> Removed words 'This policy is designed', to start the sentence with 'To..... under 'Policy Objective'. Added words 'by ensuring' after the first paragraph of the policy statement. Removed words 'Council is committed to' after the first paragraph of the policy statement. Added section for 'Definitions' after 'Policy Statement'. Removed numbers of documents under 'Associated Documents' and placed objective number and link after document name.
15. POL-3123	GOV-008-P	Public Interest Disclosure	Organisational Services	<ul style="list-style-type: none"> Updated 'Head of Power' to ensure everything current and consistency is applied. Removed words 'The objectives of this policy are' under 'Policy Objective'. Started policy objective with 'To;' and changed tense of bullet points. Added words 'through guiding principles' at the end of the second paragraph under 'Policy Statement'.
16. POL-3134	GOV-009-P	Investigations	Organisational Services	<ul style="list-style-type: none"> Removed heading 'principles' under 'Policy Statement' Added 'Definitions' section below 'Policy Statement' section. Added section for 'Associated Documents' under 'Definitions' Moved 'Definitions' section after 'Policy Statement' section. Moved 1-12 under 'Policy Statement' to a guideline. Added section for 'Document Control' before 'Version Information' section.
17. POL-3009	GOV-010-P	Internal Audit	Organisational Services	<ul style="list-style-type: none"> Reorganised wording under 'Policy Objective'. Added words 'Council is committed to' to the 'Policy Statement' and reorganised accordingly. Added section for 'Definitions' under 'Policy Statement' section. Removed numbers of documents under 'Associated Documents' and placed objective number and link after document name.
18. POL-3008	GOV-011-P	Audit Committee	Organisational Services	<ul style="list-style-type: none"> Reorganised wording under 'Policy Objective' (refer mark ups). Added words 'Council is committed to' to the 'Policy Statement' and reorganised accordingly. Added section for 'Definitions' under 'Policy Statement' section. Removed numbers of documents under 'Associated Documents' and placed objective number and link after document name.

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
19. POL-3038	GOV-012-P	Managing Unreasonable Complainant Customer Conduct	Organisational Services2592	<ul style="list-style-type: none"> Updated Head of Power information ensuring all information current. Removed words 'The intent of this policy is', starting sentence with 'To..... under 'Policy Objective'. Started policy statement with 'Council is committed to.....' Moved information under bullet points of 'Policy Statement' to the 'Definitions' section. Added section for 'Definitions' under 'Policy Statement' section. Renamed 'Related Documents' section to 'Associated Documents'. Added section for 'Document' Control' above 'Version Information'. Referenced current corporate plans and outcomes under 'Head of Power'. Removed words 'the purpose of this policy is' so that the sentence starts with 'to' under 'Policy Objective'. Added words, 'based on the following directive' to the end of the first sentence under 'Policy Statement'. Used bullet points for the 2nd-5th paragraph under 'Policy Statement'. Removed numbers of documents under 'Associated Documents' and placed objective number and link after document name. Added section for 'Document Control' above 'Version Information'.
20. POL-3079	GOV-013-P	Divisional Newsletter Policy	Organisational Services	<ul style="list-style-type: none"> Renamed document to 'Administration Action Complaints Process' Added words 'administrative action' before word 'complaints' throughout document. Added further dot points under process covers in 'Policy Objective'. Reworded first dot point under 'Policy Statement' to read 'Complaints are managed efficiently 'and' (removed 'they') will be managed by the first point of contact, or the relevant team.....' Replaced words 'where possible' in first dot point under 'Policy Statement' with 'in the first instance'. Reworded Policy Objective to be more concise. Definitions moved under Policy Statement section. 'Policy Application' heading changed to 'Policy Statement'. Administrative/formatting changes to 'Policy Statement' content. Deleted heading 'Nominated Persons' under 'Policy Statement'. Deleted heading 'Liaising with CCC' under 'Policy Statement'. New section inserted for 'Associated Documents'. Updated Head of Power information ensuring all information current Removed words 'The objective of this policy', so that the sentence starts with 'To..... under 'Policy Objective' and reorganise the paragraph accordingly (refer mark ups). Removed the second sentence under 'Policy Objective'. Moved the second paragraph under 'Policy Objective' to 'Head of Power'. Removed heading 'Provision of Facilities' Inserted heading 'Policy Statement'.
21. POL-3037	GOV-014-P	Complaints Management Process Administrative Action Complaints Process	Organisational Services	<ul style="list-style-type: none"> Renamed document to 'Administration Action Complaints Process' Added words 'administrative action' before word 'complaints' throughout document. Added further dot points under process covers in 'Policy Objective'. Reworded first dot point under 'Policy Statement' to read 'Complaints are managed efficiently 'and' (removed 'they') will be managed by the first point of contact, or the relevant team.....' Replaced words 'where possible' in first dot point under 'Policy Statement' with 'in the first instance'. Reworded Policy Objective to be more concise. Definitions moved under Policy Statement section. 'Policy Application' heading changed to 'Policy Statement'. Administrative/formatting changes to 'Policy Statement' content. Deleted heading 'Nominated Persons' under 'Policy Statement'. Deleted heading 'Liaising with CCC' under 'Policy Statement'. New section inserted for 'Associated Documents'. Updated Head of Power information ensuring all information current Removed words 'The objective of this policy', so that the sentence starts with 'To..... under 'Policy Objective' and reorganise the paragraph accordingly (refer mark ups). Removed the second sentence under 'Policy Objective'. Moved the second paragraph under 'Policy Objective' to 'Head of Power'. Removed heading 'Provision of Facilities' Inserted heading 'Policy Statement'.
22. POL-0003	GOV-015-P	Complaints against a Public Official	Organisational Services	<ul style="list-style-type: none"> Renamed document to 'Administration Action Complaints Process' Added words 'administrative action' before word 'complaints' throughout document. Added further dot points under process covers in 'Policy Objective'. Reworded first dot point under 'Policy Statement' to read 'Complaints are managed efficiently 'and' (removed 'they') will be managed by the first point of contact, or the relevant team.....' Replaced words 'where possible' in first dot point under 'Policy Statement' with 'in the first instance'. Reworded Policy Objective to be more concise. Definitions moved under Policy Statement section. 'Policy Application' heading changed to 'Policy Statement'. Administrative/formatting changes to 'Policy Statement' content. Deleted heading 'Nominated Persons' under 'Policy Statement'. Deleted heading 'Liaising with CCC' under 'Policy Statement'. New section inserted for 'Associated Documents'. Updated Head of Power information ensuring all information current Removed words 'The objective of this policy', so that the sentence starts with 'To..... under 'Policy Objective' and reorganise the paragraph accordingly (refer mark ups). Removed the second sentence under 'Policy Objective'. Moved the second paragraph under 'Policy Objective' to 'Head of Power'. Removed heading 'Provision of Facilities' Inserted heading 'Policy Statement'.
23. POL-3076	GOV-016-P	Expenses Reimbursement and Provision of Facilities for Councillors	Organisational Services	<ul style="list-style-type: none"> Renamed document to 'Administration Action Complaints Process' Added words 'administrative action' before word 'complaints' throughout document. Added further dot points under process covers in 'Policy Objective'. Reworded first dot point under 'Policy Statement' to read 'Complaints are managed efficiently 'and' (removed 'they') will be managed by the first point of contact, or the relevant team.....' Replaced words 'where possible' in first dot point under 'Policy Statement' with 'in the first instance'. Reworded Policy Objective to be more concise. Definitions moved under Policy Statement section. 'Policy Application' heading changed to 'Policy Statement'. Administrative/formatting changes to 'Policy Statement' content. Deleted heading 'Nominated Persons' under 'Policy Statement'. Deleted heading 'Liaising with CCC' under 'Policy Statement'. New section inserted for 'Associated Documents'. Updated Head of Power information ensuring all information current Removed words 'The objective of this policy', so that the sentence starts with 'To..... under 'Policy Objective' and reorganise the paragraph accordingly (refer mark ups). Removed the second sentence under 'Policy Objective'. Moved the second paragraph under 'Policy Objective' to 'Head of Power'. Removed heading 'Provision of Facilities' Inserted heading 'Policy Statement'.

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
24. POL-3127	GOV-017-P	Council Meeting Standing Orders Statutory Meetings of Council	Organisational Services	<ul style="list-style-type: none"> Inserted words 'to ensure' at the beginning of the first sentence under 'Policy Statement', amended tense of the sentence and added words 'as outlined below' to the end of the sentence. Moved the information in the second paragraph under 'Policy Statement' to a different area within the document' Removed words 'The provided facilities include:' from the policy statement. Formatted amendments as marked up under 'Definitions'. Removed heading 'Reimbursement of Expenses' from definitions Replaced all numbers with bullet points under 'Definitions'. Renamed 'Related Policies/Legislation Documents' with 'Associated Documents'. Moved section 'Reporting Requirements' to a guideline. Added a section for 'Document Control' above Version Information Updated Version Information accordingly. Removed Attachment A from policy to place in guideline or fact sheet. Removed all content except for first page of this document to a 'manual'. Added 'Definitions' section below 'Policy Statement' section. Added section for 'Associated Documents' under 'Definitions'
25. POL-3081	IND-001-P	Indigenous Community Policy Aboriginal and Torres Strait Islander Community Policy	Organisational Services	<ul style="list-style-type: none"> Updated Head of Power information ensuring all information current Added section for 'Definitions' below 'Policy Statement' section. Renamed section 'Related Documents' to 'Associated Documents' ensuring all documents referenced are current Added section for 'Document Control' above 'Version Information'.
26. POL-3044	ENG-001-P	Advertising Expenditure	Organisational Services	<ul style="list-style-type: none"> Removed words 'Council advertises in various media', starting sentence with 'To....' under 'Policy Objective' and re-worded sentence accordingly. Added words 'Council is committed to' under 'Policy Statement' Re-worded 'Policy Statement' removing all headings and using correct tense. Replaced numbers with bullets under 'Policy Statement'. Removed information under 4 (a, b, c, d) of 'Policy Statement'. Removed 'Advertising Approval Procedures' heading and information underneath to guideline or procedure. Added 'Definitions' section below 'Policy Statement' section. Added section for 'Associated Documents' under 'Definitions' Added section for 'Document Control' above 'Version Information'.
27. POL-3103	IM-008-P	Information Privacy Policy	Organisational Services	<ul style="list-style-type: none"> Reworded objective by removing 'redland City Council uses personal information to deliver its functions and services. This policy sets out Council's commitment...' under 'Policy Objective' and reworded objective as follows: and added 'To protect privacy and appropriately manage personal

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
				<p><i>Information while ensuring compliancy with the Privacy Principles contained within the Information Privacy Act 2009.</i></p> <ul style="list-style-type: none"> Moved dot points 4, 5 and 6 from 'Policy Statement' that refer to policies under 'Associated Documents'. Added 'Definitions' section below 'Policy Statement' section. Renamed section 'Related Documents' to 'Associated Documents'. Removed numbers of documents under 'Associated Documents' and placed objective number and link after document name. Added section for 'Document Control' above 'Version Information'. Updated Version Information accordingly.
28. POL-3043	LSV-001-P	Procurement Policy	Organisational Services	<ul style="list-style-type: none"> Updated Head of Power information ensuring all information is current Restructured information under 'Policy Objective'. Added words 'Council is committed to' under 'Policy Statement'. Replaced numbering with bullet points under 'Policy Statement'. Added 'Definitions' section below 'Policy Statement' section. Removed 'Principles' section to relevant guideline. Added 'Associated Documents' section below 'Definitions'.
29. POL-1000	LSV-002-P	Provision of Legal Assistance for Employees and Councillors	Organisational Services	<ul style="list-style-type: none"> Added heading 'Head of Power'. Restructured information under 'Policy Objective'. Removed heading 'Overview' and replace with heading 'Policy Statement' and retained information under. Added words 'Council is committed to' and reorganise wording under Policy Statement section. Moved wording 'section 235 of LGA....' to Head of Power section. Moved 'Role & Responsibilities', 'Assessment Criteria', 'Examples of Costs that may be approved', 'Application Process', 'Limitations', 'Possible Outcomes', 'Reporting' and 'Repayment of Legal Costs' sections to a guideline. Renamed section 'Related Policies/Legislation/Documents' to 'Associated Documents'. Inserted 'Document Control' section. Updated Group name.
30. POL-3003	CDV-002-P	Community Reference Groups Policy	Organisational Services	<ul style="list-style-type: none"> Summarised information under Local Government Act in 'Head of Power' section to a clearer format ensuring all information current. Updated Corporate Plan under 'Head of Power'. Removed reference to 'Community Engagement Policy in 'Head of Power' and placed under 'Associated Documents'. Moved first paragraph under 'Policy Statement' to 'Definitions' section. Updated tense in the second bullet point under Policy Statement. Updated format under 'Definitions' section.

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
31. POL-3053	ENG-003-P	Community Engagement	Organisational Services	<ul style="list-style-type: none"> Moved detailed information under 'terms of reference' to guideline. Moved 'Actions and Responsibilities' section to a guideline. Removed heading 'Reference Documents' and moved content under 'Associated Documents'. Removed numbers of documents under 'Associated Documents' and placed objective number and link after document name. Added section for 'Document Control' above 'Version Information'. Inserted heading for 'Head of Power' at the beginning of the document Updated all information ensuring current for <i>Local Government Act 2009</i> Removed heading 'key supporting documents' and placed the information under the heading into the 'Associated Documents' section. Moved 'Definitions' section beneath 'Policy Statement'. Removed words 'Council engages with the community on diverse issues..... tools,' to start the sentence with 'To..... Re-phrased the information accordingly under 'Policy Objective'. Re-formatted bullet points under 'Policy Statement'. Removed words 'Effective Engagement' under 'Policy Statement' and join up bulleted lists. Renamed 'Related Documents' section to 'Associated Documents'. Removed numbers of documents under 'Associated Documents' and placed objective number and link after document name. Added heading 'Version Information' before version information table. Updated Version Information accordingly.
32. POL-3021	CDV-003-P	Redland Youth Engagement Policy	Community & Customer Services	<ul style="list-style-type: none"> Replaced semi-colons with full stops and used capital letters at the beginning of each sentence in dot points under 'Policy Statement'. Section for 'definitions' inserted after the 'Policy Statement'. Removed Policy numbers from 'Associated Documents' and placed objective number and link after the policy title. Section for 'Document Control' added above 'Version Information'.
33. POL-1734	LUP-001-P	Amenity and Aesthetics	Community & Customer Services	<ul style="list-style-type: none"> The words 'Amenity and Aesthetics Assessment' removed from the beginning of the policy statement. The words 'Council is committed to' added to the beginning of the 'Policy Statement' with the paragraph re-adjusted. The headings Item 1, 2 and 3 removed from the Policy Statement and remained as dot points with the information included as is. Section titled 'note' moved under 'Associated Documents' Security Bond for Building work 'referred' to in the policy but the detail moved to the guideline. Section for 'Definitions' inserted after the 'Policy Statement'. Section for 'Associated Documents' added and the information under 'note' in the 'Policy Statement' section needs to go under.

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
34. POL-3034	CDV-005-P	Community Safety Policy	Community & Customer Services	<ul style="list-style-type: none"> Section for Document Control inserted above the 'Version Information'. Replaced words 'This policy defines' with 'Defining' under the 'Policy Objective'. Removed words 'Redland City' from Policy statement so the only words remaining are 'Council is committed to.' Changed the wording in the first dot point under the 'Policy Statement', from 'Council recognises that a safe community is important for building a strong, vibrant and livable city', to '<i>Providing a safe community to assist in building a strong, vibrant and livable City.</i> Changed the wording in the second dot point under 'Policy Statement', from 'The Queensland Police Service is the lead government agency for the detection, investigation and prosecution of crime in Queensland.' To '<i>Working in cooperation with Queensland Police Service as the lead government agency for detection, investigation and prosecution of crime in Queensland, to prevent crime.</i> Changed the word 'evaluate' to 'evaluating' in the last dot point under 'Policy Statement', and added the word 'an' after 'ensure' and before 'evidence'. Removed the numbers from the Policies and replaced with Objective numbers and links. Section for 'Document Control' inserted before 'Version Information' Removed words 'the policy aims' and start the sentence with 'To...' under the 'Policy Objective'. Capitalised the first letter of 'Federal' and 'State Governments' in the second paragraph and the third dot point under 'Policy Statement'. Replaced numbering under 'Policy Statement' with bullet points. Replaced 'c' with 'C' when referring to Redland City throughout the document. 'Definition' section inserted after 'Policy Statement'. Removed number from guideline referred to under 'Associated Documents' and added objective number and link after the title of the guideline.
35. POL-3086	CDV-009-P	Homelessness Policy	Community & Customer Services	<ul style="list-style-type: none"> Removed words 'the objective of this policy is ...' and started the sentence with 'To define...' adding the word 'through' at the end Added paragraph under 'Policy Statement' to 'Policy Objective' and split into two bullet points after the objective sentence. Moved 'Definitions' section below 'Policy Statement'. Replaced numbering under 'Policy Statement' with bullet points. Replaced the words 'the referral of' to 'referring' in the third main dot point under 'Policy Statement'. Re-worded and formatted 'Definitions' schedule using words and definitions. Replaced the word 'related' with 'Associated' in the 'Associated Documents' section Removed the numbers from the policies, guidelines and procedures under 'Associated Documents' and added the objective number and link after the title of the document. 'Document Control' section added before 'Version Information'
36. POL-3085	CDV-010-P	Security Cameras Policy	Community & Customer Services	<ul style="list-style-type: none"> Removed words 'the objective of this policy is ...' and started the sentence with 'To define...' adding the word 'through' at the end Added paragraph under 'Policy Statement' to 'Policy Objective' and split into two bullet points after the objective sentence. Moved 'Definitions' section below 'Policy Statement'. Replaced numbering under 'Policy Statement' with bullet points. Replaced the words 'the referral of' to 'referring' in the third main dot point under 'Policy Statement'. Re-worded and formatted 'Definitions' schedule using words and definitions. Replaced the word 'related' with 'Associated' in the 'Associated Documents' section Removed the numbers from the policies, guidelines and procedures under 'Associated Documents' and added the objective number and link after the title of the document. 'Document Control' section added before 'Version Information'

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
37. POL-2586	INT-001-P	International Policy – Strategic Economic and Community Relationships	Community & Customer Services	<ul style="list-style-type: none"> Policy objective to start with 'to', delete words, 'the aim of the policy is' Removed words 'Redland City' and leave as 'Council is committed to' under 'Policy Statement' Changed numbering to bullet points under 'Policy Statement' Removed the words 'this policy is to remain in force until otherwise determined by Council' from the document A section for 'Definitions' inserted after the 'Policy Statement'. Moved 'Related Documents' section above 'Document Control' and changed word 'Related' to 'Associated'. Removed policy number from 'Associated Documents' and provided objective link after document name i.e. Tourism Development Policy (A196616). Removed reference to 'Our City our Culture: 2008-2019' and updated to Council's Cultural Plan. Replaced numbering in the 'Policy Statement' with bullet points. Section for 'Definitions' inserted after the 'Policy Statement'. Section for 'Associated Documents' inserted after the 'Definitions' Section for 'Document Control' inserted before the 'Version Information'.
38. POL-2706	ART-001-P	Cultural Policy	Community & Customer Services	<ul style="list-style-type: none"> Updated reference to Corporate Plan under 'Head of Power'. Reworded 'Policy Objective' for consistency with policy framework. Changed the word 'deliver' to 'delivering' in the 4th paragraph under 'Policy Statement', to and matched tense. Moved words under 'Providing and developing' to consider placing in guideline. Section for 'Definitions' inserted after the 'Policy Statement'. Section for 'Associated Documents' inserted after the 'Definitions'. Section for 'Document Control' inserted before the 'Version Information'.
39. POL-2876	LIB-001-P	Library Policy	Community & Customer Services	<ul style="list-style-type: none"> Updated reference to Corporate Plan under 'Head of Power'. Reworded 'Policy Objective' for consistency with policy framework. Changed the word 'deliver' to 'delivering' in the 4th paragraph under 'Policy Statement', to and matched tense. Moved words under 'Providing and developing' to consider placing in guideline. Section for 'Definitions' inserted after the 'Policy Statement'. Section for 'Associated Documents' inserted after the 'Definitions'. Section for 'Document Control' inserted before the 'Version Information'.
40. POL-3046	ART-002-P	Public Art Policy	Community & Customer Services	<ul style="list-style-type: none"> Removed word 'for' after first sentence under 'Head of Power'. Provided outcome numbers for outcomes listed under 'Head of Power' for consistencies with other policies (moving forward). Replaced numbering under 'Policy Statement' with bullet points. Inserted 'Definition' section after 'Policy Statement'. Inserted 'Associated Documents' after 'Definitions'. Inserted 'Document Control' before 'Version Information'.
41. POL-3128	ENV-001-P	Natural Environment Policy	Community & Customer Services	<ul style="list-style-type: none"> Removed the words and linked at the top of the document called 'version information' Updated reference to Corporate Plan under 'Head of Power'. Changed the tense of the first words in the bulleted lists under the 'Policy Statement' i.e. "protect; becomes 'protecting', 'restore' becomes 'restoring'". Used capital letters at the beginning of each bullet point throughout document and a full stop at the end. Removed the '2' after 'aquatic' in the first bullet point under the 'Policy Statement'.

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
42.	POL-3130	Green Living Policy	ENV-002-P	<ul style="list-style-type: none"> Replaced word 'that' with 'to' in the first bullet point under the 'Policy Statement'. Replaced a,b,c with unfilled bullet points under the first bullet point of the 'Policy Statement'. Changed the tense in the second bullet point under the 'Policy Statement' i.e 'Enhance' becomes, 'Enhancing', 'restore' becomes 'restoring' and 'strengthen' becomes 'strengthening'. Replaced a,b,c with unfilled bullet points under the second bullet point of the 'Policy Statement'. Removed footnotes from the policy and included in definitions where appropriate. Removed transitional provisions from the policy 'Definition' section needs inserted after 'Policy Statement'. 'Associated Documents' section inserted after 'Definitions' 'Document Control' section inserted before 'Version Information' Changed the tense on the first word in each dot point under 'Policy Statement'.
43.	POL-3082	Financial Assistance to the Community Sector	GTS-001-P	<ul style="list-style-type: none"> Removed version information Started sentence under 'Head of Power' with 'Section 138 of the', removing section 138 later in the sentence. Removed 'Transitional Provisions' heading and content. Section for 'Definitions' inserted after 'Policy Statement'. Section for 'Associated Documents' inserted after 'Definitions'. Section for 'Document Control' inserted before 'Version Information'.
44.	POL-3084	Corporate Sponsorship (Outgoing/Incoming b) Policy	GTS-003-P	<ul style="list-style-type: none"> Removed version information Removed capitals from local government in first paragraph under 'Head of Power'. Updated reference to the Corporate Plan under 'Head of Power' to reflect the current version. Ensured a capital 'C' on City used throughout the document when referring to Redland City. Removed words 'in the following ways' from first line under 'Policy Objective' and replace with 'as follows'. Removed the semi-colons and 'and' from bullet points throughout document and replace with full-stop, ensuring sentences start with capital letter. Removed words 'with all provision of fund' from first line under 'Policy Statement', leaving only the words 'Council is committed to.' Replaced the word 'related' in 'Related Documents' heading with 'Associated' Removed numbers from guideline and policy under 'Associated Documents' and added the Objective number and link after the title of the document. Removed words 'back to top' from bottom of document. Updated Head of Power. Removed 2nd and 3rd paragraph under 'Policy Objective'. Removed heading 'Incoming Sponsorship' under 'Policy Statement'. Inserted section for 'Definitions' below 'Policy Statement'. Inserted section for 'Document Control' below 'Definitions'.

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
45. POL-3100	LUP-002-P	Corporate SMBI Land Exchange Policy	Community & Customer Services	<ul style="list-style-type: none"> Replaced word 'held' with 'of' in the second paragraph under 'Head of Power'. Added words 'under section 257(1)(b) of the Local Government Act 2009' after the word authority in the second paragraph under 'Head of Power'. Removed the semi-colon and 'and' from first bullet point under 'Head of Power' Removed words 'under section 257(1)(b)...' from the second bullet point under 'Head of Power' and start sentence with 'sign....'. Removed words' the objectives of this policy are to', starting the two dot points with Capital letters and ending in full stops (removing semi-colons). Moved non-related information from second and third paragraph under 'Head of Power' to the objective and statement sections. Removed words 'The policy objective is', to start the sentence with 'To deliver a consistent....' under 'Policy Objective' Joined first two paragraphs under 'Policy Statement' by adding 'and' after 'standards' and removing 'we', as well as adding an 's' to recognise. Removed the word 'specifically' and 'by' in the third paragraph under 'Policy Statement' so that this line reads: 'Council commits by.' Replaced the numbered list with bullet points, ensuring each list starts with a capital letter and ends with a full stop under 'Policy Statement'. Changed the tense of the bullet list, i.e. 'Ensure' becomes 'Ensuring', 'consider' becomes 'considering' etc. 'Definition' section inserted after 'Policy Statement'. 'Associated Documents' section inserted after 'Definitions'. Removed sentence at the end of the 'Policy Statement' that reads 'This police relates to and is to be read in conjunction with' and add the dot points below this sentence under 'Associated Documents' Removed the policy and guideline numbers from the documents referenced and moved under 'Associated Documents' and entered the objective number and link after the title. 'Document Control' section inserted before 'Version Information'.
46. POL-3125	CDV-012-P	Customer Experience Policy	Community & Customer Services	<ul style="list-style-type: none"> Updated Head of Power with new legislation Removed words 'achieving the following outcomes' after 'Council is committed to' under Policy Statement Updated last bullet point under Policy Statement with new legislation Added section for 'Definitions' Added section for 'Associated Documents' Updated legislation throughout document to current legislation Added section for 'Document Control' Updated responsible Group
47. POL-3032	WW-002-P	On-Site Wastewater Management Policy	Community & Customer Services	<ul style="list-style-type: none"> Updated Head of Power with new legislation Removed words 'achieving the following outcomes' after 'Council is committed to' under Policy Statement Updated last bullet point under Policy Statement with new legislation Added section for 'Definitions' Added section for 'Associated Documents' Updated legislation throughout document to current legislation Added section for 'Document Control' Updated responsible Group

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
48. POL-3033	WW-003-P	Qualification Requirements to Submit an On-Site Sewerage Design Policy	Community & Customer Services	<ul style="list-style-type: none"> Updated Head of Power with new legislation Moved reference to GL-3033 under Policy statement to Associated Documents section Added section for 'Definitions'. Added section for 'Associated Documents' Added section for 'Document Control' Updated responsible Group
49. POL-2350	TRN-002-P	Streetlight Policy	Infrastructure & Operations	<ul style="list-style-type: none"> References to the planning scheme throughout the document updated to reflect City Plan. Commitments listed under the policy statement changed to dot points instead of numbers to comply with our style requirements. Section for Definitions inserted after the Policy Statement. Section for Associated Documents inserted after the Definitions. Section for Document Control inserted above Version Information
50. POL-2598	TRN-004-P	Private Property Access-Crossovers Driveway Access to Private Property	Infrastructure & Operations	<ul style="list-style-type: none"> Updated Corporate Plan reference in the head of power to reflect the current version. Changed the numbering to dot points in the commitments listed under the policy statement. Reworded the first sentence from 'advising through customer service' to "providing information in relation to". Moved items 1.1, 1.2 and 1.3 to a guideline. Removed GL-2598-001 listed in the Reference Documents. Section for Definitions inserted after the Policy Statement. Reference Documents reworded to Associated Documents. Section for Document Control inserted above the Version Information.
51. POL-3119	TRN-005-P	Community Infrastructure Program	Infrastructure & Operations	<ul style="list-style-type: none"> Included the word 'Policy' on the end of the sentence POL "... under Head of Power. Moved the three dot points in the Policy Objective to the Policy statement and reworded them to be commitments. Added words 'Council is committed to:' at the beginning of the Policy Statement section. Moved contents of first three statements in Policy Statement to Policy Objective. Added definition for "discretionary funds". Added words 'only using' to the wording under the Policy Statement that commences "CIP funding must" to ensure correct tense as part of the list under Council is committed to. Inserted section for Definitions after the Policy Statement. Inserted section for Associated Documents after the Definitions. Inserted section for Document Control above the Version Information. Changed numbers to bullets under Policy Statement section. Section for Definitions inserted after the Policy Statement.
52. POL-3132	TRN-006-P	Roadside Memorials Policy	Infrastructure & Operations	<ul style="list-style-type: none"> Section for Definitions inserted after the Policy Statement.

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
53. POL-3071	CDV-001-P	Leasing of Council Land and Facilities Community Leasing Policy	Infrastructure & Operations	<ul style="list-style-type: none"> Section for Associated Documents inserted after the Definitions. Section for Document Control inserted above the Version Information. Changed commitments in the Policy Statement from numbers to bullets in keeping with our corporate style. Moved the statement after point 9 in eligibility regarding the commercial leases to the Policy Statement. Updated Group. Moved section headed eligibility, points 7-9 to a guideline. Section headed Lease Area and Type moved to a guideline. Section headed Tenure Term moved to a guideline. Section headed Fees and Charges moved to a guideline. Section for Definitions inserted after the Policy Statement. Section for Associated Documents inserted after the Definitions.
54. POL-1234	WST-001-P	Trade Waste Policy	Infrastructure & Operations	<ul style="list-style-type: none"> Replaced numbers with dot points on the commitments listed under the policy statement to comply with our style requirements Updated document control Section for Definitions inserted after the Policy Statement. Section for Associated Documents inserted after the Definitions. Section for Document Control inserted above the Version Information.
55. POL-3091	WST-002-P	Landfill Remediation Separate Charge Policy	Infrastructure & Operations	<ul style="list-style-type: none"> Reworded first sentence in Head of power to remove reference to the resolution of the charge creation and just stipulate that under the act we can levy a Landfill Remediation Separate Charge by virtue of the provision in section 94(1)(b)(iii). Replaced numbers with bullets for the commitments in the Policy Statement in keeping with our corporate style. Removed the reference to the Policy Development Manual and just referenced Policy Guideline and Procedure Development. Section for Definitions inserted after the Policy Statement
56. POL-3026	WW-001-P	Wastewater Inundation to Private Property	Infrastructure & Operations	<ul style="list-style-type: none"> Added Head of Power prior to Policy Objective in keeping with our corporate standards. Replaced numbers with bullets for the commitments in the Policy Statement in keeping with our corporate style. Section for Definitions inserted after the Policy Statement. Section for Associated Documents inserted after the Definitions. Section for Document inserted above the Version Information.

Old Policy #	New Policy #	Policy Name	Department	Recommendations/Changes
57. POL-3055	WAT-001-P	Provision of Wastewater House Connections	Infrastructure & Operations	<ul style="list-style-type: none"> Replaced numbers with bullets for commitments in the Policy Statement in keeping with our corporate style. Section for Definitions inserted after the Policy Statement. Section for Associated Documents inserted after the Definitions. Section for Document Control inserted above the Version Information. Administrative only - formatted to new template – new policy was adopted 6 November.
58. WAT-002-P	WAT-002-P	Water Sub-Metering Policy	Infrastructure & Operations	



Cultural Policy

Policy Identifier:	ART-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

Council's Corporate Plan – Outcomes 4 Quandamooka Country, 5 Wise planning and design, 6 Supportive and vibrant economy and 7 Strong and connected communities

South East Queensland Regional Plan (2017) - theme 4 - Sustain

Agenda 21 for Culture, (2004), an undertaking by cities and local governments for cultural development adopted by the (International) United Cities and Local Governments (ULGA).

Policy Objective

- To develop and promote a robust living culture on the Redlands Coast that reflects and stimulates all residents.
- To affirm the scope, goals and priorities of Council's Cultural Plan.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council acknowledges culture as a primary vehicle for the exploration of community values and aspirations and regards the vitality of local culture as an important indicator of community wellbeing, economic prosperity and sustainability.

Council is committed to:

- Recognising and respecting the cultural rights and responsibilities of the Quandamooka people as the region's traditional owners and supporting their efforts to protect and promote their unique living culture.
- Harnessing the potential of cultural processes in plans and programs to improve ecological sustainability, community wellbeing, economic viability and engaged democracy.
- Nurturing the creative core of community cultural development through providing strategic support for local arts and heritage activities.
- Developing integrated approaches to community development and place management that acknowledge the cultural underpinnings of local challenges and draw on cultural processes in finding solutions.
- Providing dedicated public cultural facilities that present professional programs in all art forms that engage diverse audiences and participants and that develop the skills and ideas of local artists.
- Supporting local collectors, custodians, interpreters and creators of cultural heritage material to preserve and share the stories of Redlands Coast's past and present.

For Corporate Governance Use Only			
Department:	Community and Customer Services	Group:	Community & Cultural Services
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Cultural Policy

- Supporting local artists and organisations to develop and deliver creative projects through dedicated cultural development grant programs.
- Supporting organisers of local festivals and events to deliver safe, inclusive, sustainable and vibrant programs that engage and inspire diverse communities.
- Enhancing a sense of local identity and place through integrating contemporary art works in the design, refurbishment and animation of significant public places.
- Enhancing the sustainability of community based cultural organisations by encouraging long term planning; innovative programming; and new partnerships that expand community participation.
- Monitoring the diversity and scope of cultural development opportunities on the Redlands Coast to ensure equitable access by people of all ages, abilities and locations.
- Promoting the value of an authentic, distinctive and dynamic local culture to the tourism industry.
- Developing partnerships with government and the private sector to increase investment in local cultural development infrastructure and programs.
- Demonstrating leadership and innovation in municipal cultural policy development by promoting discussion of 'Agenda 21 for Culture'.

Definitions

Nil.

Associated Documents

Our City our Culture - A Cultural Plan for the Redlands ([A1328790](#))

Public Art Framework ([A4201558](#))

Public Art Policy ([A196622](#))

Redland Art Gallery Collection Policy ([A196658](#))

Redland Art Gallery Exhibition Policy ([A196632](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
3	December 2013	<ul style="list-style-type: none"> • Minor changes
4	August 2019	<ul style="list-style-type: none"> • Updated reference to the current Council Corporate Plan 2018-2023 • Updated reference to current South East Queensland Regional Plan 2017 • After the word 'Redlands' inserted the word 'coast'
5	December 2019	<ul style="list-style-type: none"> • Updated reference to current Regional Plan, cultural plan and current words • Inclusion of Definitions section • Inclusion of Associated Documents section

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Department:	Community and Customer Services	Group:	Community & Cultural Services	Page 2 of 3
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Cultural Policy

Version number	Date	Key Changes
		<ul style="list-style-type: none">• Inclusion of Document Control section• New customer service statement included.

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Department:	Community and Customer Services	Group:	Community & Cultural Services
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Public Art Policy

Policy Identifier: ART-002-P
 Approved by: General Meeting
 Date of Approval: 10 June 2020
 Effective Date: 10 June 2020
 Review Date: 10 June 2023
 Version: 5

Head of Power

Council Corporate Plan 2018-2023 – Outcomes 4 Quandamooka Country, 5 Wise planning and design, 6 Supportive and vibrant economy and 7 Strong and connected communities.

Policy Objective

To enhance the quality of urban and open space environments through support for public art that reflects the distinctive culture and character of Redlands Coast and its communities.

To facilitate the acquisition and management of quality, site-specific public artworks that enhance local identity and sense of place.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Supporting the development of public artworks (both permanent and temporary) of significance and meaning to the local environment and community.
- Encouraging collaborative arrangements between artists and design professionals in the creation and commissioning of public artworks.
- Ensuring that all proposals for public artworks are subject to a uniform evaluation process.
- Securing adequate resources to build and maintain a collection of public artworks through:
 - Council's capital works program and operational budgets
 - Private sector contributions
 - Public funding for projects and "in kind" support from the community.
- Implementing a regular public art maintenance program that:
 - Safeguards the asset
 - Ensures workplace health and safety standards are met
 - Identifies the expected life of the asset.

Definitions

Nil.

For Corporate Governance Use Only			
Department:	Community and Customer Services	Group:	Community & Cultural Services
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Public Art Policy

Associated Documents

Public Art Guideline ([A3170132](#))

Document Control

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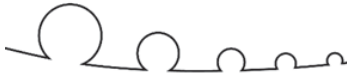
Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
3	December 2013	<ul style="list-style-type: none"> The word "temporary" has been inserted into both documents so that the policy and guideline can respond to CBD Revitalisation initiatives that might include temporary art installations and also respond to community arts initiatives.
4	June 2018	<ul style="list-style-type: none"> References to corporate planning documentation updated.
5	December 2019	<ul style="list-style-type: none"> Minor amendments to Head of Power, formatting to Policy Statement and addition of Definitions, Associated Documents and Document Control. Added Customer Values statement to Head of Power.

For Corporate Governance Use Only

Department:	Community and Customer Services	Group:	Community & Cultural Services	Page 2 of 2
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Community Leasing Policy

Policy Identifier:	CDV-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

Local Government Act 2009
Land Act 1994
Financial Management and Accountability Act 1997
Associations Incorporations Act 1981

Policy Objective

To provide a value based framework for the sustainable disposal and management of council owned or controlled land and community assets.

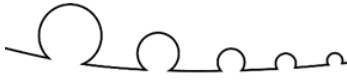
Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Providing a transparent and consistent approach to the granting and renewal of community leases and licenses. Council will undertake harmonisation of community property agreements to underpin continuous improvement.
- Assessing new requests in accordance with established criteria and guidelines to ensure decision making aligns with Council's Corporate Plans and Strategies.
- Providing honest, clear and constructive leasing advice to community organisations.
- Helping organisations interpret tenure agreements and manage their statutory and maintenance obligations.
- Improving the customer experience through targeted communication strategies, including annual leasing forums and grant funding assistance programs.
- Managing community projects efficiently and effectively to mitigate financial, reputational, property and people risks.
- Providing security of tenure to sporting, recreational and cultural organisations through proactive master planning, land acquisition and capital expansion projects designed to meet future growth and emerging social trends.
- Activating the public open space portfolio through innovative participation strategies and leveraging the tourist and economic potential of significant sites.

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Department:	Infrastructure and Operations	Group: City Operations
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Community Leasing Policy

This policy will apply to community organisations seeking tenure over Council owned or controlled land and facilities. It supports Council's vision for enriching community lifestyle by preserving community assets and achieving maximum benefit from its community property portfolio. All requests will be assessed against the principles to promote ethical governance and responsible allocation of assets. This policy does not cover commercial lease arrangements.

Definitions

No applicable definitions.

Associated Documents

Strong Communities Administrative Directive ([A3160286](#))
 Social Infrastructure Administrative Directive ([A196630](#))
 Enterprise Asset Management Administrative Directive ([A196572](#))
 Allocation of Council Land and Facility to Not for Profit Organisations Guideline ([A3169634](#))
 Community Halls and Precincts Administrative Directive ([A3156162](#))
 Community Safety Administrative Directive ([A196596](#))
 Council's Asset and Services Management Plan for Buildings
 Child and Youth Friendly Redlands Administrative Directive ([A196650](#))
 Seniors Administrative Directive ([A196621](#))
 Indigenous Community Policy ([A3155038](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
1	February 2008	<ul style="list-style-type: none"> New Policy
2	April 2014	<ul style="list-style-type: none"> Administrative changes.
3	November 2018	<ul style="list-style-type: none"> Additional legislation referenced. New Policy Objective and Statement to fit with contemporary asset management initiatives and align with corporate values. Removal of eligibility and tenure type information more suited for Guideline content.
4	October 2019	<ul style="list-style-type: none"> Administration amendments as required under policy framework review

For Corporate Governance Use Only		
Department:	Infrastructure and Operations	Group: City Operations



Community Reference Groups Policy

Policy Identifier:	CDV-002-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

Local Government Act 2009 - S.4(2) The local government principles are—

- a) *Transparent and effective processes, and decision-making in the public interest; and*
- b) *Democratic representation, social inclusion and meaningful community engagement Local Government Act 2009 Chapter 1 S4.2a &c*
- c) *Good governance of, and by, local government; and*
- d) *Ethical and legal behaviour of councillors and local government employees.*

Section 9 Powers of local governments generally

- (1) *A local government has the power to do anything that is necessary or convenient for the good rule and local government of its local government area.*

Corporate Plan 2018-2023

8 Inclusive and Ethical Governance

This policy should be used in conjunction with Council's Community Engagement Policy.

Policy Objective

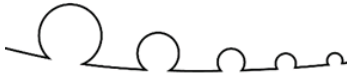
To enable Council to create and manage groups which allow Council to engage meaningfully with representatives of external organisations and members of the community to assist Council in its decision making process or support continuous improvement.

Policy Statement

A community reference group is any deliberative forum coordinated by the Council and that includes members of the community or other external stakeholders.

Council is committed to:

- *Effective Engagement* – Council engages with the community through a range of methods, outlined through the Community Engagement Policy and guidelines. Council uses the International Associate of Public Participation (IAP2) spectrum of participation which defines the purpose of engagement activities, which can be information sharing, consultation, involvement, partnership or empowerment with transfer of decision making power. Reference Groups will usually be formed where consultation, involvement or partnership are required.



Community Reference Groups Policy

- *Engaging with Groups to contribute to good decisions* – where it will assist Council to make more informed decisions and/or achieve better outcomes, Council may form groups to seek input from outside the organisation. These groups can provide feedback and advice to Council and in some cases may partner with Council to progress particular pieces of work.
- *Transparency* – Council will be open and transparent about the creation, existence, purpose and arrangements for any groups established for the purpose of engagement with external individuals or organisations. A list of all groups will be published on Council's website.
- *Good governance* – All groups will have effective governance arrangements in place to ensure clarity of purpose and a consistent approach to the management of the groups. Advisory Committees are excluded from this policy, because they are governed by specific provisions under the *Local Government Act 2009*. Community development and capacity building activities are governed by Council's Community Development Practice Guidelines and are also excluded from this policy.

Definitions

Term	Definition
Community Reference Group	Any deliberative forum coordinated by the Council and that includes members of the community or other external stakeholders. This does not include Council volunteer groups (eg Bushcare workers or Art Gallery workers) or groups established for the purpose of community development or capacity building which are managed under the Community Development Practice Guidelines for Building Strong Communities.
Terms of Reference	Describes the purpose and structure of a project, committee, meeting, negotiation, or any similar collection of people who have agreed to work together to accomplish a shared goal. A Terms of Reference is required for each group, unless they are managed under the Community Development Practice Guidelines. These groups may not have a formal terms of reference, particularly if they are short term or newly formed, but will still need to have a clear purpose statement.

Associated Documents

International Association for Public Participation (IAP2) spectrum, core engagement values

Twyford et al. (2006). *Beyond public meetings: connecting community engagement with decision - making*. Vivian Twyford Communication Pty Ltd.

Community Engagement Policy ([A196571](#))

Community Engagement Guideline ([A214585](#))

Community Development Practice Guidelines for Building Strong Communities

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.



Community Reference Groups Policy

Version Control

Version number	Date	Key Changes
1	July 2015	New Policy
2	December 2019	Administrative changes resulting from policy framework review



Redland Youth Engagement Policy

Policy Identifier:	CDV-003-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	6

Head of Power

This policy supports Redland City Council Corporate Plan 2018-2023 – Outcome 7 Strong and connected communities.

Policy Objective

To achieve the Corporate Plan objectives of effective community participation and development by providing opportunities for young people to contribute to and participate in the community, community initiatives, and governance in order to address their needs.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Establishing, maintaining and supporting young people to have:
 - Participatory mechanisms in which their issues will be identified, discussed and addressed.
 - Opportunities to become involved in local government and actively participate in decision-making processes.
 - Links with Council and an effective means of communication with elected representatives and Council staff.
 - An influence on the growth of a vibrant, cohesive and inclusive community with the capacity to meet the needs of young people.
 - Encouragement and opportunities to participate in cultural, social, economic and community initiatives in the Redlands.
- Ensuring that all young people aged 12 to 24 years who reside, work or attend educational institutions in Redland City are able to participate in youth engagement initiatives in the Redlands.
- Encouraging participation that is representative of the diversity of young people in the Redlands.
- Creating an appropriate structure, including an appropriate reporting mechanism to Council and a framework for administering youth engagement and its projects and activities.
- Providing resources and support to young people, including co-ordination, project support, and access to resources.



Redland Youth Engagement Policy

- Allocating funds through Council's annual budget process for the administration of youth engagement and for undertaking projects and activities identified by young people.

Definitions

Term	Definition
Youth	Young people aged 12-24 years.

Associated Documents

Strong Communities Administrative Directive ([A3160286](#))
 Child and Youth Friendly Redlands Administrative Directive ([A3160252](#))
 Community Engagement Administrative Directive ([A196571](#))

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
3	28 Oct 2013	<ul style="list-style-type: none"> Change in title to Redlands Youth Engagement Policy Reflecting the current Corporate Plan 2010-2015 key outcome Strong & Connected Communities Added associated documents
4	October 2017	<ul style="list-style-type: none"> Reflecting the current Corporate Plan 2015-2020 key outcome Strong & Connected Communities Correct bullet point formatting under Policy Statement 1
5	August 2018	<ul style="list-style-type: none"> Reflecting the current Corporate Plan 2018-2023 Corrected age range of young people from 13 to 18 years to 12 to 24 years as defined by the National Youth Information Framework
6	November 2019	<ul style="list-style-type: none"> Added definition section and minor administrative changes.



Community Safety Policy

Policy Identifier:	CDV-005-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

Corporate Plan 2018-2023 Strong and Connected Communities.

Summary Offences (Graffiti Removal Powers) Amendment Act 2008

Policy Objective

To define Council's commitment to and role in the delivery of community safety and crime prevention initiatives.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Providing a safe community to assist in building a strong, vibrant and liveable city.
- Working in cooperation with Queensland Police Service as the lead government agency for the detection, investigation and prosecution of crime in Queensland, to prevent crime.
- Delivering initiatives that aim to prevent crime and reduce the fear of crime in the community.
- Working with state government agencies and the community to identify safety issues of local and regional concern, and to negotiating appropriate responses that contribute to a sense of community, safety and wellbeing.
- Ensuring the Crime Prevention through Environmental Design (CPTED) principles are embedded into planning instruments, assessment frameworks and the planning development process.
- Implementing rapid graffiti removal and graffiti prevention practices to reduce the fear of crime and impact of graffiti in local communities.
- Monitoring local crime data to ensure safety issues or concerns are identified early and managed.
- Evaluating crime prevention initiatives to ensure an evidence based approach.



Community Safety Policy

Definitions

Term	Definition
Crime	Offences reported to and/ or detected by the Queensland Police Service.
Crime prevention	Any action that causes a reduction in the level of criminal activity and the resulting harm, or in the number of criminal offenders and their victims.
Community safety	Freedom from crime and violence as well as the fear of crime and violence.
Graffiti	Marking of property without the owner's consent; includes spray painting etching and drawing of words and images.

Associated Documents

Sharps Management Policy ([A196627](#))
 Security Cameras Policy ([A3160223](#))
 Homelessness Policy ([A3503426](#))
 Strong Communities Policy ([A3160286](#))
 Public Open Space Administrative Directive ([A196601](#))

Document Control

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Version Control

Version number	Date	Key Changes
3	August 2015	Review with organisational changes to match the new structure (change of department name).
4	April 2019	Updated head of power, rewrite policy objective, added definitions, rewrite policy statement and rewrite of policy commitments, added associated documents.
5	November 2019	Minor administrative changes as a result of policy framework review.



Homelessness Policy

Policy Identifier:	CDV-009-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2015.

Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2015.

Policy Objective

To reduce the incidence of homelessness in Redland City, improve responses to people experiencing homelessness and ensure all members of the community can enjoy the use of public space and feel safe.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Redland City Council recognises that people experiencing homelessness are some of the most vulnerable and disadvantaged people in our community. Access to secure, appropriate and affordable housing is a basic requirement for all people and an essential component of an inclusive, vibrant and sustainable city.

The causes of homelessness are complex and multifaceted requiring action from all levels of government and the community. The Federal and State Governments are responsible for funding and providing services to assist people experiencing homelessness. Council's role in addressing homelessness is to facilitate and coordinate local responses and ensure provisions for affordable housing are included in planning instruments.

Council is committed to:

- Undertaking a compassionate and balanced approach to public space management and upholding the needs of all members of the community to enjoy the use of public space and to feel safe.
- Developing partnerships with community service providers, state government agencies, other local governments and the business community to work collaboratively and innovatively to maximise efforts to ensure the coordinated delivery of services for homeless people within the City.
- Advocating and lobbying the Federal and State Governments to reduce the incidence of homelessness within Redland City through the provision of appropriately funded services and effective housing, employment and social services policies.

For Corporate Governance Use Only			
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Homelessness Policy

Definitions

Term	Definition
Primary homelessness	People without a 'roof over their head' i.e. people who are living on the streets, rough sleeping, sleeping in parks, squatting in derelict buildings or using cars or trains as temporary shelter.
Secondary homelessness)	People who have no home of their own and frequently move from one type of shelter to another i.e. homelessness services, hostels, staying with others such as friends and relatives and people staying in boarding houses for 12 weeks or less.
Tertiary homelessness	People who live in boarding houses on a medium to long term basis (more than 13 weeks), do not have self-contained facilities or the security provided by a lease.
Chronic homelessness	People with an experience of homelessness that is long lasting or recurs over an extended period of time. This includes people who have been homeless for more than 12 months or who have had repeat periods of homelessness over a period of 12 months or longer. Chronic homelessness may include primary, secondary and tertiary homelessness at different times.
Chronic homelessness	People who are sleeping, or bedded down, in the open air (such as on the streets, or in doorways, parks, bus shelters or in reserves) and people in buildings or other places not designed for habitation (such as sheds, car parks, cars, derelict boats or stations).

Associated Documents

Redlands Youth Engagement Policy ([A196604](#))
 Community Safety Policy ([A196596](#))
 Seniors Policy ([A196621](#))
 Aboriginal and Torres Strait Islander Community Policy ([A3155038](#))
 Financial Assistance to the Community Sector ([A196657](#))
 Social Infrastructure ([A196630](#))
 Child and Youth Friendly Redlands ([A3160256](#))
 Customer Contact Policy ([A196669](#))
 Homelessness Guideline ([A3503432](#))

Document Control

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Version Control

Version number	Date	Key Changes
1	April 2019	<ul style="list-style-type: none"> New policy
2	November 2019	<ul style="list-style-type: none"> Added Associated Documents and minor administrative changes resulting from policy framework review.

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Security Cameras Policy

Policy Identifier:	CDV-010-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	3

Head of Power

This policy supports the delivery of the Corporate Plan 2018-2023 – Outcome 7 Strong and Connected Communities.

Policy Objective

To define the purpose and use of security cameras by Council through:

- Recognising that a safe community is important to build community spirit, connectedness and wellbeing.
- Supporting a safe community through a range of crime prevention activities including implementation of the Crime Prevention through Environmental Design (CPTED) principles, activation of public spaces, supporting resilience in communities, partnerships with other agencies and, where appropriate, security cameras to protect property.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Using security cameras for the purpose of evidence collection related to:
 - Protecting property against crime such as vandalism, theft and graffiti occurring on Council owned or controlled infrastructure, buildings, land and public spaces.
 - Local law infringements such as illegal dumping and parking, and antisocial behaviour (as defined).
 - Interactions between the public and staff in and around Council buildings.
- The sustainable implementation and management of security cameras by:
 - The deployment of security cameras to support core Council functions, including Council asset protection, local law enforcement, monitoring customer service functions.
 - The installation of security cameras on Council controlled land and spaces for non-Council asset protection based on evidence of need determined by crime data obtained from the Queensland Police Service and Council's ability to meet costs to sustainably operate and maintain the equipment. Security cameras will not be prioritised by Council to address matters of State responsibility through the Queensland Police Service.
 - Use of unmonitored security cameras. Redland City Council will not monitor security cameras in real time. However, if partnerships with other statutory authorities are developed the active monitoring of security cameras may be undertaken by that entity at their cost.

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Security Cameras Policy

- Referring complaints received for criminal and unlawful activity including traffic related offences to the Queensland Police Service for appropriate action.
- Developing partnerships with State Government agencies to collaboratively improve community safety and reduce crime.
- Fulfilling Council's legal obligations in regards to the collection, handling and sharing of personal information in the operation of security cameras.

Council may approve the installation of security cameras on Council owned assets operated by other government or not-for-profit entities for crime prevention purposes. In this instance, to meet Council's information privacy obligations, the security cameras will be entirely under the control of the other entity, and Council would not have access to the camera feeds or the images. Council will not be responsible for the installation, maintenance, operation, provision of supporting services or removal of equipment installed by third-parties.

Definitions

Term	Definition
Security Camera	A fixed or temporary video surveillance camera or closed circuit television used to record images that may be viewed by Redland City Council staff or other authorised parties.
Antisocial behaviour	riotous, disorderly, indecent, offensive, threatening or insulting behaviour as described in Schedule 1, 1(a) of Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads).

Associated Documents

Data Management Administrative Directive ([A196656](#))
 Community Safety Administrative Directive ([A176060](#))
 Information Privacy Administrative Directive ([A196553](#))
 Access to Information Policy ([A196638](#))
 Enterprise Content Management Administrative Directive ([A196611](#))
 Records Management Guideline ([A214661](#))
 Access to Information Guideline ([A214559](#))
 Closed Circuit Television (CCTV) in Public Spaces Guideline ([A3441884](#))
 Destruction of Records PR – 1003 – 001 ([A2170137](#))

Public Records Act 2002
Information Privacy Act 2009
Right to Information Act 2009
Evidence Act 1977
Crime and Misconduct Act 2001
Local Government Act 2009

AS 4806.4 – 2008 Australian Standard Closed Circuit Television (Video Surveillance Camera) Part 4 Remote Video

Document Control

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Security Cameras Policy

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
1	July 2018	<ul style="list-style-type: none">• New
2	January 2019	<ul style="list-style-type: none">• Amendment of policy to include definition of antisocial behaviour.
3	November 2019	<ul style="list-style-type: none">• Minor administrative changes resulting from policy framework review.

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Customer Experience Policy

Policy Identifier:	CDV-012-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

Based on our Corporate Values, when interacting with our community, we will ensure our customers are provided with a professional and seamless customer experience at all touch points across Council.

Policy Objective

To deliver a consistent, high quality customer experience across multiple channels to all our customers to ensure we continuously improve our responsiveness. It is a recognition that customer service is everyone's responsibility and underpins the way customer interactions are supported by our organisation.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to the achievement of high standards across all aspects of customer interactions and the ongoing review and improvement of those standards. Council formally recognises the importance of internal and external customers, and the way in which employees interact with our customers will impact significantly on the customers' perception of Council. Providing a positive customer experience for our customers supports the effectiveness and value of our organisation.

Council is committed to:

- Ensuring our customers are our priority and work towards resolving inquiries at first point of contact wherever possible through accurate, consistent and timely responses in all customer interactions.
- Developing a customer first culture throughout the organisation by providing staff with the support and tools they need to deliver a positive customer service including training, education and access to the appropriate systems, processes, technologies and strategies.
- Ensuring equitable access to Council services and information for all customers regardless of ability, ethnicity, language or age. Council will at all times treat customers with respect, courtesy, dignity, fairness and efficiency.
- Ensuring a customer focus and considering feedback in the continuous improvement of processes and procedures including staying abreast of technological advancements that advocate for the customer and facilitate a positive experience.
- Providing quality information in a timely fashion to the Mayor and Councillors to assist them in providing the best possible service to the community.
- Improving customer responsiveness aligned to measurable customer service standards which guide officers in their interactions with customers.

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Customer Experience Policy

- Upholding the provisions of the *Right to Information Act 2009* and the *Information Privacy Act 2009* including maintaining confidentiality for customers in all matters in strict accordance with those statutes.

Definitions

Term	Definition
Customer	A customer is defined as an individual who benefits from facilities, goods and/or services and interacts with or within Council to request information, services or actions from officers.
Customer Advocacy	Customer advocacy is defined as advocating on behalf of a customer which means "standing in their shoes", considering the customer's viewpoint and position in our decision making process, and acknowledging any potential impacts our actions may have on a customer.
Customer Experience (CX)	Customer experience (CX) is defined as every interaction a customer has with us, from the first contact to resolution, which creates a feeling or perception of Council. This is their customer experience of Council.
Customer Interaction	Customer interaction is defined as the act of engaging with the customer using one of the customer channels available e.g. email, phone, SMS, mail, face-to-face.

Associated Documents

- Managing Unreasonable Complainant Customer Conduct ([A3154119](#))
- Complaints Management Process Policy ([A3155274](#))
- Complaints Management Process Guideline ([A3161901](#))
- Customer Service Standards Guideline ([A3170052](#))
- Councillor's Acceptable Requests Guideline GL-3002-004 ([A3169496](#))
- Customer Service Standards and Interactions Guideline ([A3170052](#))
- Redland City Council Customer Charter GL-3125-002 ([A3990169](#))
- After Hours Response ([A3554761](#))
- Corporate Services After Hours Response Guideline ([A3597530](#))
- Redland Water Customer Service Commitment Statement ([A3879733](#))
- Employees Code of Conduct ([A196608](#))
- Customer Request Management Procedure PR-3125-001-001 ([A3927917](#))

Document Control

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Customer Experience Policy

Version Control

Version number	Date	Key Changes
2	October 2017	<p>Administrative Amendments: Included the following wording: This policy supports the Redland City Council Corporate Plan 2015-2020: Inclusive and ethical governance to include:</p> <ul style="list-style-type: none"> • Deep engagement, quality leadership at all levels, transparent and accountable democratic processes and • A spirit of partnership between the community and Council will enrich residents' participation in local decision-making to achieve the community's Redlands 2030 vision and goals. <p>This Policy forms part of our Corporate Values in particular: Customer Service – We deliver on our commitments and provide excellent customer service</p> <ul style="list-style-type: none"> • Included wording Social Media • Included and removed wording - The Policies objective based on Corporate Values is to deliver a consistent, high quality customer experience across multiple channels to all our customers who make contact with Council, <p>Removed the following wording: Sections 3 and 4 of the <i>Local Government Act 2009</i> (the Act) outline the purposes and principles of the Act and the basis on which local governments will operate. These include;</p> <ul style="list-style-type: none"> • the development of a system of local government in QLD that is accountable, effective, efficient and sustainable • transparent and effective processes and decision making in the public interest • democratic representation, social inclusion and meaningful community engagement • added information about resolution of General Meeting link to Complaint Management Procedure Guideline
3	September 2019	<ul style="list-style-type: none"> • Changed policy name from Customer Contact to Customer Experience • Administrative amendments to update references to new corporate plan. • Updated policy objectives to include responsiveness and customer services obligations on everyone at Council • Policy Statements updated to reflect customer experience replacing customer contact. • Deleted references to Employees Code of Conduct • Updated associated documents to be read with Policy.
4	January 2020	<ul style="list-style-type: none"> • Added documents under associated documents • Removed quote outcome as per suggestions • Customer Values added to Head of Power

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Advertising Expenditure Policy

Policy Identifier:	ENG-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	6

Head of Power

The *Local Government Regulation 2012* section 197 (1), (2) and (3), require the development of a policy about advertising expenditure.

This policy applies to advertising as defined in the above Regulation as, "promoting, for the payment of a fee, an idea, goods or services to the public".

Policy Objective

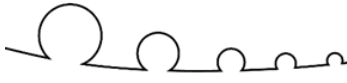
To inform, involve and educate the community about matters affecting them, while providing direction for managing advertising expenditure, including the types, appropriate use of funds, and conditions on expenditure during the three months before a local government election and advertising approval processes.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Incurring expenditure for advertising only if:
 - The advertising is for providing information or education to the public.
 - The information or education is provided in the public interest.
- Allowing only the following types of advertising:
 - Promoting achievement of Council's plans, goals and objectives.
 - Maximising compliance with new or amended laws.
 - Raising awareness of an initiative or activity.
 - Ensuring public safety, personal security or encouraging responsible behaviour.
 - Helping to preserve order in a crisis or emergency.
 - Promoting awareness of rights, responsibilities, duties or entitlements.
 - Encouraging use or awareness of Council products, services or facilities.
 - Reporting on Council's performance.
 - Encouraging public engagement, social cohesion and civic pride.
- Ensure all advertising is accurate, truthful, fair, impartial, lawful and proper.
- Not approving advertising expenditure in the following cases:



Advertising Expenditure Policy

- Where a reasonable person could misinterpret the message as being on behalf of a political party or other grouping.
- Where a political party or other grouping or individual is being disparaged or held up to ridicule.
- Where members of Council are named, depicted or otherwise promoted in a manner that a reasonable person would regard as excessive or gratuitous.
- Where the method or medium of advertising is manifestly excessive or extravagant in relation to the objective being pursued.
- During the period of three months preceding an election of the local government other than a by-election.
- During the period after the date of a by-election is advertised until the day of the election:
 - Place advertisements relating to future plans unless, and only to the extent that, those plans have been formally adopted by the Council.
 - Advertisement of the activities of the Council otherwise than in the manner and form it is customary for the Council to advertise its activities.
 - Place advertisements which seek to influence support for particular candidates, groups of candidates or potential candidates in the election.
 - Must not bear the cost of advertisements featuring one or more Councillors or containing quotations attributed to individual Councillors.

Note: this does not preclude Councillors appearing in unpaid publicity or other publicity where the cost is not borne by Council.

Definitions

Term	Definition
Advertising	Is a defined term in s197 of the <i>Local Government Regulation 2012</i> and is 'promoting, for the payment of a fee, an idea, goods or services to the public'.

Associated Documents

Local Government Regulation 2012
Local Government Act 2009
 Corporate Procurement Policy ([A176085](#))

Document Control

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Advertising Expenditure Policy

Version Control

Version number	Date	Key Changes
5	February 2017	<ul style="list-style-type: none">• Reviewed and no changes required to policy.
6	October 2019	<ul style="list-style-type: none">• Heading and format change, inclusion of document control.• Removed approval process• Aligned with policy framework review



Community Engagement Policy

Policy Identifier:	ENG-003-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	6

Head of Power

Local Government Act 2009 – s.4(2) The local government principles are-

- (a) transparent and effective processes, and decision-making in the public interest; and
- (c) democratic representation, social inclusion and meaningful community engagement

s.104(5) The system of financial management established by a local government must include-

- (a) the following financial planning documents prepared for the local government –
- (b) a 5-year corporate plan that incorporates community engagement.

Policy Objective

To ensure effective and efficient community engagement that delivers quality decision-making in Redlands Coast, that ensures the community is informed, has opportunities to contribute to decision making in the areas of services, facilities, infrastructure, policy and planning and is educated about matters that impact on their lives.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to purposeful engagement that is:

- Done in good faith.
- Underpinned by values defined by the International Association of Public Participation.
- Decision orientated.
- Driven by clear goals.
- Clearly articulates the purpose and goals of the engagement and sets clear stakeholder expectations on how their input is used in making a decision.
- Ensures information and communication is timely and accurate.
- Involves community and other stakeholders affected by a decision.
- Targets the ways in which we engage with the community to acknowledge community diversity.
- Uses tools to ensure that communities are demographically represented, socially included and meaningfully engaged in decisions that affect them.



Community Engagement Policy

- Collaborates with other agencies to coordinate community engagement at local and regional levels.
- Measures the effectiveness of community engagement activities.
- Reports on community engagement activities.

Definitions

Term	Definition
Community engagement	The process of sharing information and engaging members of the community about their views. Redland City Council bases its engagement methodology on the five levels of community engagement identified by the International Association of Public Participation (IAP2), which are: (c) inform (d) consult (e) involve (f) collaborate (g) empower
Community engagement spectrum	Encompasses a range of activities extending from informing the community of change; providing the community opportunity to comment on a range of alternatives; through to empowering the community to make a final decision. Increasing participation by the community increases the expectation by the community that their input will be used to influence the decision.
Communities of interest	Are defined as individuals; groups of individuals, organisations or political entities and other stakeholders that have an interest in the outcome of a decision. This can include residents; rate payers; businesses; interest groups; and may include other levels of government. These stakeholders may have a diversity of interests and can be impacted by a decision in different ways.

Associated Documents

Community Reference Groups Administrative Directive ([A241656](#))
 Strong Communities Administrative Directive ([A3160286](#))
 Planning Act 2016
 Redlands 2030 Community Plan
 Corporate Plan 2018-2023
 Annual Report

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
4	December 2016	Head of power



Community Engagement Policy

		<ul style="list-style-type: none"> Updated head of power and legislative context in line with <i>Local Government Act</i> <p>Supporting documents</p> <ul style="list-style-type: none"> Inclusion of IAP2 as a supporting document Included Redland 2030 Community Plan as a supporting document Moved POL-3087 (Strong Communities) to related document <p>Policy Statement</p> <ul style="list-style-type: none"> Included IAP2 definition of purposeful engagement Reframed previous policy statement under new section titled "Effective Engagement" <p>Related documents</p> <ul style="list-style-type: none"> Included POL-3003 (community reference groups) as a related document POL-3087 (strong communities) now listed as supporting document
5	June 2017	<p>New supporting documents</p> <ul style="list-style-type: none"> Inclusion of the new <i>Community Engagement Procedures 2017 and the Planning Act 2016</i> which emphasises the importance of community engagement for state planning schemes.
6	October 2019	<p>Updates as required under policy framework review:</p> <p>Head of power</p> <ul style="list-style-type: none"> Updated head of power and legislative context in line with <i>Local Government Act 2009</i> <p>Policy Objective</p> <ul style="list-style-type: none"> Revise policy objective to be concise <p>Policy Statement</p> <ul style="list-style-type: none"> Move and include IAP2 definition of purposeful engagement <p>Associated Documents</p> <ul style="list-style-type: none"> Move and include Redlands 2030 Community Plan Remove Guidelines for community engagement and Community Engagement procedures. <p>Added Document Control</p> <p>Administrative amendments</p> <ul style="list-style-type: none"> Formatting corrections Wording changes



Natural Environment Policy

Policy Identifier:	ENV-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	3

Head of Power

This policy supports the Redland City Council Corporate Plan 2018-2023 Healthy Natural Environment outcomes.

Policy Objective

Our corporate decisions protect, enhance and restore the health and viability of the City's natural terrestrial and aquatic values both on public and private lands and aquatic environments, for their inherent value and the benefit, use and lifestyle of current and future generations of our community.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Protecting, enhancing and restoring the natural terrestrial and aquatic values of the City that include:
 - Koalas and other native animal and plant populations and habitats.
 - Core habitat areas as sanctuaries for wildlife.
 - Safe wildlife movement corridors across the landscape.
 - Maintaining no net loss of native vegetation as defined in the *Vegetation Management Act 1999*.
 - Terrestrial and aquatic biological diversity and ecosystem services.
 - Significant vegetation that contributes to visual amenity, historic and cultural values that benefit the community.
 - Aquatic values and management of infrastructure affecting aquatic environments.
 - Visitor appreciation through sustainable recreation practices that avoid degradation of natural values.
- Enhancing and restoring Council's protected areas and strengthening the connections between core habitats through:
 - Public spaces and appropriate street tree planting programs, in accordance with SEQ Natural Resource Management targets.
 - Pest, bushfire and reserve management actions.
 - Aquatic, in-stream and riparian habitat rehabilitation, fish passage improvement.



Natural Environment Policy

- Stormwater asset maintenance and erosion and sediment control.
- A conservation land acquisition program that prioritises acquisition of land to expand and connect core wildlife habitat and through rehabilitation works; and/or offsets plantings; and long term protection, achieve cost effective environmental outcomes that contribute to facilitating effective biodiversity conservation (e.g. sustaining koala populations; buffering sensitive environmental areas) and provides wider community benefit.
- Managing protected areas and sensitive environmental areas from the impacts of a changing climate and where possible replace protected areas lost to climate change.
- Maintaining and protecting the values and health of the network of trees and other vegetation that exist in urban areas on both public and private properties, through proactive tree maintenance programs, education and regulatory measures.
- Working in partnership with the community through action-oriented collaboration, partnerships, and extension programs that empower landholders and the broader community as environmental stewards and citizen scientists.
- Creating and implementing a framework of regulatory and non-regulatory (commitments under memoranda, partnerships and agreements) tools that enforce and support conservation of natural terrestrial and aquatic values on public and private lands which enables the implementation of this policy.
- Integrating the importance of environmental values and legislative obligations and duties into Council's general business, planning and staff training to ensure innovation, effective communication and collaboration between officers.
- Improving knowledge of natural terrestrial and aquatic values and environmental performance through prioritised monitoring, research and reporting programs to inform Council's decision making.
- Fostering research partnerships with universities, local, state and commonwealth government agencies and non-government organisations.
- Complying with relevant State and Federal legislation (and all subsequent changes) to pursue best practice and prevent pollution and contamination of land, water and air by managing relevant Council activities and implementing Council's Environmental Management System.

Definitions

Term	Definition
Aquatic values	Includes aquatic ecosystems and associated plant and animal populations of freshwaters, estuaries, foreshores, wetlands, coasts and Moreton Bay.
Core habitat areas	Areas with conservation values and features that support and maintain breeding, feeding, sheltering and roosting for a large diversity of species or a number of native species, with manageable external impacts. This may include non-woody vegetation, intertidal areas, in-stream habitats, flight paths for bird species, identified migratory species feeding and nesting areas, roosting sites, tree hollows and some man-made structures utilised as habitat.
Ecosystem services	The benefits people obtain from ecosystems. These include provisioning services such as food and water; regulating services such as flood and disease control; cultural services such as spiritual, recreational, and cultural benefits; and supporting services such as nutrient cycling that maintains the conditions for life on Earth.
Natural values	Terrestrial and aquatic elements of nature, which have special qualities like uniqueness, rarity, typicality, representivity, scientific or educational importance, or have useful features or recreational value



Natural Environment Policy

Term	Definition
Protected areas	Council managed natural areas of the City, including conservation lands, parks, reserves, aquatic environments, and foreshores, over which Council has management control.

Associated Documents

Koala Conservation Strategy 2016 and Action Plan 2016-2021
 Wildlife Connections Plan 2018-2028 and Action Plan 2018-2023
 Redland Coast Biosecurity Plan 2018-2023
 Redland City Council's Conservation Land Management Strategy 2010 – a plan for the next ten years

Redlands 24 Hour Wildlife Rescue ([A3176291](#))
 GL-3128-002 Land Assessment Guidelines for Proposed Acquisitions ([A3176293](#))
 GL-3128-003 Administering and Delivering Environmental Offsets ([A3428961](#))
 GL-3128-004 Environmental Partnerships Program ([A3449896](#))
 GL-3128-005 Community Bushcare Program ([A3176292](#))
 GL-3128-006 Management of Trees on Council Owned or Controlled Land ([A3175518](#))
 GL-3128-007 Environmental Education Unit – Schools Program ([A3450823](#))

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
1	05 May 2015	New policy
2		<ul style="list-style-type: none"> • Rewording of some statements to improve clarity and readability. • Clear inclusion of aquatic values to expand its application particular to the coast and Moreton Bay. • Updating to reflect language, linkages and learning's from the Koala Conservation Strategy and Action Plan 2016 and Wildlife Connections Plan 2018
3	November 2019	<ul style="list-style-type: none"> • Updates in accordance with Policy Review Project 2019



Green Living Policy

Policy Identifier:	ENV-002-P
Approved by:	General Meeting
Approval Date:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	3

Head of Power

This policy supports Redland City Council's Corporate Plan 2018-2023 Green Living outcomes.

Policy Objective

Our corporate decisions enable Council to 'lead by example' in making informed choices in addressing the risks and threats of climate change, applying ecologically sustainable development principles, practicing energy, fuel and resource efficient operations across our built environment and business activities, and through supporting green living opportunities in the community.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Enabling our staff, assets and essential services to be ready for changing climate through tactical, strategic and business planning instruments, training, reliable information and forecasts.
- Focussing on resource conservation followed by efficiency and renewable energy, to reduce Council's corporate greenhouse gas emissions consistent with targets adopted and publish annual reports tracking Council's performance of energy and fuel use and associated greenhouse gas emissions.
- Applying ecologically sustainable development (ESD) across Council operations and services, encourage new buildings and assets to demonstrate 'green design' principles and practice, and incorporate sustainable procurement processes.
- Facilitating energy transition through infrastructure, facility and fleet investments that encourage greater uptake of passive transport - walk, cycle, public transport and use of electric vehicles.
- Providing recycling and associated waste services, community information and engagement to comply with published Queensland waste minimisation and resource recovery targets.
- Supporting green living opportunities in the community, business and schools, through the procurement of local goods and services consistent with delivering sustainable economic growth identified in the Economic Sustainability Policy and through engagement activities with the community.



Green Living Policy

Definitions

Term	Definition
Green design	Principles and practices which have a positive impact on society; respect and preserve the environment, through the use of renewable energy, recycled products, design for local climatic conditions and are economically viable.
Green living	Incorporates matters relating to energy and resource efficiency, reducing greenhouse gas emissions, climate change adaptation and mitigation, green buildings and 'go local' food production

Associated Documents

Redland City Waste Reduction and Recycling Plan 2015-2020
 Redland Water and RedWaste Environmental Guideline ([A214687](#))
 Management of Renewable Energy Assets Guideline (in development) ([A3945157](#))
 Environmental Management System (EMS) Guideline ([A203237](#))
 Confronting Our Climate Future Strategy ([A3176290](#))

Document Control

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Version Control

Version number	Date	Key Changes
1	05 May 2015	New policy
2	February 2019	Policy Review
3	November 2019	Administrative changes resulting from policy framework review.



Competitive Neutrality Complaint Process

Policy Identifier:	FIN-002-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

Local Government Act 2009

Section 43 requires that under the competitive neutrality principle, an entity that is conducting a business activity in competition with the private sector should not enjoy a net advantage over competitors only because the entity is in the public sector.

Section 48 - a local government must adopt a process for resolving competitive neutrality complaints.

Policy Objective

To ensure the fair and equitable management of competitive neutrality complaints received by Council in relation to its business activities.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council has a complaints process for any business activities to which competitive reforms have been applied – this means any business activity where corporatisation, commercialisation, full cost pricing or the code of competitive conduct has been applied.

A competitive neutrality complaint is a complaint that:

- Relates to the failure of a local government to conduct a business activity in accordance with the competitive neutrality principle.
- Is made by an affected person.

An affected person is:

- A person who competes with the local government in relation to the business activity and claims to be adversely affected by a competitive advantage that the person alleges is enjoyed by the local government; or
- A person who wants to compete with the local government in relation to the business activity and claims to be hindered from doing so by a competitive advantage that the person alleges is enjoyed by the local government.

In accordance with section 48(5) of the *Local Government Act 2009*, Council does not have to resolve a competitive neutrality complaint relating to a business activity prescribed under a regulation.



Competitive Neutrality Complaint Process

Council will ensure the public can inspect a copy of the Queensland Productivity Commission (QPC) report in person at council offices as soon as practicable after receiving the report.

Pursuant to section 56 of the *Local Government Regulation 2012*, Council must establish a register of business activities to which the competitive neutrality principle applies, including a list of current investigation notices, the business activities to which the complaints relate and council's response to the QPC's recommendations on the complaint.

Definitions

Term	Definition
Business Activity (of a local government)	Trading in goods and services by the local government.

Associated Documents

Competitive Neutrality Complaint Process Guideline ([A214568](#))

Local Government Act 2009

Local Government Regulation 2012

Document Control

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Version Control

Version number	Date	Key Changes
2	October 2012	<ul style="list-style-type: none"> Updated for <i>Local Government Act 2009</i> which required rewording throughout the policy. Simplified Policy Objective by removal of history. Move the policy from City Enterprises to Financial Services to align with the two Guidelines GL-0028-001 Competitive Neutrality Process and GL-0028-002 Competitive Neutrality Complaints Process – QCA Repealed <i>Local Government (Beneficial Enterprises and Business Activities) Regulation 2010</i> – replaced by <i>Local Government Regulation 2012</i> and updated for rewording throughout the policy.
3	February 2016	<ul style="list-style-type: none"> Queensland Competition Authority (QCA) replaced by Queensland Productivity Commission (QPC) to reflect changes to the legislation as stated above.
4	April 2019	<ul style="list-style-type: none"> Minor adjustments including the full name of QPC and change of word guideline to policy. Change of Finance Manager BPU to Service Manager BPU.
5	September 2019	<ul style="list-style-type: none"> Minor adjustments per recommendations arising from the Finance Policy Review.



Dividend Policy – Significant and Prescribed Business Activities

Policy Identifier:	FIN-003-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	6

Head of Power

The establishment of this policy is consistent with the *Local Government Act 2009 (Qld)* in regard to the principles of the National Competition Policy reform.

National Competition Policy reform in the area of commercialisation requires that activities established as Significant and Prescribed business activities operate similarly to businesses in the private sector.

Policy Objective

To establish parameters for determining the actual dividend payable by each business activity each year.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- The declaration of dividends, dependent upon the earnings and financial requirements of the business activities to fund future growth as outlined in their performance plan, the debt redemption requirements, the financial condition of the business activities, and such other factors the Council may consider appropriate in the circumstances.

The formula for calculating the dividend is $DP = dpr(E)$ where:

- The dividend payout [\$] is DP .
- The dividend payout ratio [%] is dpr .
- The earnings after tax and other agreed exclusions [\$] is E .
- Recommending the dividend payout ratio (%) to Council, following collaboration between the Business Partnering Unit in Financial Services and the business activity that owns and authors its annual performance plan.
- In conjunction with the review, consideration will be given to the implication of future financial forecasts.
- Approving the dividend payout ratio for each business activity annually as part of the approval process for the annual performance plan.
- Including a budget estimate for business activities for the current year's dividend based upon the dividend payout ratio agreed in the annual performance plan review. The dividend will therefore relate directly to

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Dividend Policy – Significant and Prescribed Business Activities

the earnings result for the budget year.

- The transfer of dividends, through monthly journals and recognition, to the Council by the business activities will be reflected in the final, audited financial position. The final transfer will be processed once earnings for the year have been finalised, based upon the application of the agreed dividend payout ratio.

Definitions

Term	Definition
Significant and Prescribed Business Activities	Business activities of a local government that are conducted in competition, or potential competition, with the private sector (including off-street parking, quarries and sporting facilities); and meet expenditure thresholds prescribed under the Regulation.

Associated Documents

Local Government Act 2009

Local Government Regulation 2012

Document Control

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Version Control

Version number	Date	Key Changes
4	September 2015	<ul style="list-style-type: none"> • Change of Policy Name • Change General Manager Corporate Services to Chief Financial Officer
5	9 May 2019	<ul style="list-style-type: none"> • Reviewed with administrative changes
6	November 2019	<ul style="list-style-type: none"> • Reviewed with administrative changes resulting from Policy Framework review.

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Financial Hardship Policy

Policy Identifier:	FIN-004-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

South East Queensland Water (Distribution and Retail Restructuring) Act 2009
Local Government Act 2009
Local Government Regulation 2012
Magistrates Courts Act 1921
 Uniform Civil Procedure Rules 1999
 South East Queensland Customer Water and Wastewater Code
 ACCC Debt Collection Guidelines

Policy Objective

This policy is a requirement under the *South East Queensland Customer Water and Wastewater Code*. It provides a framework to support 'small customers' that are experiencing financial hardship as a result of an unexpected event or unforeseen changes.

Assistance is available under the Financial Hardship Policy where there is an ongoing state of financial hardship and difficulty in meeting basic living needs is experienced on an ongoing basis. Customers must be assessed for financial hardship and will be required to provide information about their financial situation to access a payment plan under this policy.

Policy Statement

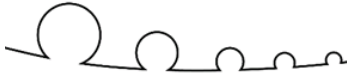
Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

This policy is based on shared responsibility between council and the customer and is delivered in a model that supports self-determination to allow small customers to gain control of their rate account with a realistic and affordable approach.

Council is committed to:

- Treating customers fairly, with respect, sensitivity and confidentiality at all times.
- Effective processes for the early identification of a small customer who is in financial hardship which includes, but not limited to:
 - A small customer contacting Council themselves.
 - A Redland City Council officer contacting the small customer.
 - A referral by the Energy and Water Ombudsman Queensland.
 - A referral by an accredited financial counsellor or community agency providing assistance to people experiencing financial hardship.

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Financial Hardship Policy

- Publishing this policy on its website.
- Assessing financial hardship through information provided by the customer, which will include financial records and/or a Statement of Financial Position.
- Ensuring small customers who are identified as experiencing financial hardship have access to:
 - Flexible interest free payment plan options.
 - Convenient payment channel options including Centrepay, Direct Debit and Quick Pay.
 - Relief from legal action from the date a payment plan is mutually agreed.
 - Relief from interest being charged on overdue rates and charges provided the mutually agreed payment plan is met.
 - Information on the grounds that may be considered in order to remit in full or in part water consumption charges under the *Local Government Regulation 2012*.
 - Information to assist in reducing water consumption charges. Further information is available at https://www.redland.qld.gov.au/info/20250/green_living/603/conserving_water
 - Information provided about appropriate government concession programs and financial counselling services that may be available to them. https://www.redland.qld.gov.au/info/20171/rates/782/pay_your_rates
- Establishing payment plan options that are based on the ratepayer's individual circumstances. Where payment plans are not adhered to or are otherwise unsuccessful interest on overdue amounts will be reinstated.
 - Council expects ratepayers to take responsibility for their debt obligations and to organise their affairs in such a way as to be able to discharge these obligations as agreed.
 - Council reserves the right to commence legal action, including registering a charge on the ratepayer's property for any outstanding arrears balance, if the ratepayer does not meet their obligations or their circumstances are found to have improved but they are not willing to reduce the rate arrears in a more timely manner.

Definitions

Term	Definition
Small Customer	<p>The <i>South East Queensland Customer Water and Wastewater Code</i> defines a small customer as:</p> <ul style="list-style-type: none"> • A residential customer that is connected to a water or wastewater service and receive a rate notice in their name for the property that is in arrears. • A non-residential customer that is connected to a water or wastewater service and use, or would use, less than 100 kilolitres of drinking water per annum.

Associated Documents

Collection of Rates and Charges and Other Revenues Policy ([A196581](#))
 Collection of Rates and Charges and Other Revenues Guideline ([A214701](#))
 Collection of Rates Procedure ([A220378](#))
[Financial Hardship Application Form](#)

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Financial Hardship Policy

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
1	6 November 2019	New Policy
2	January 2020	Administrative update to new policy framework template

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Collection of Rates, Charges and Other Revenue Policy

Policy Identifier:	FIN-006-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	7

Head of Power

Council will exercise its recovery powers within the requirements legislated in the *Local Government Act 2009*, *Local Government Regulation 2012*, *Uniform Civil Procedure Rules 1999* and *Magistrates Courts Act 1921*, and will adhere to any other legislation, regulation or guideline that governs the collection and recovery of debt.

Policy Objective

To ensure a corporate approach to debt collection within Council that contributes to the overall long-term financial objective to effectively manage revenues to ensure the organisation is able to meet its financial commitments.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Effectively managing the collection of rates, charges and other revenues by applying a strategic model of collection that:
 - Ensures all delinquent accounts are identified.
 - Enables the ability to monitor and maintain statistical information on delinquent accounts for productivity and financial reporting – including the number and age of delinquent accounts.
 - Maintains a consistent and equitable approach to collection activity.
 - Ensures processes used to recover overdue rates, charges and other revenues are clear and simple to administer, as well as cost effective.
 - Actively encourages contact with the ratepayer/debtor early in the lifecycle of the debt to provide them with every opportunity to fulfil their obligation to Council.
- Acknowledging the need to manage the collection of rates, charges and other revenues effectively, but fairly with sensitivity to individual needs.
- Assisting all customers who are experiencing financial hardship in a respectful manner.



Collection of Rates, Charges and Other Revenue Policy

- Ensuring communication with ratepayers/debtors is in accordance with the debt collection guideline prepared by the Australian Competition and Consumer Commission (ACCC) and the Australian Securities and Investment Commission (ASIC).
- Where appropriate, informing the ratepayer/debtor of:
 - Their entitlement to concessions, exemptions or assistance provided under legislation or Council policy.
 - To obtain independent financial advice.

Definitions

Nil.

Associated Documents

Financial Hardship Policy ([A3585236](#))

Collection of Rates and Charges and other Revenues Policy ([A196581](#))

Collection of Rates Procedure ([A220378](#))

Financial Hardship Fact Sheet

https://www.redland.qld.gov.au/download/downloads/id/3343/financial_hardship_fact_sheet.pdf

Conserving Water Fact Sheet

https://www.redland.qld.gov.au/info/20250/green_living/603/conserving_water

Further Information Fact Sheet https://www.redland.qld.gov.au/info/20171/rates/782/pay_your_rates

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Version Control

Version number	Date	Key Changes
5	Sept 2015	<ul style="list-style-type: none"> • Remove the first 'and' from the phrase 'Rates and charges and other Revenues' • Remove the words 'of Treasury' from the Policy Objective statement • Combine statement 1(b) and 1(c) together
6	Nov 2018	<ul style="list-style-type: none"> • Change dot points from capitals to lower case at (1) • Add reference to hardship at (3) • Add the word assistance at (5)a • Update department, version and review date. • Added Document Control information
7	Dec 2019	<ul style="list-style-type: none"> • Updated to align with new policy framework



Debt Policy

Policy Identifier:	FIN-009-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2021
Version:	20

Head of Power

Local Government Act 2009 (the Act)

Section 104 requires a Local Government to establish a system of financial management that includes various financial policies, including a debt policy.

Local Government Regulation 2012

Section 192(1) requires a Local Government to prepare and adopt a debt policy for a financial year. *The Act* also defines Council as a statutory body and subsequently Council's borrowing activities continue to be governed by the *Statutory Bodies Financial Arrangements Act 1982*.

Policy Objective

To ensure the sound management of Council's existing and future debt after assessing and minimising all associated risks in accordance with the annually revised and adopted Long-Term Financial Strategy (Financial Strategy). Further, to comply with section 192 of the *Local Government Regulation 2012*, this policy states the new borrowings planned for the 2020-2021 financial year, and the next nine financial years, and the period over which Council plans to repay existing and new borrowings.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Only using long-term borrowings (between 2 and 20 years) to finance capital works that will provide services now and into the future. No long-term borrowings will be used to finance recurrent expenditure and the operational activities of the Council.
- Utilising its existing constrained cash reserves when seeking funding for capital works. The use of any existing cash reserves will be subject to the purpose of the reserve in addition to maintaining all relevant financial ratios and measures of sustainability within adopted Financial Strategy targets.
- Undertaking long-term borrowings for capital works only if the interest and debt principal repayments can be serviced and relevant financial ratios and measures are maintained within approved Financial Strategy targets.
- Aligning borrowings to specific projects and/or asset classes rather than being pooled to ensure transparency and accountability is maintained. Borrowings will be nominated through the priority needs



Debt Policy

of the capital program and will be determined through the normal budgetary and approval process of Council.

- Paying debt service payments annually in July in order to minimise Council's interest expense.
- Reviewing its debt regularly and seeking to repay or restructure its debt to ensure repayment in the shortest possible time or resulting in a reduction in interest payments subject to maintenance of key performance indicators in the Financial Strategy.
- Considering new loans only if the subsequent increase in debt servicing payments allows the total debt servicing ratio to remain within Financial Strategy targets.
- Ensuring the term of any new loans will be a maximum of twenty years for Water, Waste and General requirements. The debt term shall not exceed the finite life of the related asset/s.
- Recovering costs of new loans taken out on behalf of commercial businesses, commercial opportunities, joint ventures, associates or subordinates through the administration of a management fee in line with current market rates.
- Restricting new borrowings to work that falls into specific categories such as:
 - Risk Management
 - Asset Management
 - Inter-Generational Projects

Definitions

Nil

Associated Documents

Financial Strategy 2020-2030
Strategic Asset Management Plan 2020-2030

Document Control

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Version Control

Version number	Date	Key Changes
17	May 2017	<ul style="list-style-type: none"> • Updated for Budget 2017-18 Process • Item 7 changed from previously only considering new loans where cash balances were insufficient • Added in proposed debt schedule
18	March 2018	<ul style="list-style-type: none"> • Updated for 2018-19 process • Added in Policy Scope to clarify RIC is a separate legal entity • Clarified Head of Power to show requirements of the <i>Local Government Act 2009</i>



Debt Policy

Version number	Date	Key Changes
19	May 2019	<ul style="list-style-type: none">• Updated for the 2019-20 Budget process• Inclusion of Document Control Section
20	November 2019	<ul style="list-style-type: none">• Administrative updates resulting from policy framework review.



Discounts and Waivers of Fees and Infringements Policy

Policy Identifier:	FIN-011-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

Local Government Act 2009
Redland City Council Corporate Plan 2018-2023

Policy Objective

To provide a framework to facilitate appropriate discounting and waivers of Council fees and infringements.

Note: this policy excludes Community Service Obligations of Prescribed and Significant Businesses within Council Policy.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Considering requests to reduce or waive fees in accordance with established criteria and following established guidelines to ensure appropriate decision making, documentation and record keeping.
- Considering requests to waive infringements through an appeal process, in accordance with established criteria and documented procedures as appropriate.
- Providing discounts in certain circumstances, in accordance with approved guidelines.
- Ensuring that there are clear written guidelines, procedures and record keeping for the application of discounts and waivers.
- Providing an avenue for review through the Chief Executive Officer (CEO) to facilitate the waiver of fees, fines or orders in exceptional circumstances for a stated class of ratepayers i.e. those experiencing hardship, noting that the exceptional circumstances guideline is not an appeal mechanism, but reserved for situations of genuine exceptional circumstances, for which the applicant may be required to produce particular information or documents to be eligible for consideration. This is clearly defined in the *Local Government Regulation 2012* (s122), and delegated to the CEO.

Definitions

Nil



Discounts and Waivers of Fees and Infringements Policy

Associated Documents

Fees and Waivers Relating to Development Applications Guideline ([A214646](#))

Fees and Charges Guideline ([A2913948](#))

Fees Waivers Guideline ([A2914186](#))

Financial Hardship Policy ([A358236](#))

Creative Arts, Redland Community Arts and Cultural Development Program Guideline ([A294487](#))

Exceptional Circumstances Waiver Guideline ([A2914890](#))

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
1	November 2016	New policy
2	February 2017	<ul style="list-style-type: none"> Minor amendment to statement 5 – including reference to “a stated class of ratepayers” as required by the <i>Local Government Regulation 2012</i>
3	February 2019	<ul style="list-style-type: none"> Removal of charges Inclusion of related documents Inclusion of exclusions to this Policy Move administration of policy from the Corporate Governance Group to the Financial Service Group.
4	October 2019	<ul style="list-style-type: none"> Administrative changes required under policy framework review



Entertainment and Hospitality Policy

Policy Identifier:	GOV-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	6

Head of Power

Section 196 of the *Local Government Regulation 2012* sets the parameters for a local government's expenditure on entertainment or hospitality and requires each local government to prepare and adopt an entertainment and hospitality policy.

Policy Objective

To provide a framework for the management of entertainment and hospitality expenditure by staff and Councillors, in accordance with the parameters and requirements of the *Local Government Act 2009* and *Local Government Regulation 2012*.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Expenditure on entertainment or hospitality being in accordance with the principles and requirements of the *Local Government Act 2009* and *Local Government Regulation 2012*.
- Detailing through approved guidelines and procedures, the types of entertainment or hospitality that Council considers to be in the public interest.
- Detailing through approved guidelines and procedures, the procedures and documentation for spending and approval of expenditure for entertainment or hospitality.

Definitions

Nil

Associated Documents

Entertainment and Hospitality Guideline ([A214675](#))
 Entertainment and Hospitality Procedure ([A251768](#))
 Corporate Procurement Policy ([A196635](#))
 Procurement and Contract Manual ([A214677](#))
 Expenses Reimbursement Provision Facilities for Councillors Policy ([A196648](#))

For Corporate Governance Use Only			
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Entertainment and Hospitality Policy

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
4	June 2013	The revised Policy is substantially the same with the only change being to update the legislation referenced, as the <i>Local Government (Finance, Plans and Reporting) Regulation 2010</i> has been repealed and the requirement to prepare an entertainment and hospitality policy is now listed under the <i>Local Government Regulation 2012</i> .
5	August 2016	Associated document references updated. <i>Local Government Act 2009</i> added to objective and clause 1.
6	October 2019	Administrative changes resulting from policy framework review.

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Access to Information Policy

Policy Identifier:	GOV-002-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	3

Head of Power

This policy is in response to the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

Policy Objective

To outline Council's arrangements for access to documents within its control, subject to the provisions of the *Right to Information Act 2009* (RTI Act) and the *Information Privacy Act 2009* (IP Act) and to maximise the information which is publically available and provide effective methods of access for the public.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- **Openness and transparency** - Unless a Council document contains information which is exempt or contrary to the public interest under the RTI Act, Council will make documents available.
- **Proactive release of information** - Where possible, information should be released in a way that the public can access information without assistance from Council staff. This includes Council's publication scheme and disclosure log.
- **Facilitating public access** - Where documents are already published, Council will take reasonable steps to assist members of the public to find the information they are looking for.
- **Access processes** - Council will manage processes for accessing documents effectively and in a timely manner. Some access arrangements will involve a fee or charge.
- **Administrative release** - When documents are not already published, Council will consider releasing documents administratively. This may involve removal of some information which it considers would have been removed under the RTI Act, such as personal information.
- **Processing access applications** - Where Council is not able to publish documents and cannot provide them by another means, an RTI application or information privacy application may be required. These applications are processed in accordance with the RTI Act and the IP Act.

This policy refers to information that is held or controlled by Council. This policy applies to Council employees, contractors and Councillors.

For Corporate Governance Use Only			
Department:	Organisational Services	Group:	Corporate Governance
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Access to Information Policy

Definitions

Term	Definition
Access application	An application for access to documents made under the RTI Act or the IP Act.
Administrative release	Release of information, in full or in part, without the requirement for an access application. This would usually be in response to an enquiry or request of some kind.
Disclosure log	A record of documents released by Council under the RTI Act.
Document	A document is a record of information in Council's possession or under Council's control. Documents include files, letters, emails, phone messages, maps, plans, photographs, discs or recordings and social media posts on Council social platforms.
Information	Information is any data which is organised and recorded in some way.
Personal information	Information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.
Publication scheme	A list of documents publically available on Council's website.

Associated Documents

Access to Information Guideline ([A347890](#))

Document Control

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Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	December 2012	This is a new policy which was developed in response to an internal audit review. The policy explains how the public can access documents held by Council. It is consistent with the <i>Right to Information Act 2009</i> and the <i>Information Privacy Act 2009</i> .
2	October 2016	Reviewed policy content, no amendments required.
3	October 2019	Administrative amendments as required under policy framework review.

For Corporate Governance Use Only			
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Confidential Information and Reports Policy

Policy Identifier:	GOV-003-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

Local Government Act 2009

Use of information by councillors s.171(3) - *A councillor must not release information that the councillor knows, or should reasonably know, is information that is confidential to the local government.*

Use of information by local government employees s.200(5) - *A person who is, or has been, a local government employee must not release information that the person knows, or should reasonably know, is information that-*

- (a) Is confidential to the local government; and*
- (b) The local government wishes to keep it confidential*

Code of Conduct for Councillors

Employee Code of Conduct

Local Government Regulation 2012

Closed meetings s.275

Policy Objective

To protect sensitive or potentially prejudicial information (created within Council or received by Council) so as not to harm or compromise the interests of Council or any individual or organisation, or enable any individual or organisation to gain a financial advantage and assure the distribution of sensitive or potentially prejudicial information is managed in a way that provides, to the fullest extent possible, maximum protection of that information.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Transparency and accountability in its decisions and operations including information released in accordance with the *Right to Information Act 2009*.
- Proper collection and handling of personal information and appropriate management of access to such information in accordance with the *Information Privacy Act 2009*.



Confidential Information and Reports Policy

- Responsible capture, storage, management, delivery and preservation of information in a manner that will derive maximum benefit for Council and the community.
- Protecting information from misuse, theft, corruption and destruction by applying enterprise content management guidelines consistent with the value of the information resource and the privacy rights of individuals, companies and other organisations.
- Ensuring ethical behaviour by all who use Council's information resources.
- Ensuring a proactive approach to the responsible management of all information through appropriate education and training of Councillors and staff.

Definitions

Nil

Associated Documents

Confidential Information and Reports Guideline ([A2937507](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
2	February 2014	Amended wording, integration of last dot point (now deleted) into others, integrate wording with POL-1003
3	April 2018	Under the Head of Power, corrected reference to s275 of the <i>Local Government Act 2009</i> to the <i>Local Government Regulation 2012</i> .
4	October 2019	Administrative updates required under policy framework review.



Governance Policy

Policy Identifier:	GOV-004-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

Corporate Plan 2018-2023 – Outcome 8 Inclusive and Ethical Governance
Local Government Act 2009
Local Government (Finance, Plans and Reporting) Regulation 2010
Local Government Regulation 2012
Corruption, Crime and Misconduct Act 2003
Whistle-blowers Protection Act 1994
Public Sector Ethics Act 1994
Queensland Audit Office and Risk Management Framework for Local Governments.

Policy Objective

To achieve overall outcomes, enhancing confidence in the organisation, Council decisions and actions through working within our governance principles.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Good corporate governance practices. Our governance systems and processes are intended to:
 - Contribute to our overall performance and the delivery of our goods, services and programs.
 - Ensure that we meet the requirements of the law, regulations, published standards, and community expectations of probity, accountability, and openness.
- Recognising the following Governance Principles for the organisation:
 - Strong Leadership
 - Accountability
 - Transparency and Openness
 - Integrity and Ethical Behaviours
 - Stewardship
 - Performance Driven
- An internal Compliance Questionnaire to assess compliance with governance requirements is undertaken annually by Council and action plans are developed for improvement where necessary.



Governance Policy

Definitions

Term	Definition
Governance	The way in which our organisation is controlled and governed to achieve our strategic and operational objectives. The control environment makes our organisation reliable in achieving our objectives within an acceptable degree of risk.

Associated Documents

Councillor Briefing Sessions and Workshops Guideline ([A2841316](#))

Acceptable Requests Guideline ([A316496](#))

Councillors Nominated in State Elections Guideline ([A2571906](#))

Caretaker Period Guideline ([A3803839](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	January 2008	New policy
2	November 2019	Administrative amendments resulting from policy framework review.



Delegation of Powers and Appointment of Authorised Persons Policy

Policy Identifier:	GOV-005-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

This policy supports Council's responsibilities under the *Local Government Act 2009* and the Redland City Council Corporate Plan 2018-2023 – Outcome 8 Inclusive and Ethical Governance

Policy Objective

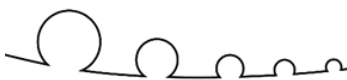
To ensure Council meets its legislative delegation and authorisation requirements under the *Local Government Act 2009*, in the most effective and efficient way possible to support inclusive and ethical governance and administration.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Providing an effective and efficient framework to issue, record, administer and exercise delegations, statutory authorisations and administrative authorisations.
- Promoting effective internal control and sound corporate governance practices in relation to delegations, statutory authorisations and administrative authorisations.
- Providing Council employees, committees, chairs of committees or corporatised units with the level of delegated power and authority necessary to discharge their responsibilities from a legal and sound corporate governance perspective.
- Supporting good decision making, efficiency and effectiveness in Council's administrative processes and complete corporate records.
- Eliminating legal non-compliance issues impacting upon the legal validity/enforceability of Council decisions, or Council's ability to legally enforce or litigate breaches of Local Government Act (as defined in Delegation of Powers and Appointment of Authorised Persons Guideline).



Delegation of Powers and Appointment of Authorised Persons Policy

Definitions

Term	Definition
Authorised persons	A person who has been appointed by the Chief Executive Officer, enabling them to perform certain functions and exercise particular powers under the Act.
Delegated power	The transfer of authority from one officer to another. Note – only the Chief Executive Officer has the power to delegate his powers. Officers cannot delegate.

Associated Documents

Delegation of Powers and Appointment of Authorised Persons Guideline ([A347889](#))

Statutory and Financial Delegations and Appointment of Authorised Persons Procedure ([A317657](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
2	Jan 2014	Change in title
3	July 2018	Reviewed with no changes
4	June 2019	Update Corporate Plan reference
5	October 2019	Administrative updates as required under policy framework review



Benefits & Gifts Policy

Policy Identifier:	GOV-006-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	1

Head of Power

Schedule 5, Section 12 of the *Local Government Regulation 2012* sets the parameters for a Councillor, Chief Executive Officer and Senior Executive regarding gifts totalling more than \$500.

Council's Code of Conduct Policy provides the direction for Council employees in relation to gifts and the various thresholds for declaration.

Policy Objective

The objective of this policy is to provide a framework for the management of gifts and benefits received by Councillors and Council employees, in accordance with the parameters and requirements of the *Local Government Regulation 2012*, Council's Employee Code of Conduct and *Code of Conduct for Councillors in Queensland*.

This Policy does not address "electoral donations" or "electoral gifts" disclosure requirements for Councillors and Elected Officials. Further advice in relation to these matters can be obtained by contacting the Electoral Commission of Queensland.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Councillors and Council employees hold a position that involves public trust. This means that duties must be carried out impartially and with integrity. Consequently, it is not appropriate for Councillors or Council employees to be offered, to accept or to give gifts and benefits that affect, may be likely to affect or could reasonably be perceived to affect, the performance of their official duties.

Council is committed to:

- Recording gifts or benefits received by a Councillor or Council employee in accordance with approved thresholds.
- Ensuring Council employees do not ask or encourage the giving of any form of benefit or gift in connection with the performance of their official duties.
- Ensuring Councillors and Senior Executives are aware of their legislative obligations in relation to registers of interest.
- Publishing updated registers of interest for Councillors on the website following receipt of a benefit or gift.



Benefits & Gifts Policy

Definitions

Term	Definition
Gift (for the purpose of this Policy)	<p>The receipt of a benefit or item and includes:</p> <ul style="list-style-type: none"> Loans of money, including provision of overdraft facilities (e.g. credit card or guarantor for a loan). The sale of virtual property with a sale price below proper valuation. Hospitality, including meals, entertainment and accommodation. Conferences (not paid by Council or personally), sporting and cultural activities. All travel (not paid by Council or personally). Associations, organisations and memberships (not paid by Council or personally). The transfer of money or property. The provision of use of property, equipment or services free of charge, at a reduced rate, for a period of time or an unspecified period (e.g. use of a holiday unit).
Exclusions	<p>Items which can be regarded as mementos such as ties, cuff-links, pens, stationery or the like, the fair market price of which would not exceed gift declaration guidelines at the time of purchase and at the place of purchase.</p> <p>Items provided to employees or Councillors under an approved reward program e.g. years of service recognition.</p> <p>Gifts received from family members or personal friends (except where they are a Council employee and/or Councillor) offered in a purely personal capacity.</p> <p>If a gift over the Gift Declaration Limit does not need to be disclosed under this policy, but the gift may give rise to an actual or perceived conflict of interest it must be disclosed via the Council's "conflicts of interest disclosure" process.</p>
Council employee	<p>Includes the:</p> <ul style="list-style-type: none"> Chief Executive Officer; Members of the Executive Leadership Team; and All other permanent, temporary and casual employees.

Associated Documents

Local Government Act 2009
Local Government Regulation 2012
Code of Conduct for Councillors in Queensland
 Public Interest Disclosure Policy ([A3154424](#))
 Employee Code of Conduct ([A196608](#))
 Benefits and Gifts Guideline ([A4210927](#))

Document Control

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Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.



Benefits & Gifts Policy

Version Information

Version number	Date	Key Changes
1	December 2019	New Policy



Fraud and Corruption Prevention Policy

Policy Identifier:	GOV-007-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	6

Head of Power

The *Fraud and Corruption Control Best Practice Guide* issued by the Crime and Corruption Commission in March 2018 and Australian Standard AS 8001-2008 *Fraud and Corruption Control* both recommend that an agency must have a fraud and corruption control policy that outlines the agency's position on fraud and corruption.

The Fraud and Corruption Prevention Policy forms part of Council's overall approach to transparent corporate governance and should be read in conjunction with the Fraud and Corruption Prevention Framework, Enterprise Risk Management Policy, Public Interest Disclosure Policy, Employee Code of Conduct and the Complaints Management Process Policy.

Policy Objective

To inform all employees of Council's position on fraud and corruption and the consequences of failing to comply with the provisions of the Policy.

This Policy applies to all officers, employees, elected representatives, consultants and contractors engaged by Council regardless of whether they are permanent, temporary, full-time, part-time or casual employees.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to the prevention of fraud and corruption and seeks to promote a strong culture of corporate governance to detect, investigate and take appropriate action in cases of suspected or proven fraud or corruption by ensuring:

- A zero tolerance approach to fraud and corruption. Fraudulent or corrupt activities will not be tolerated.
- Corruption and fraud control and management as an integral component of effective corporate governance.
- Transparent and accountable processes consistent with sound business practices and organisational standards of compliance.
- Investigating all suspected incidents and taking appropriate action.
- Reporting all instances of suspected fraud and corruption to the Crime and Corruption Commission Queensland by the nominated officer as outlined in the Fraud and Corruption Prevention Framework.



Fraud and Corruption Prevention Policy

- Maintaining an integrated Fraud and Corruption Prevention Framework to reduce fraud and corruption within the work environment.

Definitions

Term	Definition
Corrupt Conduct	A matter involving a sackable offence for officers or a criminal offence for councillors.

Associated Documents

Fraud and Corruption Prevention Framework
 Enterprise Risk Management Administrative Directive ([A196619](#))
 Public Interest Disclosure Policy ([A3154424](#))
 Employee Code of Conduct ([A196608](#))
 Complaints Management Process Policy ([A3155274](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
2	October 2013	<ul style="list-style-type: none"> • Including the Australian Standard AS 8001–2008 to the Head of Power. • Update references to Fraud and Corruption Prevention Framework Guideline, Public Interest Disclosure Policy, Complaints Management Process Policy and removal of reference to Procedures for the Management of Official Misconduct under the <i>Crime and Misconduct Act 2001</i> under Head of Power. • Including all facets of Council operations, elected representatives and consultants to scope of policy applicability. • Including a paragraph regarding Council's overall commitment to the prevention of fraud and corruption.
3	May 2016	<ul style="list-style-type: none"> • Addition of Crime and Corruption Commission under Head of Power. • Changing "Establishing and maintaining an integrated Fraud and Corruption Policy Framework..." to "Maintaining".
4	April 2018	Minor wording changes.
5	February 2019	<ul style="list-style-type: none"> • Reporting requirements added to the policy statement. • Minor wording changes.
6	October 2019	<ul style="list-style-type: none"> • Updates as required under policy framework review



Public Interest Disclosure Policy

Policy Identifier:	GOV-008-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

Council's Public Interest Disclosure Policy has been established in accordance with section 28 of the *Public Interest Disclosure Act 2010* which is supported by Queensland Ombudsman's *Public Interest Disclosure Standards No. 1-3/2019*.

Policy Objective

To:

- Promote the public interest by facilitating public interest disclosures of wrongdoing within Council.
- Ensure that PIDs are properly assessed and, when determined as meeting the requirements of the *Public Interest Disclosure Act 2010*, properly investigated and dealt with.
- Ensure that appropriate consideration is given to the interests of persons who are the subject of a public interest disclosure.
- Afford protection from reprisals to persons making PIDs.
- Ensure that the public interest disclosure process is managed in accordance with the *Public Interest Disclosure Act 2010* and appropriate confidentiality is maintained.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council, in line with its organisational values, is committed to creating and sustaining an ethical culture with accountable behaviour. This comes from leadership that openly recognises the significant contribution employees make to our success and strongly encourages disclosure of unethical and fraudulent behaviour.

Council aims to provide clear guidance to employees on how to deal with complex issues associated with an ethical dilemma and when faced with potential wrongdoing through the following guiding principles:

- Every employee of Council has an ethical responsibility to report suspected corrupt conduct, maladministration, wasting of public funds, substantial and specific danger to public health and safety, the environment or a person with disability, and reprisal action.
- The principle of natural justice will apply to all investigations of public interest disclosures. Council is committed to treating the public interest disclosure appropriately and making the process fair for both the discloser and the person who is subject to the disclosure.



Public Interest Disclosure Policy

- The rights of any person who is subject to, or in some way associated with, a public interest disclosure will be safeguarded. Council is committed to affording support and protection from reprisals to any person making a public interest disclosure and appropriately dealing with employees who take reprisal action.

Managers and supervisors are to ensure employees are aware of their responsibilities in making a public interest disclosure and are able to advise other persons of the appropriate reporting process.

Definitions

Term	Definition
Corrupt conduct	<p>As defined in section 15 of the <i>Crime and Corruption Act 2001</i></p> <ol style="list-style-type: none"> 1) Corrupt conduct means a person, regardless of whether the person holds or held an appointment, that:- <ol style="list-style-type: none"> a) Adversely affects, or could adversely affect, directly or indirectly, the performance of functions or the exercise of powers of:- <ol style="list-style-type: none"> i) A unit of public administration; or ii) A person holding an appointment; and b) Results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned in paragraph a) in a way that:- <ol style="list-style-type: none"> i) Is not honest or is not impartial; or ii) Involves a breach of the trust placed in a person holding an appointment, either knowingly or recklessly; or iii) Involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment; and c) Would, if proved, be:- <ol style="list-style-type: none"> i) A criminal offence; or ii) A disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were the holder of an appointment. 2) Corrupt conduct also means conduct of a person, regardless of whether the person holds or held an appointment, that:- <ol style="list-style-type: none"> a) Impairs, or could impair, public confidence in public administration; and b) Involves, or could involve, any of the following:- <ol style="list-style-type: none"> i) Collusive tendering; ii) Fraud relating to an application for a licence, permit or other authority under an Act with a purpose or object of any of the following (however described):- <ol style="list-style-type: none"> (A) Protecting health or safety of persons; (B) Protecting the environment; (C) Protecting or managing the use of the State's natural, cultural, mining or energy resources; iii) Dishonestly obtaining, or helping someone to dishonestly obtain, a benefit from the payment or application of public funds or the disposition of State assets; iv) Evading a State tax, levy or duty or otherwise fraudulently causing a loss of State revenue; v) Fraudulently obtaining or retaining an appointment; and c) Would, if proved, be:- <ol style="list-style-type: none"> i) A criminal offence; or ii) A disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were the holder of an appointment.
Discloser	A person who makes a disclosure in accordance with the <i>Public Interest Disclosure Act 2010</i> .
Employee	<i>Employee</i> of Council, includes a person engaged by the Council under a contract of service.



Public Interest Disclosure Policy

Term	Definition
Maladministration	<p>As defined in schedule 4 of the <i>Public Interest Disclosure Act 2010</i>, maladministration is administrative action that—</p> <ul style="list-style-type: none"> (a) Was taken contrary to law; or (b) Was unreasonable, unjust, oppressive, or improperly discriminatory; or (c) Was in accordance with a rule or law or provision of an Act or a practice that is or may be unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances; or (d) Was taken:- <ul style="list-style-type: none"> (i) For an improper purpose; or (ii) On irrelevant grounds; or (iii) Having regard to irrelevant considerations; or (e) Was an action for which reasons should have been given, but were not given; or (f) Was based wholly or partly on a mistake of law or fact; or (g) Was wrong.
Natural justice	<p>Natural justice, also referred to as 'procedural fairness' applies to any decision that can affect the rights, interests or expectations of individuals in a direct or immediate way. Natural justice is at law a safeguard applying to an individual whose rights or interests are being affected.</p> <p>The rules of natural justice, which have been developed to ensure that decision-making is fair and reasonable, are:</p> <ul style="list-style-type: none"> • avoid bias; and • give a fair hearing. • act only on the basis of logically probative evidence.

Associated Documents

Local Government Act 2009
Crime and Corruption Act 2001
Ombudsman Act 2001
Public Sector Ethics Act 1994
Public Records Act 2002
Information Privacy Act 2009
 Councillor Code of Conduct
 Employee Code of Conduct
 Complaints Management Policy ([A3155274](#))
 Fraud and Corruption Prevention Policy ([A3155236](#))

Document Control

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Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.



Public Interest Disclosure Policy

Version Information

Version number	Date	Key Changes
1	March 2012	New Policy
2	March 2015	Minor legislation changes
3	February 2019	Minor legislation and wording changes
4	October 2019	Updates as required under policy framework review



Investigations Policy

Policy Identifier:	GOV-009-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

Section 150AE of the *Local Government Act 2009* (the LGA).

Policy Objective

To investigate and determine complaints about the alleged inappropriate conduct of a Councillor/s which has been referred by the Independent Assessor. This policy does not relate to more serious Councillor Conduct.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Complying with legislation
- Best practice democratic and corporate governance
- Maintaining ethical and legal behaviour of Councillors
- Transparent and effective processes and decision making in the public interest

1. Confidentiality

Matters of suspected inappropriate conduct of a Councillor are confidential except as otherwise specifically provided for either in the LGA or this investigation policy.

Note: It must be kept in mind that the matter is an allegation only and not yet proven. Further, there will be circumstances where the detail of the referral will need to remain confidential to the Local Government. Any release of confidential information that a Councillor knows, or should reasonably know, to be confidential to the local government may be contrary to section 171(3) of the LGA and dealt with as misconduct.

2. Natural Justice

Any investigation of suspected inappropriate conduct of a Councillor/s must be carried out in accordance with natural justice. An overview of the principles of natural justice follows.

"Natural justice" or procedural fairness, refers to three key principles:

- The person being investigated has a chance to have his or her say before adverse formal findings are made and before any adverse action is taken (fair hearing).
- The investigator(s) should be objective and impartial (absence of bias).



Investigations Policy

- Any action taken is based on evidence (not suspicion or speculation).

A fair hearing means the Councillor who is the subject of the suspected inappropriate conduct matter must be told of the case against them including any evidence and be provided with an opportunity to put their case in writing with the investigation report provided to the Councillors as part of the meeting agenda.

An absence of bias means that any investigation must not be biased or be seen to be biased in any way. This principle embodies the concept of impartiality.

Decisions based on evidence requires that the investigation should not be based on mere speculation or suspicion but instead must be based upon evidence material.

A proper examination of all issues means the investigation must give a proper and genuine consideration to each party's case.

3. Assessor's referral

The Council may receive from the Assessor a referral notice about the suspected inappropriate conduct of a Councillor/s. Council may also receive referrals directly and should forward these to the independent assessor for preliminary assessment.

4. Receipt of Assessor's referral

On receipt of a referral notice about the suspected inappropriate conduct of a Councillor/s from the Assessor, the Council's Chief Executive Officer will forward a copy of that referral notice to the Mayor and all Councillors as a confidential document.

Should the Mayor or a Councillor/s (other than the subject of the complaint or the complainant) disagree with any recommendation accompanying the Assessor's referral notice or form the opinion that the complaint should be dealt with in a way other than under this policy, the Mayor or Councillor may request the matter be placed on the agenda of the next Council meeting to decide on the appropriate process to investigate the complaint. Such a request must be made in accordance with the Council's meeting procedure requirements.

5. Investigator

The General Manager Organisational Services (GMOS) will manage the investigation of suspected inappropriate conduct of other Councillors.

If the suspected inappropriate conduct involves conduct that in the circumstances, the GMOS believes, it is in the best interests of the investigation to refer the matter for external investigation, then the GMOS will engage an independent external investigator to manage the investigation.

6. Early resolution

Before beginning an investigation, the investigator must consider whether the matter is appropriate for early resolution prior to the investigation. This consideration includes any recommendation made by the Assessor.

A matter is only appropriate for early resolution if the parties to the matter agree to explore early resolution.

The investigator may at his/her discretion engage an independent person with suitable qualifications or experience to facilitate this process.

If the matter cannot be resolved, the matter will then be investigated as outlined in this investigation policy.

If the matter is resolved prior to investigation, the investigator will advise the Chief Executive Officer of this outcome. In turn, the Chief Executive Officer will advise the Mayor and all Councillors that the matter has been resolved. The Chief Executive Officer will also update the Councillor Conduct Register to reflect this.

7. Timeliness

The investigator will make all reasonable endeavors to complete the investigation and provide a report for inclusion on the agenda of a Council meeting no more than eight weeks after the receipt of the complaint.



Investigations Policy

Note: If the investigator is of the opinion that it may take longer than eight weeks to complete the investigation, the matter should be raised with the Office of the Independent Assessor to seek an extension of time.

8. Possible misconduct or corrupt conduct

If during the course of an investigation the investigator obtains information which indicates a Councillor/s may have engaged in misconduct, the investigator must cease the investigation and advise the Chief Executive Officer. The Chief Executive Officer will then notify the Assessor of the possible misconduct.

If during the course of an investigation, the investigator obtains information which indicates a Councillor/s may have engaged in corrupt conduct, the investigator must cease the investigation and advise the Chief Executive Officer. The Chief Executive Officer will then notify the Crime and Corruption Commission of the possible corrupt conduct.

Instances of suspected misconduct or corrupt conduct may be referred back to the Council if determined by the Assessor or Crime and Corruption Commission to be inappropriate conduct.

9. Completion of investigation

On the completion of an investigation, the investigator will provide a report to the Council outlining the investigation process, the investigation findings, any recommendations about dealing with the conduct and a record of the investigation costs.

The Council will consider the findings and recommendations of the investigator's report and decide whether the Councillor has engaged in inappropriate conduct and, if so, what action it will take under section 150AH of the LGA.

Provisions for internal and external review of decisions are set out in sections 150CO to 150CS of the LGA.

10. Notice about the outcome of investigation

After an investigation is finalised, the Council must give notice about the outcome of the investigation to the person who made the complaint about the Councillor/s' conduct that was the subject of the investigation.

11. Councillor conduct register

The Chief Executive Officer must ensure decisions about suspected inappropriate conduct of a Councillor/s must be entered into the Councillor conduct register.

Where a complaint has been resolved under section 6 of this policy, the Chief Executive Officer will update the register to reflect that the complaint was withdrawn.

12. Expenses

Council must pay any reasonable expenses of Council associated with the early resolution or investigation of suspected inappropriate conduct of a Councillor including any costs of:

- the president of the Tribunal in undertaking an investigation for Council
- a mediator engaged under this investigation policy
- a private investigator engaged on behalf of or by the investigator
- travel where the investigator needed to travel to undertake the investigation or to interview witnesses
- seeking legal advice
- engaging an expert.

Note: Council may order the subject Councillor reimburse it for all or some of the costs arising from the Councillor's inappropriate conduct.

Any costs incurred by complainants or the subject Councillors will not be met by Council.



Investigations Policy

Definitions

Term	Definition
Assessor	The Independent Assessor appointed under section 150CV of the LGA
Behavioural standard	Means a standard of behaviour for Councillors set out in the Code of Conduct approved under section 150E of the LGA
Conduct	Includes:- (a) failing to act; and (b) a conspiracy, or attempt, to engage in conduct.
Councillor conduct register	Means the register required to be kept by Council as set out in section 150DX of the LGA
Inappropriate conduct	See section 150K of the LGA
Investigation policy	Refers to this policy, as required by section 150AE of the LGA
Investigator	Means the person responsible under this investigation policy for carrying out the investigation of the suspected inappropriate conduct of a Councillor or Mayor
LGA	Means the <i>Local Government Act 2009</i>
Local government	Meeting means a meeting of— (a) a local government; or (b) a committee of a local government.
Misconduct	See section 150L of the LGA
Model procedures	See section 150F of the LGA
Natural justice	A set of principles to ensure fair and just decision making, including a fair hearing, an absence of bias, decisions based on evidence, and the proper examination of all issues.
Referral notice	See section 150AC of the LGA
Tribunal	Means the Councillor Conduct Tribunal as established under section 150DK of the LGA
Unsuitable meeting conduct	See section 150H of the LGA

Associated Documents

Code of Conduct for Councillors in Queensland

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s). Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	May 2019	New Policy
2	November 2019	Administrative updates resulting from policy framework review.



Internal Audit Policy

Policy Identifier:	GOV-010-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	8

Head of Power

Council's Internal Audit function has been established in accordance with section 105 of the *Local Government Act 2009* and section 207 of the *Local Government Regulation 2012*.

Policy Objective

To provide the scope of Council's Internal Audit function in accordance with the requirements of the *Local Government Act 2009* and *Local Government Regulation 2012*.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to engaging Internal Audit to provide management and Council with independent advice on the following:

- Adequacy and effectiveness of the system of internal controls.
- Effectiveness of risk management, legal compliance and governance systems.
- Economy, efficiency and effectiveness of the use of resources.
- Systems established to ensure compliance with policies, plans, procedures, statutory requirements and regulations which could have a significant impact on operations.
- Relevance, reliability and integrity of management, financial and operating data and reports.
- Safeguarding of assets, including physical verification of assets where appropriate.
- Performance of programs and projects compared to established criteria.
- Fraud risks identification and development of fraud prevention and monitoring strategies.
- Special assignments and investigations on behalf of the Chief Executive Officer.

Internal auditors, in the course of their duties, have unrestricted access to all records, monies, assets and personnel and are permitted to review all transactions, policies and functions in Council.

Definitions

Nil



Internal Audit Policy

Associated Documents

Audit Committee Policy ([A3156069](#))

Audit Committee Charter

Internal Audit Charter

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
5	August 2013	<ul style="list-style-type: none"> Updated referrals made to the <i>Local Government Act 2009</i> and the <i>Local Government Regulation 2012</i> to incorporate any changes to the Act and Regulation. Removed the referral to the general complaints process being managed and co-ordinated by Internal Audit. Added changes to the structure of Internal Audit's resourcing. Added the formal exit meeting held with relevant management at the completion of an audit to discuss the draft report and audit findings and recommendations. Removed the need for a draft report to be issued in two stages – firstly to the Group Manager, then to the General Manager. Only one draft report to be issued to all management concerned for their comments and feedback. Removed the ability of management to request extensions to implementation dates of audit recommendations. Removed the requirement to report second and subsequent extensions of audit recommendations to the Audit Committee. Added General Managers' responsibility to present internal audit reports relating to their area of operations to the Audit Committee. Changes due to the new organisational structure. Minor formatting and wording changes.
6	August 2016	<ul style="list-style-type: none"> Added definition of internal auditing in accordance with the Institute of Internal Auditors. Removed structure of Internal Audit Unit. Added an objective to assist management to identify the risks of fraud and develop fraud prevention and monitoring strategies. Added confirmation and disclosure by Internal Audit of their independence to the Audit Committee on an annual basis. Removed the detailed responsibilities of manager and staff of Internal Audit through reference to individual position descriptions. Included guidance by the International Standards for the Professional Practice of Internal Audit and Code of Ethics of the Institute of Internal Auditors. Added a section on Quality Assurance. Added a section on Document Control.



Internal Audit Policy

Version number	Date	Key Changes
		<ul style="list-style-type: none">• Minor formatting and wording changes.
7	January 2019	<ul style="list-style-type: none">• The Policy was updated in accordance with Council's templates and the Internal Audit Charter was separated from the Policy as a standalone document.
8	October 2019	<ul style="list-style-type: none">• Updates as required under policy framework review



Audit Committee Policy

Policy Identifier:	GOV-011-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	11

Head of Power

The Audit Committee is established in accordance with section 105 of the *Local Government Act 2009* and sections 208 – 211 of the *Local Government Regulation 2012*.

Policy Objective

To provide the scope of the Audit Committee's assurance, oversight and advisory responsibilities outlined in the Audit Committee Charter in accordance with the requirements of the *Local Government Act 2009* and *Local Government Regulation 2012*

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to engage the Audit Committee to assist Council in fulfilling its corporate governance role and oversight of financial management and reporting responsibilities to specifically:

- Enhance the ability of Councillors to discharge their legal responsibility to exercise due care, diligence and skill in relation to compliance with applicable laws and policy.
- Encourage and support a culture of good corporate governance, and robust internal control and risk management frameworks at all levels within Council.
- Promote the need for public accountability of officers to Council and ratepayers as well as other stakeholders.
- Ensure the independence and effectiveness of Council's Internal Audit function.
- Add to the credibility and objectivity of financial reports.
- Monitor the application of appropriate accounting and disclosure policies.
- Monitor the adequacy of policies to prohibit unethical, questionable or illegal activities.
- Monitor and oversee the implementation of Council's fraud and corruption prevention policy and initiatives.
- Advise Council regarding management of its strategic risks.
- Facilitate communication between management, internal and external audit, and Council.



Audit Committee Policy

Definitions

Nil

Associated Documents

Internal Audit Policy ([A3156115](#))

Audit Committee Charter

Internal Audit Charter

Document Control

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Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
8	August 2013	<ul style="list-style-type: none"> • Updated referrals made to the <i>Local Government Act 2009</i> and the <i>Local Government Regulation 2012</i> to incorporate any changes to the Act and Regulation. • Added the requirement for the Audit Committee to monitor and oversee the implementation of Council's fraud control policy and initiatives. • Removed the requirement for an alternate member to be appointed to the Audit Committee. • Removed the ability of management to request extensions to implementation dates of audit recommendations. • Added the responsibility of the Audit Committee to provide an effective oversight function to ensure that fraud and corruption control objectives are being met in relation to mitigation of fraud and corruption risks. • Added the requirement for a meeting to be scheduled before the financial statements are certified and given to the Auditor-General for auditing. • Changes due to organisational restructure and Councillors' new portfolio structure. • Minor formatting and wording changes.
9	August 2016	<ul style="list-style-type: none"> • Added a paragraph on requirement of the Audit Committee members to have the range of skills and experience relevant to the Committee's responsibilities. • Added the following sections: <ul style="list-style-type: none"> ○ Appointment and Tenure; ○ Member Responsibilities; ○ Conflict of Interest; ○ Performance Review and Assessment; ○ Induction of New Members; and ○ Document Control. • Additional detail regarding administration and distribution of Audit Committee agendas and minutes. • Minor formatting and wording changes.



Audit Committee Policy

Version number	Date	Key Changes
10	January 2019	<ul style="list-style-type: none">The Policy was updated in accordance with Council's templates and the Audit Committee Charter was separated from the Policy as a standalone document.
11	October 2019	<ul style="list-style-type: none">Updates as required by Policy Framework review



Managing Unreasonable Complainant/Customer Conduct Policy

Policy Identifier:	GOV-012-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

*Local Government Act 2009 – section 150
Local Government Regulation 2012*

Policy Objective

To appropriately manage unreasonable complainant/customer conduct.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Dealing appropriately with unreasonable communications to Councillors and staff.
- Providing a process for the disengagement of unreasonable complainants/customers.
- Providing quality customer service and being responsive to all queries and complaints.
- Being proactive and taking decisive action to manage any unreasonable complainant conduct.
- Performing our functions in the most effective and efficient ways possible.
- Allocating resources fairly across all complaints.
- Providing a healthy and safe work environment for Councillors and staff.
- Treating all complaints equally and allocating resources fairly to achieve resolution.

Definitions

Term	Definition
Unreasonable complainant/customer conduct (UCC)	<p>Any behaviour by a current or former complainant/customer which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our organisation, our staff, other service users and complainants/customers, or the complainant/customer himself/herself.</p> <p>UCC is divided into five categories of conduct:</p> <ul style="list-style-type: none"> • Unreasonable persistence • Unreasonable demands • Unreasonable lack of cooperation • Unreasonable arguments



Managing Unreasonable Complainant/Customer Conduct Policy

Term	Definition
	<ul style="list-style-type: none"> Unreasonable behaviours

Associated Documents

Managing Unreasonable Complainant/Customer Conduct Guideline ([A3169271](#))
 Customer Experience Administrative Directive ([A196669](#))
 Complaints Management Process Policy ([A3155274](#))
 Ombudsman's Managing Unreasonable Complainant Conduct Practice Manual (2nd edition)

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s). Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	August 2018	New Guideline
2	November 2019	Updates required under Policy Framework Review.



Divisional Newsletters Policy

Policy Identifier:	GOV-013-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

This policy supports Council's Corporate Plan 2018-2023 – Outcome 8 Inclusive and ethical governance.

Policy Objective

To ensure the community is objectively and accurately informed about Council decisions, activities and services.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to objectively and accurately informing the community about its activities and services through funding the publication of a Divisional Newsletter based on the following requirements:

- Councillors may provide contributions for the Divisional Newsletter about Council decisions, activities and services.
- All material for publication must be submitted in accordance with *POL-3076 Expenses Reimbursement and Provision of Facilities for Councillors* that states "Council may publish divisional newsletters up to four times per year. None will be published in the period of three months prior to a local government election."
- It is the Chief Executive Officer's (CEO) responsibility and/or their delegate to ensure that the material provided by Councillors to a Divisional Newsletter is accurate and in accordance with the Redland City Council *Code of Conduct for Councillors in Queensland* and council's relevant external communication and information management policies.
- All material submitted by Councillors for a Divisional Newsletter must be vetted by the CEO and/or their delegate before it is published. Any material that the CEO and/or their delegate considers does not comply with Council policy will be referred to the relevant Councillor to determine the most appropriate action.

Definitions

Term	Definition
Councillors	Includes the Mayor and Deputy Mayor
Divisional Newsletter	Refers to the periodic newsletter funded by Council containing references to Council decisions, activities and services.



Divisional Newsletters Policy

Associated Documents

Local Government Act 2009

Identity Management Administrative Directive ([A196569](#))

Data Management Administrative Directive ([A196656](#))

Enterprise Content Management Administrative Directive ([A196611](#))

Application Management Administrative Directive ([A196574](#))

Expenses Reimbursement and Provision of Facilities for Councillors Policy ([A196648](#))

Code of Conduct for Councillors in Queensland

Corporate Plan 2018-2023

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
3	February 2017	Reviewed and no changes to Policy.
4	August 2019	<p>Policy Statement and Related Policies, Legislation Documents – administrative changes:</p> <ul style="list-style-type: none"> • Obsolete <i>GL-3076-001 Expenses Reimbursement and Provision of Facilities for Councillors</i> removed and replaced with current policy <i>POL-3076 Expenses Reimbursement and Provision of Facilities for Councillors</i>. • Obsolete <i>Redland City Council Code of Conduct for Councillors</i> replaced with current document <i>Redland City Council Code of Conduct for Councillors in Queensland</i>. • Corporate Information Resources Management Policy (POL-0054) removed and reference to current policies added, POL-1001 Identity Management Policy, POL-1002 Data Management Policy, POL-1003 Enterprise Content Management (ECM) Policy and POL-1004 Application Management Policy. <p>Policy Statement – administrative change – wording updated for:</p> <ul style="list-style-type: none"> • Newsletter publications to replicate current wording in <i>POL-3076 Expenses Reimbursement and Provision of Facilities for Councillors</i> - intent remains the same. • After CEO - 'and/or their delegate' added.
5	October 2019	<p>Updates as required by policy framework review:</p> <ul style="list-style-type: none"> • Head of Power - clarified Corporate Plan and Vision Outcome • Associated Documents – added objective links and included Corporate Plan 2018-2023. • Added Document Control



Administrative Action Complaints Process Policy

Policy Identifier:	GOV-014-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	6

Head of Power

The *Local Government Act 2009* (the Act) and the *Local Government Regulation 2012* requires Council to establish a complaints management process for resolving various types of complaints.

This Policy supports Council's priority to deliver inclusive and ethical governance for the community. This includes clear accountabilities, ethical standards of behaviour and a commitment to act in accordance with the 'local government principles' (see section 4 of the Act).

Policy Objective

To recognise the importance of having an Administrative Action Complaints Process that considers all complaints in an equitable and unbiased manner, based on the principles of natural justice. The administrative action complaints process has been designed to be used as an opportunity to continuously improve on its level and quality of service provided to the public.

In accordance with the Act, the Administrative Action Complaints Process covers:

- Claims for compensation.
- Competitive neutrality complaints (see section 48 of the Act).
- Human Rights/Discrimination complaints.
- Complaints about the use of personal information.
- Complaints made against employees or the Employee Code of Conduct.
- Complaints relating to corrupt conduct.
- Decisions made under the *Animal Management (Cats and Dogs) Act 2008*.
- Development matters.
- Environmental nuisance complaints.
- Penalty infringement notices.
- Public interest disclosures.
- Complaints not otherwise listed ('General complaints').

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to resolving complaints efficiently, fairly and confidentially. To do this, Council will ensure that:

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Department:	Organisational Services	Group:	Corporate Governance
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Administrative Action Complaints Process Policy

- Complaints are managed efficiently and will be managed by the first point of contact, or the relevant team in the first instance.
- Complainants are regularly kept informed of the status of their complaint and provided reasons for Council's decisions.
- Complaints are filed in accordance with Council's record keeping Policies and Guidelines. Furthermore, Council will protect the information provided by complainants by limiting access to those who require it.
- Council will cooperate with external review bodies as required, to provide timely and satisfactory outcomes to Council, complainants and the general public.

Definitions

Nil.

Associated Documents

Crime and Corruption Commission 2001

Industrial Relations Act 2016

Information Privacy Act 2009

Local Government Act 2009

Local Government Regulation 2012

Ombudsman Act 2001

Public Interest Disclosure Act 2010

Right to Information Act 2009

Employee Code of Conduct

Complaints against a Public Official Policy ([A3155955](#))

Managing Unreasonable Complainant/Customer Conduct ([A3154119](#))

Investigations Policy ([A3466798](#))

Public Interest Disclosure Policy ([A3154424](#))

Fraud and Corruption Prevention Policy ([A3155236](#))

Complaints Management Process Guideline ([A3161901](#))

Managing Unreasonable Complainant/Customer Conduct ([A3169271](#)).

Public Interest Disclosure Guideline ([A3169229](#))

Fraud and Corruption Prevention Guideline ([A3169258](#))

Document Control

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Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

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Administrative Action Complaints Process Policy

Version Information

Version number	Date	Key Changes
4	June 2013	<ul style="list-style-type: none"> Updated Section 306 of the Local Government Regulation 2012. Added necessity in certain circumstances to divulge complainant's identity in order to have an allegation properly investigated. Removed policy statement that complaints about Council decisions will not be dealt with under this policy. Added that the general manager who is delegated responsibility to deal with a complaint about the CEO will consult with the Mayor. Changed responsible department from Governance & Planning to General Counsel. Changed responsible group from Office of CEO to General Counsel.
5	June 2019	<ul style="list-style-type: none"> Replaced 'Policy Objective'. Added 'Scope', 'Legislation' and 'Related Guidelines'. Amended 'Policy Statement'. Changed responsible department from Office of the CEO to Organisational Services. Changed responsible group from General Counsel to Corporate Governance.
6	November 2019	<ul style="list-style-type: none"> Administrative updates resulting from policy framework review.

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Department:	Organisational Services	Group:	Corporate Governance	Page 3 of 3
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Complaints against a Public Official Policy

Policy Identifier:	GOV-015-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

Section 48A of the *Crime and Corruption Act 2001* ("the Act") requires the Chief Executive Officer ("the CEO") to prepare a policy about how the Council will deal with a complaint that involves or may involve corruption of the Public Official, so that transparency and integrity are maintained. The CEO is the public official of the Council within the meaning of the Act.

Policy Objective

To promote public confidence in the way suspected corrupt conduct of the Public Official is dealt with as well as accountability, integrity and transparency in the way Council deals with a complaint that is suspected to involve, or may involve, corrupt conduct of the Public Official, while complying with s.48A of the Act and information from Crime and Conduct Commission (CCC).

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to dealing with complaints that may involve, or are suspected to involve, Corrupt Conduct of the Public Official using the following directing principles:

- If there are reasonable grounds to suspect that a Complaint may involve Corrupt Conduct of the Public Official.
- To all persons, employees, contractors, councillors who hold an appointment with Council must report a Complaint in accordance with this policy.
- A Complaint or information involving an allegation of corrupt conduct of the Public Official must be reported to a Nominated Person (as outlined in this policy) to assess the Complaint. If the particular Complaint also involves a Nominated Person then the Complaint must be referred to another Nominated Person and they must notify the CCC of the Complaint.
- If a Nominated Person reasonably suspects the Complaint may involve corrupt conduct of the Public Official, they must:
 - Notify the CCC of the Complaint.
 - Deal with the Complaint subject to the CCC direction and monitoring.
- If the Public Official reasonably suspects the Complaint may involve corrupt conduct on their part, they must:
 - Report the Complaint to a Nominated Person as soon as practicable and may also notify the CCC.

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Complaints against a Public Official Policy

- Take no further action to deal with the Complaint unless requested to do so by the Nominated Person in consultation with the Council.
- The Nominated Person responsible for dealing with the Complaint about Corrupt Conduct has a duty to maintain confidentiality of the Complaint and related information, subject to notice and direction from the CCC or as required by law.
- The Nominated Person will be provided sufficient resources to deal with the Complaint appropriately. Any consultations regarding resourcing must ensure that the Complaint remains confidential and is not disclosed except in accordance with the above paragraph.
- The Nominated Person must at all times use their best endeavours, to act independently, impartially and fairly in assessing, recording and keeping relevant parties informed about the Complaint process and outcome, having regard to:
 - Purposes of the Act
 - The importance of promoting public confidence in the way suspected corrupt conduct in Redland City Council is dealt with.
 - The Council's statutory, policy and procedural framework.
- Having regard to s48A(2) and (3) of the Act, this Policy nominates the following persons to notify the CCC of the Complaint and to Deal with the Complaint under the act:
 - The Mayor
 - CCC Liaison Officer (General Counsel)
- When a Complaint is received the Nominated Persons will:
 - With or without consulting the CCC, decide who will be the Nominated Person for a particular Complaint.
 - Nominated Person for that particular Complaint will inform the CCC that they are the Nominated Person for the particular Complaint.
- Once a Nominated Person for a Complaint is appointed, the Act applies as if a reference about notifying or dealing with the Complaint to the Public Official is a reference to the Nominated Person.
- The Nominated Persons are:
 - Delegated the same authority, functions and powers as the CEO to direct and control staff of the Council as if the Nominated Person is the CEO for the purpose of dealing with the Complaint only.
 - Delegated the same authority, functions and powers as the CEO to enter into contracts on behalf of Council for the purpose of dealing with the Complaint.
 - Do not have any authority, function or power that cannot — under the law of the Commonwealth or the State — be delegated by either the Council or the CEO to the Nominated Person.
- The Public Official is to keep the CCC and the Nominated Person/s (if any) informed of:
 - The contact details for the Public Official and the Nominated Persons.
 - Any proposed changes to this policy.

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Department:	Organisational Services	Group:	Corporate Governance
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Complaints against a Public Official Policy

Definitions

In this policy, unless context otherwise requires:

Term	Definition
Crime and Corruption Commission (CCC)	Means the Commission continued in existence under the <i>Crime and Corruption Act 2001</i>
Complaint	Includes information or matter. See definition provided by s48A(4) of the <i>Crime and Corruption Act 2001</i>
Contact details	Includes a direct telephone number, email address and postal address to enable confidential communications
Corrupt Conduct	see s15 of the <i>Crime and Corruption Act 2001</i>
Deal With	Means refer the Complaint, information or matter to the CCC Manage the Complaint as directed by the CCC See the Act Schedule 2 Dictionary for a more detailed definition
Nominated Person	Means the persons nominated by Redland City Council to manage and report Complaints of corrupt conduct by a public official to the CCC
Public Official	Means the Chief Executive Officer

Associated Documents

Nil.

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	May 2018	New policy
2	2019	Changes as required under Policy Framework review

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Department:	Organisational Services	Group:	Corporate Governance
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Expenses Reimbursement and Provision of Facilities for Councillors Policy

Policy Identifier: GOV-016-P
 Approved by: General Meeting
 Date of Approval: 10 June 2020
 Effective Date: 10 June 2020
 Review Date: 10 June 2023
 Version: 14

Head of Power

The establishment of this policy is consistent with s250 of the *Local Government Regulation 2012*.

“Section 250 Requirement to adopt expenses reimbursement policy or amendment

(1) A local government must adopt an expenses reimbursement policy.

(2) A local government may, by resolution, amend its expenses reimbursement policy at any time.”

The policy objective is aligned with the local government principles in section 4, *Local Government Act 2009* (the Act).

Policy Objective

To ensure the payment of legitimate and reasonable expenses incurred by Councillors for discharging their duties and responsibilities and to provide facilities to Councillors for those purposes, while ensuring Councillors are not financially disadvantaged as a result of carrying out their official duties.

The policy is also aimed at reflecting the community's expectations about the extent of a Councillor's duties and responsibilities and its expectations about the resources and reimbursement provided to Councillors from the public funds.

Note: This Policy does not deal with the provision of remuneration, nor does it cover non-business related expenses or facilities incurred by other people, including a Councillor's partner.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to ensuring Councillor's entitlements under a range of facilities for discharging their duties and responsibilities as Councillors as outlined below:

- A dedicated office for each Councillors' use.
- Access to corporate meeting rooms.
- Shared administrative support.
- Computer and communications equipment (generally consistent with that provided to the Executive Leadership Team). Limited private use of computer equipment and telephones is permitted providing that

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Expenses Reimbursement and Provision of Facilities for Councillors Policy

the use is lawful and that the use is appropriate (would not bring Council or the Councillor into disrepute, e.g. pornography, gambling, operating a business).

- Stationery and printing. This excludes use for personal promotion.
- Newspapers and journals (shared access).
- Personal protective equipment.
- Insurance, including: public liability, professional indemnity, personal accident and travel insurance (domestic and international).
- Newsletters. Council may publish divisional newsletters up to four times per year. None will be published in the period of three months prior to a local government election.
- Parking space for a motor-vehicle.
- Salary sacrificing into superannuation, subject to Australian Taxation Office rulings and any other relevant policy.
- Salary sacrificing to lease a motor-vehicle.
- Vehicle: Councillors may select one of the following options:

Option 1	Council Vehicle	Vehicle selection will be made in accordance with the Staff Passenger Vehicle Fleet Policy POL-2812	ATO log book (supplied by Financial Services) to be completed for three months outlining all business and private use. The percentage of private use calculated in the three month period will be used for the term to calculate the private use component to be paid by the Councillor on a fortnightly basis through payroll
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A Council vehicle approved for private use may be driven by any driver with a full class C licence, with the prior approval of the Councillor. Members of the Councillor's immediate family who are currently provisional drivers on 'P' p'lates may drive the vehicle, however the vehicle must not be driven by anyone on 'L' plates. Councillors will be expected to comply with Council's guidelines relating to motor-vehicle use to the extent that is relevant to their role, e.g. safety requirements and restrictions on the use of a fuel card.

Option 2	Private Vehicle Use	Claim reimbursement for business use of private vehicle	Mileage claim form to be completed for each business use instance, including the reason for travel. To be paid in accordance with ATO rates per KM on a fortnightly basis through payroll.
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Expenses Reimbursement and Provision of Facilities for Councillors Policy

Definitions

Term	Definition
Council Business	<p>Official business conducted on behalf of, and/or approved by Council, where a Councillor is required to undertake certain tasks to satisfy legislative requirements or achieve business continuity for the Council. Council business should result in a benefit being achieved either for Council, the local government area or the community. Council business includes functions and events that are a statutory requirement of the Councillor's role or are officially recorded in minutes or other public records. This might also include attending an event or function to perform official duties or as an official Council representative, such as:</p> <ul style="list-style-type: none"> • Ceremonial openings of buildings or facilities • Fetes, festivals and carnivals • Annual or presentation dinners • Public meetings • Private meetings arranged through official council channels (i.e. documented in official records or diary) for the purpose of conducting bona fide discussions relating to the business of council. • Any other meeting, event or function described in section 107(4) <i>Local Government Act 2009</i> under 'Insurance of Councillors', for example, attendance at: <ul style="list-style-type: none"> ○ Meetings of the local government or its committees that the Councillor is entitled or asked to attend. ○ Meetings for a resident of the local government area. ○ Conferences, deputations, inspections and meetings at which the Councillor's attendance is permitted by the local government. ○ Official functions organised for the local government. ○ Gathering of information by a councillor necessary to inform him or her of an incident of interest to Council or which properly falls within the responsibility of Council. <p><i>* Participating in a community group event or being a representative on a board not associated with Council is not regarded as Council business.</i></p> <ul style="list-style-type: none"> • Reimbursement of expenses legitimately incurred for discharging their duties and responsibilities as Councillors: <ul style="list-style-type: none"> ○ Parking charges relating to attendance at meetings and other functions. This includes paid parking related to travel to and from the islands. ○ Travel by air, other public transport, hire car or taxi. Air travel must be booked through Council's Travel Coordinator. Taxi vouchers, Go Cards and ferry/barge vouchers are available upon request. <ul style="list-style-type: none"> ▪ Domestic air travel will be in economy class. International air travel may be in premium economy or business class where offered. ▪ The CEO or delegate may approve a Councillor's request to extend a business trip to include a private component subject to all the costs relating to the private component being paid for by the Councillor. ▪ International travel requires the prior approval of Council other than as detailed in Attachment A. ▪ The CEO or delegate may approve reimbursement of business-related expenses (within budget) incurred by a Councillor while on a privately-funded overseas trip. This is limited to costs incurred for travel, accommodation and the cost of attending a conference (if applicable). If a claim relates to a conference or other training, the Councillor's discretionary training budget shall be used.

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Department:	Organisational Services	Group:	Corporate Governance
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Expenses Reimbursement and Provision of Facilities for Councillors Policy

Term	Definition
	<ul style="list-style-type: none"> o Travel to/from the islands. This does not include the cost of ferry/barge transport for a Councillor who lives on one of the islands and who is travelling between his/her home and the mainland. The Policy acknowledges the special needs for Councillors whose division and electoral duties include the Moreton Bay Islands (NSI, Coochiemudlo and SMBI) who are reasonably required to attend business related and community events, meetings and functions which are subject to transport and ferry times, and who may incur incidental accommodation and related expenses, which may be paid for in accordance with this Policy. o Accommodation associated with attending training, conferences, etc (must be booked through the Travel Coordinator). o Meals associated with overnight stays or full-day activities where a meal is not provided. o Professional development. 'Core training' and 'industry-specific training' are listed in Attachment A. <ul style="list-style-type: none"> ▪ Councillors undertaking 'core and industry-specific training' will have the costs met by Council. Training that does not fall within either list will have the costs met by Council, using the Councillor's discretionary training budget until that fund is exhausted. ▪ The discretionary training budget for each Councillor is set at \$8,000 per term. The budget includes payment for costs associated with the training, e.g. travel and accommodation. The training must be approved in advance and the content must be relevant to the duties of a Councillor. ▪ Where the training involves attendance at a conference, the Councillor must present a report to a Council meeting within three months of their attendance. o Hospitality. <ul style="list-style-type: none"> ▪ This includes Councillors attending events and functions as a representative of Council. This also includes Councillor attendance at events where they have been invited solely or mainly due to their role as a Councillor, albeit not in an official capacity. Examples include: fundraising events (for charity), festivals, celebratory dinners (for community groups/members) and other community events. This does not include any event, whether fundraising or not, intended to promote a candidate for election to any level of government; ▪ Reasonable costs incurred will be reimbursed. Minor expenditure to pay for raffle tickets is acceptable, however any prizes won will be returned to be redrawn or will become the property of Council. Requests from the community for donations of gifts for raffle prizes, etc will not be refunded. ▪ A shared pool of funds, set each year in the budget, will be used for reimbursing Councillors' hospitality expenses. Other examples of expenses that are not covered include: personal costs associated with being away from home, e.g. kennel fees, in-flight movies, hotel mini bar; and the payment of infringements. <p>Mayor's entitlement to a corporate credit card due to of the larger number of transactions due to the role. The same rules apply to its use as are applied to employees with a corporate credit card.</p> <ul style="list-style-type: none"> o A Councillor travelling on business internationally may apply to be issued with a corporate credit card for the period of travel. These cards may only be used to pay for expenses that can be claimed under this policy provided. <ul style="list-style-type: none"> ▪ Tax receipts are provided for each claim. If a tax receipt is lost, a statutory declaration will be required prior to reimbursement.

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Expenses Reimbursement and Provision of Facilities for Councillors Policy

Term	Definition
	<ul style="list-style-type: none"> ▪ No expenses related to any election campaign (not just local government) may be claimed. ▪ Reimbursement of expenses relating to motor-vehicles, see the 'Provision of Facilities' section above. ▪ Authorisation of the provision of facilities and the reimbursement of expenses to any Councillor is by the CEO or his/her delegate. <p>The CEO or delegate may use discretion to determine a request that falls outside of this policy, making any decision in accordance with the policy objective.</p>
Complaint	Includes information or matter. See definition provided by s48A(4) of the <i>Crime and Corruption Act 2001</i>
Contact details	Includes a direct telephone number, email address and postal address to enable confidential communications
Corrupt Conduct	see s15 of the <i>Crime and Corruption Act 2001</i>
Deal With	Means refer the Complaint, information or matter to the CCC Manage the Complaint as directed by the CCC See the Act Schedule 2 Dictionary for a more detailed definition
Nominated Person	Means the persons nominated by Redland City Council to manage and report Complaints of corrupt conduct by a public official to the CCC
Public Official	Means the Chief Executive Officer

Associated Documents

Local Government Act 2009

Local Government Regulation 2012

Redland City Council Procurement Manual

Income Tax Assessment Act 1997

Taxation Rulings issued by the Australian Taxation Office

Responsibilities for Use, Care and Maintenance of Council's Passenger Fleet Vehicles Guideline ([A214552](#))

Responsibilities for Use, Care and Maintenance of Council's Passenger Fleet Vehicles Procedure ([A805643](#))

Fuel Card Use Guideline ([A214600](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

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Expenses Reimbursement and Provision of Facilities for Councillors Policy

Version Information

Version number	Date	Key Changes
6	October 2012	<ul style="list-style-type: none"> Removal of reference to DLG published guideline
7	May 2016	<ul style="list-style-type: none"> Amalgamates policy and guideline into a single document Redefinition of training categories Simplification of facilities and reimbursement types Broadening of options relating to vehicle expenses
8	November 2016	<ul style="list-style-type: none"> Change reflects the additional travel and accommodation needed for Councillors who travel to and from Islands.
9	March 2016	<ul style="list-style-type: none"> Annexure A – deleted item 10 (Australian Local Government Women's Association – National Conference) from industry-specific training (already listed under core training). Relocated item 11 (Australian Local Government Women's Association – Queensland State Conference) from industry-specific training to core training.
10	May 2017	<p>Minor Administrative changes to include additional Core and Industry Specific training requirements as follows:</p> <ul style="list-style-type: none"> Page 2, under 'Reimbursement of Expenses', inserted c. 'International travel requires the prior approval of Council other than as detailed in Attachment A' Page 6 in Attachment A Inserted dot points 11-13 Page 7 in Attachment A Inserted dot point 10
11	July 2017	<p>Minor administrative change to remove reference to small grants programme which was incorrect.</p> <ul style="list-style-type: none"> Page 3 in section 7 item (b) removed statement "Applicants can use Council's small grants programme for such requests." Changes to vehicles options for Councillors and the inclusion of a definition of business use.
12	October 2018	<ul style="list-style-type: none"> Changing clause 13 column 3 reference by deleting and replacing the terms to state 'vehicle selection will be made in accordance with the Staff Passenger Vehicle Fleet Policy POL-2812'; Deleting reference to the reimbursement of Council landline and mobile phones as this provision is redundant under the existing capped telecommunication arrangement; and Noting the change to the Policy POL-3076 only relates to these provisions of and reimbursement in relation to vehicles and does not deal with other policy items or vehicles wraps that remain in-force under the current Policy POL-3076 provisions until reviewed by Council.
14	October 2019	<ul style="list-style-type: none"> Updates as required under policy framework review.

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Statutory Meetings of Council Policy

Policy Identifier:	GOV-017-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

This policy supports Council's responsibilities for the conduct and procedures of statutory meetings of Council under the *Local Government Act 2009* and *Local Government Regulation 2012*.

Policy Objective

To support the statutory meeting provisions of the *Local Government Act 2009* and *Local Government Regulation 2012* and provide a framework to ensure that all statutory meetings of Council are conducted in a professional, efficient, effective, fair and transparent manner to facilitate appropriate contributions from elected members, staff and the community in a way that supports the highest standards of democratic governance.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Conducting its meetings in accordance with the principles of the *Local Government Act 2009* to ensure an accountable, effective, efficient and sustainable system of local government.
- Councillors performing their responsibilities as required under the *Local Government Act 2009*.
- Providing meeting processes that support effective contributions from elected members, staff and residents in the best interest of the community.
- Conducting its meetings in accordance with Council's Standing Orders and legislated statutory meeting procedures.

Definitions

Nil.

Associated Documents

[Council Meeting Standing Orders](#)

Local Government Act 2009

Local Government Regulation 2012

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Statutory Meetings of Council Policy

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	May 2013	<ul style="list-style-type: none"> New Policy
2	June 2015	<ul style="list-style-type: none"> Review of policy to remove duplication, unnecessary provisions and all statutory references that are already covered in the <i>Local Government Act 2009</i> and the <i>Local Government Regulation 2012</i>. Changes to: <ul style="list-style-type: none"> Agenda approval and timings; removal of items from the agenda; amendment of motions; right of reply for mover of amended motion; recording of votes; simplification of procedural motions to adjourn debate; put motions; motion that a report be tabled; motion to suspend rules; mayoral minutes; disorder; attendance of Councillors at meetings; public participation; public behaviour; urgent business; and the recording of meetings.
3	May 2019	<ul style="list-style-type: none"> New meeting standing orders pages 2 to 33.
4	November 2019	<ul style="list-style-type: none"> Renamed Policy from 'Council Meeting Standing Orders' to 'Statutory Meetings of Council' Changed Heading from 'Council Meeting Standing Orders' to 'Statutory Meetings of Council'. Included 'Standing Orders' as an Appendix to this policy. Administrative changes resulting from policy framework review.

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Financial Assistance to the Community Sector Policy

Policy Identifier:	GTS-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

Section 138 of the *Local Government (Finance, Plans and Reporting) Regulation 2010* ('the Regulation') requires the development of a policy governing local government grants to community organisations including the criteria to be eligible for a grant and the procedure for approving a grant. Section 137 of the Regulation stipulates the conditions for eligibility for a local government to give a grant to a community organisation and section 117 of the Regulation stipulates the reporting requirements for community grants.

This policy seeks to ensure Council meets its obligations as stipulated in the *Local Government (Finance, Plans and Reporting) Regulation 2010* and supports Council's Corporate Plan (2018-2023) Priority 9 – An efficient and effective organisation. This includes transparent and effective processes, good governance and a commitment to act in accordance with the 'local government principles' (see section 4 of the *Local Government Act 2009*).

Policy Objective

To achieve the objectives of the Corporate Plan by the provision of funds to organisations in the City as follows:

- Community Grants Program
- Other non-grant Targeted Funding Allocations

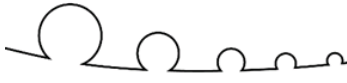
Council will provide funds to the community that enhance the breadth and quality of community facilities, services, programs and events in Redland City.

The intent of the Financial Assistance Program is to:

- Increase employment and boost the local economy
- Assist community organisations to provide services
- Empower community organisations and build capacity
- Build community infrastructure
- Assist disadvantaged/vulnerable groups
- Provide cost-efficient initiatives
- Increase leverage to gain additional funds from state/federal departments
- Create identity, a sense of place and celebration
- Contribute to a sustainable environment
- Support a robust living culture in the Redlands

Council will provide funding to the Community Sector through two mechanisms:

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Financial Assistance to the Community Sector Policy

- A Community Grants Program administered by the Grants Team
- A system for Targeted Funding Allocations to be administered by the unit with responsibility in that specific area with suitable types of agreements for each funding allocation.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Ensuring the equitable and impartial distribution of funds through an accountable and transparent process.
- Ensuring that all provision of funds includes clear outcome statements and performance measures.
- Approving the distribution of funds through Council's operational budget process.
- Evaluating the funds provision and providing data to Council addressing key performance indicators as determined through Council's Corporate Operational Planning process.
- Ensuring that funds are given in a manner appropriate to the project or service being undertaken (i.e. grant or other allocation).

In addition, Council is committed to ensuring that the Grants Program:

- Has priorities that reflect Council's Corporate and Community Plans.
- Has clear, well-advertised guidelines, application forms and closing dates.
- Is accessible to all eligible organisations in the city.
- Has its objectives reviewed every three years.
- Provides value for money both in terms of the grant monies paid to organisations and the costs of administration.

Definitions

Term	Definition
Council	Redland City Council
Community Grants Program	Redland City Council's program of grants available to the Redlands Community.
Grants Team	A team within Redland City Council's Customer Services Department responsible for grants administration.

Associated Documents

Financial Assistance to the Community Sector Guideline ([A214635](#))
 Regional Arts Development Fund Application Guideline ([A3170119](#))
 Regional Arts Development Fund Assessment Panel Guideline ([A3538193](#))
 Targeted Funding Allocation Guideline ([A3652953](#))
 Mayor and Councillors Community Benefit Fund Guideline ([A3854691](#))

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Financial Assistance to the Community Sector Policy

Enterprise Risk Management Administrative Directive ([A176131](#))

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
3	December 2015	<u>Policy Objectives</u> <ul style="list-style-type: none"> Moved 'increase employment and boost the local economy' to the top of the list. Replaced new Grants Unit with Community Grants Unit. Targeted Funding Allocations will be administered by the Community Grants unit. Contract Management Services Unit will provide advice has been removed. <u>Policy Statement</u> <ul style="list-style-type: none"> Approving the distribution of funds will occur through Council's operational budget process not at a General Meeting of Council.
4	June 2017	<ul style="list-style-type: none"> Removal of reference to group of Customer and Community Services to reflect recent structure change. Amend reporting mechanism to Council to the Operational Process through Business Intelligence.
5	November 2019	<ul style="list-style-type: none"> Administrative changes as a result of policy framework review.

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Department:	Community & Customer Services	Group:	Community and Economic Development
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Corporate Sponsorship (Outgoing/Incoming) Policy

Policy Identifier: GTS-003-P
 Approved by: General Meeting
 Date of Approval: 10 June 2020
 Effective Date: 10 June 2020
 Review Date: 10 June 2023
 Version: 8

Head of Power

Local Government Act 2009

Redland City Council Corporate Plan 2018-2023

Policy Objective

To provide a framework to facilitate appropriate sponsorship (financial and in-kind) to the community that enhances the breadth and quality of community programs and events in Redland City which will increase community capacity, economic opportunities and build a greater understanding of Council's role in the community.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Ensuring the equitable and impartial distribution of sponsorship funds is via an accountable and transparent process in accordance with established criteria and Corporate Sponsorship Guideline (Outgoing).
- Ensuring all funding is provisional on clear outcomes, performance indicators and terms and conditions of a funding agreement.
- Ensuring there are clear written administration guidelines and procedures, a program information kit and record keeping for the administration of sponsorship funds (financial and in-kind) of an event, project, service or activity.
- Ensuring funds are distributed to activities, events and/or projects that align to Council's Corporate Plan 2018-2023.

In order to enhance, extend and/or offset costs associated with producing community events and other projects, Council will explore and, if appropriate, enter into sponsorship agreements to receive monetary or in-kind benefits in return for agreed tangible promotional benefits from Council.

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Department:	Community and Customer Services	Group:	Community and Cultural Services
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Corporate Sponsorship (Outgoing/Incoming) Policy

Definitions

Term	Definition
In-kind contribution	Support, other than money, provided by Council towards an event, project, service or activity. This may include, but is not limited to, marketing and promotion or donated goods and services.
Incoming sponsorship	A business transaction in which a sponsor provides a financial contribution or value in-kind to Council to support an event, project, service or activity in return for negotiated commercial or other benefits. It is a business transaction because it involves an exchange that has measurable value to each party in commercial, communication or philanthropic terms.
Outgoing sponsorship	A business transaction in which Council provides a financial contribution or value in-kind to support an event, project, service or activity in return for negotiated commercial or other benefits. It is a business transaction because it involves an exchange that has measurable value to each party in commercial, communication or philanthropic terms.

Associated Documents

- Redland City Council Corporate Plan 2018-2023
- Corporate Sponsorship Guideline (Outgoing) ([A176924](#))
- Corporate Sponsorship Guideline (Incoming) ([A176979](#))
- Sponsorship Program Information Kit

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
4	July 2014	<ul style="list-style-type: none"> • Inclusion of "economic benefits to Redland City" in assessment criteria. • Moved "adherence to local laws and permits" from assessment criteria to a standard requirement in body of text.
5	August 2014	<ul style="list-style-type: none"> • Clarification that some profits from a sponsored event can be provided to a Redlands charity.
6	July 2018	<ul style="list-style-type: none"> • Updated Corporate Plan reference • Updated Policy Objective • Inclusion of reference to financial and in-kind sponsorship in the Policy Objective. • Deletion of assessment criteria and included in GL-3084-001.

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Corporate Sponsorship (Outgoing/Incoming) Policy

Version number	Date	Key Changes
		<ul style="list-style-type: none"> • Deletion of definitions and included in GL-3084-001 and Sponsorship Program Information Kit. • Deletion of Outgoing Sponsorship and included in GL-3084-001 and Sponsorship Program Information Kit. • Deletion of contractual agreements and included in GL-3084-001 and Sponsorship Program Information Kit. • Deletion of clarification that some profits from a sponsored event can be provided to a Redland charity and included Sponsorship Program Information Kit.
7	November 2018	<ul style="list-style-type: none"> • Updated the footer to reflect realignment of responsible Department and Group from Organisational Services Department and Community, Engagement and Tourism Group to Community and Customer Services Department and Community and Economic Development Group.
8	January 2020	<ul style="list-style-type: none"> • Administrative changes resulting from policy framework review.

For Corporate Governance Use Only			
Department:	Community and Customer Services	Group:	Community and Cultural Services
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Information Privacy Policy

Policy Identifier:	IM-008-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

The *Information Privacy Act 2009* applies to Redland City Council and relates to the protection of and access to personal information. The *Information Privacy Principles* contained in the Act relate to the collection, storage, security access, amendment, use and disclosure of personal information.

Policy Objective

To protect privacy and appropriately manage personal information while ensuring compliancy with the Privacy Principles contained within the *Information Privacy Act 2009*.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Only collecting personal information that is directly related to the functions and services provided by Council. Unless otherwise exempt, Council will advise what the information will be used for either before or at the point of collection.
- Making every effort to ensure that the personal information it collects, uses and stores, is relevant, accurate, complete and up to date for the purpose for which it is to be used.
- Maintaining secure systems for storing personal information, in accordance with Council policies.
- Only using personal information for the primary purpose. Information will not be disclosed to a third party or used for another purpose, unless the individual has consented or this is required or authorised by law.
- Processing applications to access or amend personal information held by Council in accordance with the *Information Privacy Act 2009*.
- Investigating complaints regarding the handling of personal information in accordance with the *Information Privacy Act 2009*.



Information Privacy Policy

Definitions

Term	Definition
Data	Data consists of disconnected numbers, words and symbols relating to the events and processes of an organisation.
Information	Information is data communicated in a meaningful way.
Software	A sequence of instructions written in programming language to perform a specified task with a computer.
Business Applications	A computer software program designed to apply the capabilities of a computing platform to one or more specific business purposes.
Data Quality	The business expectation of data defined in terms of dimensions such as accuracy, completeness, currency, consistency, integrity, topology and compliance with naming conventions and data dictionaries.
Information Systems	A system comprised of all the components required to support the delivery and operation of a business application including servers, personal computing devices, operating systems, data networks, databases and software.

Associated Documents

Right to Information Act 2009

Information Privacy Act 2009

Identity Management Policy ([A196569](#))

Data Management Policy ([A196656](#))

Application Management Policy ([A196574](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
2	October 2013	<ul style="list-style-type: none"> Policy Objective – administrative change – text added to provide a definition for 'Personal Information'. Policy Statement – administrative change – Number 1 – added text, "Unless otherwise exempt, Council will advise what the information will be used for either before or at the point of collection." Policy Statement – administrative change – reference to outdated POL-0054 removed and reference to current policies added, POL-1001 Identity Management Policy, POL-1002 Data Management Policy, POL-1004 Application Management Policy. Policy Statement – administrative change – Number 4 – added text, "Information will not be disclosed to a third party or used for another purpose, unless the individual has consented or this is required or authorised by law".



Information Privacy Policy

Version number	Date	Key Changes
3	January 2017	<ul style="list-style-type: none">• Changed Corporate Governance to Corporate Services
4	November 2019	<ul style="list-style-type: none">• Updates required from policy framework review• Removal of information pertaining to a guideline rather than a policy



Aboriginal and Torres Strait Islander Community Policy

Policy Identifier:	IND-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	3

Head of Power

Federal Court of Australia's determinations in 2011 - The Quandamooka People's native title rights and interests over the land and waters on the surrounding North Stradbroke Island (NSI) and some islands in Moreton Bay (FCA 741, Quandamooka People Claim #1 and Quandamooka People Claim #2)

United Nations Declaration on the rights of Indigenous people (2007)

Redlands 2030 Community Plan

Redland City Council Corporate Plan (2018-2023) - Outcome 4 Quandamooka Country

Shaping SEQ – South East Queensland Regional Plan 2017

Policy Objective

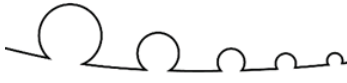
The objective of this policy is to provide a framework for developing and delivering culturally inclusive initiatives to increase understanding, mutual respect and encourage beneficial ventures with and for the Aboriginal and Torres Strait Islander community within Redlands.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Recognising the cultural diversity of Aboriginal and Torres Strait Islanders who live and work within the Redlands. Council pays respect to the generations of community leaders who have contributed significantly to the protection of the environment, community wellbeing and preservation of their history and cultures.
- Establishing and maintaining productive partnerships with Aboriginal and Torres Strait Islander groups, forums and businesses operating within Redlands.
- Ensuring that Council's relationship with Aboriginal and Torres Strait Islanders is founded within cultural awareness and cultural capability.
- Observing local cultural protocols at public forums and events and in Council Meetings such as Council General Meetings and ILUA Committee meetings.



Aboriginal and Torres Strait Islander Community Policy

- Increasing the awareness of residents and visitors of the significance and value of Aboriginal and Torres Strait Islander cultures to the Redlands.
- Recognising, protecting and conserving traditional Aboriginal and Torres Strait Islander cultural values in land, water, natural resources and historical or contemporary Aboriginal values and places.
- Creating a culturally safe working environment within Council, making it a highly valued employer of choice for Aboriginal and Torres Strait Islander people to work.
- Recognising our neighbours the Turrabul, Jagera and Danggan Balun (Five Rivers) who also share 32 kilometers of the Redland City catchment area.
- Council is committed to implement the Indigenous Land Use Agreement (ILUA) signed in 2011, which remains a Confidential Agreement between Redland City Council and Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC).

Definitions

Term	Definition
Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC)	The prescribed body corporate working for the Quandamooka People for native title rights.

Associated Documents

Redland City Council Corporate Plan (2018-2023)
 Redlands 2030 Community Plan
 United Nations Declaration of Human Rights (Indigenous) 2007
 South East Queensland Regional Plan (2009-2031)
 Indigenous Land Use Agreement (ILUA) 2011
 Quandamooka Community Plan 2014
 Minjerrabah Futures
 Kanara Malara – One People 2019-2021 Redland City Council Reconciliation Action Plan
Native Title Act 1993
Aboriginal Cultural Heritage Act 2003
 Cultural Policy ([A196580](#))

Document Information

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s). Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.



Aboriginal and Torres Strait Islander Community Policy

Version Control

Version number	Date	Key Changes
2	April 2018	<ul style="list-style-type: none"> • "Indigenous" replaced with "Aboriginal and Torres Strait Islanders" • Reference to Indigenous Land Use Agreement (2011) and the 2011 Federal Court determination of FCA 741, Quandamooka People #1 and Quandamooka People #2 • Developed a supporting Guideline and Action Plan • Clarification of when formal acknowledgement of the Traditional Custodians and Welcome to Country is to be made • Noted QYAC is the registered prescribed body corporate and principal mechanism for consultation on Native Title and is the Aboriginal Cultural Heritage Registered Body • Engagement with incorporated bodies, forums and businesses • Updated Quandamooka Community Plan (2014) • Reference Regional Outcome 6 and 7 of the South East Queensland Regional Plan (2009-2031) • Reference the North Stradbroke Island Economic Transition Strategy • Reference the RCC Indigenous Tourism Plan 2017-2020 • Reference the RCC Tourism Strategy and Action Plan (2015-2020)
3	November 2019	<ul style="list-style-type: none"> • "Updated to adhere to new policy framework • Inclusion of the new native title application Danggan Balun (Five Rivers) that crosses into the Redland City Council limits. • Updates requested under policy review framework: • Addition of Definitions section • Changed related documents to associated documents



International Policy – Strategic Economic and Community Relationships

Policy Identifier:	INT-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	6

Head of Power

This policy supports the Corporate Plan 2018-2023 – Outcome 6 Supportive and vibrant economy.

Policy Objective

The aim of the policy is to attain economic, educational, social and cultural benefits for the city by:

- Supporting increases in export-oriented goods and services for Redland businesses.
- Encouraging and facilitating investment in employment-generating initiatives.
- Developing and enhancing business sector relationships in the Redlands and offshore markets.
- Facilitating an increase in the numbers of international visitors and students to the Redlands.
- Promoting a greater understanding of other cultures, including protocols for conducting business with other countries.

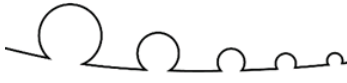
Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Establishing and maintaining effective relationships with delegates from offshore markets.
- Implementing international initiatives that provide long term, tangible benefits to Redland and support economic and community development initiatives.
- Strengthening economic, educational, social and cultural ties through the International Relations policy program and promoting the city as a destination beyond Australia's borders.
- Creating an environment in which Redland's economic development initiatives, that have an international focus, can be implemented and strengthened, including undertaking partnerships with the private sector.
- Providing opportunities to enhance goodwill and understanding between the people of Redland City and international communities.

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International Policy – Strategic Economic and Community Relationships

- Working with Federal and State Government agencies, and at a regional level, to realise international economic development opportunities and benefits for the city. This includes building on specific industry sectors as identified in the Economic Development Framework 2014-2041.
- Establishing and maintaining strong relationships with diplomatic representatives based in Queensland.
- Ensuring a rigorous assessment process is employed in evaluating the economic and community benefits and costs in establishing international relationships.
- Agreeing to utilise the following levels for managing international relationships:
 - Friendship city
 - Sister city.

Definitions

Nil

Associated Documents

Redland City Council Corporate Plan 2018-2023
 Economic Sustainability Policy ([A196600](#))
 Tourism Development Policy ([A196616](#))
 Economic Development Framework 2014-2041
 Redlands 2030 Community Plan

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
5	May 2019	<ul style="list-style-type: none"> • Updated Corporate Plan • Updated Policy Objective • Updated Policy Statement • Updated Related Documents to include updated Corporate Plan 2018-2023
6	August 2019	<p><u>Policy Objective</u></p> <ul style="list-style-type: none"> • Change "abroad" to "offshore markets" • Added "and" <p><u>Policy Statement</u></p> <ul style="list-style-type: none"> • #1 – Replaced "overseas" with "offshore" markets • #6 – Added the statement "This includes building on specific industry sectors as identified in the Economic Development Framework 2014-2041";

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International Policy – Strategic Economic and Community Relationships

Version number	Date	Key Changes
		<ul style="list-style-type: none"> Added no. 7 statement " Establishing and maintaining strong relationships with diplomatic representatives based in Queensland;" Numbering of statement 7 and 8 to 8 and 9

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Library Policy

Policy Identifier: LIB-001-P
 Approved by: General Meeting
 Date of Approval: 10 June 2020
 Effective Date: 10 June 2020
 Review Date: 10 June 2023
 Version: 6

Head of Power

Council’s Corporate Plan – Outcomes 4 Quandamooka Country, 6 Supportive and vibrant economy and 7 Strong and connected communities

Policy Objective

To establish Council’s commitment to providing quality public library services and acknowledging the core functions as follows:

- Provide access to information and resources that enable learning
- Provide places for community connection in a safe and welcoming space
- Supporting innovation with spaces, resources, technology and information.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers’ lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Providing free access to core public library services to the whole community that keep pace with professional and technological developments.
- Using the State Library of Queensland, Queensland Public Libraries Association and Australian Library and Information Association (ALIA) standards and guidelines in the planning, developing and improving performance of our library service.
- Providing physical and electronic library collections that ensure access to resources that meet the educational, information, recreational and cultural needs of the Redland City community.
- Delivering community programs that are relevant to, and anticipate, diverse community needs to enable life-long learning, community engagement, recreational and cultural opportunities.
- Developing a skilled and cohesive team who are appropriately qualified and trained to maintain a quality service.
- Providing facilities that are available to the community without favour or bias and which are open to the public during hours that are responsive to community needs.
- Ensuring that library collections are not subject to censorship except that which is mandated by state and federal government censorship bodies.
- Providing information technology systems and services to ensure efficient management of public resources and an effective transition to the requirements of the digital age.

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Library Policy

- Maximising the potential of library assets (facilities, services and staff) by developing innovative approaches ensuing maximum community benefit from investment in library facilities and services.

Definitions

Nil.

Associated Documents

- *Library Act 1988* (Queensland)
- Strategic planning documents, guidelines and standards published by Australian Institute of Public Libraries and State Library of Queensland.
- Redland Libraries Collection Development Guideline ([A214631](#))

Document Control

Only Council can approve amendments to this document by resolution of a General Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

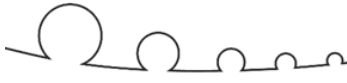
Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
5	September 2017	<ul style="list-style-type: none"> • Amended Head of Power to include Legislation and reflect current Corporate Plan and strategic priorities. Statements about ALIA and State Library moved to Policy Statements • Wording changes to align with new direction articulated in strategy. Focus on learning, connection and innovation. • Update Policy Statements to reflect latest library practice and align with new strategy
6	December 2019	<ul style="list-style-type: none"> • Minor amendments • Added definitions, associated documents and document control • Added statement under Head of Power for Customer Values

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Department:	Community and Customer Services	Group:	Community and Cultural Services	Page 2 of 2
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Corporate Procurement Policy

Policy Identifier:	LSV-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	10

Head of Power

Local Government Regulation 2012 (Qld) Section 198 requires Council to prepare and adopt a procurement policy and review the policy annually.

The policy sets out Council's framework for its procurement and contracting activities in a manner that complies with applicable laws, including s.104 of the *Local Government Act 2009 (Qld)* and the *Local Government Regulation 2012 (Qld)*.

Corporate Plan 2018-2023 –Outcomes 6 Supportive and vibrant economy and *8 Inclusive and ethical governance*

Policy Objective

To set out Council's framework for its procurement and contracting activities in a manner that complies with applicable laws.

This Policy has been established to be consistent with legislation which applies to Procurement. Relevant legislation will prevail to the extent of any inconsistency between this Policy and legislation. Council's goal to reduce red tape and save public funds will also be a consideration in Council's annual review of this Policy and its procurement practices.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Developing systems that allow Council to carry out Procurement in a manner that is consistent with the Sound Contracting Principles outlined in detail in the Procurement Manual which are:
 - i. Value for money; and*
 - ii. Open and effective competition; and*
 - iii. The development of competitive local business and industry; and*
 - iv. Environmental protection; and*
 - v. Ethical behaviour and fair dealing.*
- Ensuring integrity, accountability and transparency in the way in which Redland City Council undertakes procurement.



Corporate Procurement Policy

- Ensuring all procurement processes are conducted in accordance with the requirements of this Policy and any associated policies, manuals, guidelines, procedures and standards.
- Ensuring compliance with *Local Government Regulation 2012* Default Contracting Procedures (Chapter 6, Part 3, ss. 223-238) and apply a principles based approach to all procurement activities founded on Sound Contracting Principles of s104 of the *Local Government Act 2009* to its Procurement.
- Conduct procurement and contracting activities within a sound governance and probity environment consistent with the Delegation of Powers and Appointment of Authorised Persons Policy.
- Encourage sustainable procurement practices.
- The efficient and timely delivery of Council's capital works, operational and service delivery programs.
- Achieving value for money for Council.
- Promoting an open, efficient and competitive market place for suppliers.
- Implementing procurement processes that are ethical and fair.
- Developing local business and industry.
- Promoting, developing and utilising the services of social enterprises.

Definitions

Term	Definition
Procurement	The acquisition through purchase or lease of real property, goods or other products (including intellectual property), works or services.
Corporate Plan	See section 104 (5) of the <i>Local Government Act 2009</i> (Qld).
Governance	The framework of rules, relationships, systems and processes by which the Council is directed
Probity	Evidence of ethical behaviour, and can be defined as complete and confirmed integrity, uprightness and honesty in procurement activity.
Sustainable Procurement	The meeting of business needs for materials, goods, utilities and services in an environmentally-friendly, responsible and ethical way.
Contract	A contract (including purchase orders and purchase card transactions) for: (d) the supply of goods or services; or (e) the carrying out of work; or (f) the disposal of non-current assets. In this instance, the term does not include a contract of employment between Council and a Local Government Employee (as defined in the LGA 2009)
Default Contracting Procedures	See Chapter 6, Part 3 of the <i>Local Government Regulation 2012</i> (Qld).
Special Procurement	A strategic approach to meeting social objectives through procurement and in particular providing employment opportunities via procurement to disadvantaged communities.

Associated Documents

Governance Policy ([A196640](#))

Employee Code of Conduct ([A196608](#))

Delegation of Powers and Appointment of Authorised Persons Policy ([A3154860](#))

Fraud and Corruption Prevention ([A3155236](#))

Information Privacy ([A176868](#))

Procurement and Contract Manual ([A214677](#))



Corporate Procurement Policy

Council's current Operational Plan ([A3913090](#))

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

Document Control

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Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
4	December 2012	<ul style="list-style-type: none"> Change to incorporate local Preference Policy
5	June 2013	<ul style="list-style-type: none"> Change in line with the Local Government Regulations 2012 (Qld).
6	May 2014	<ul style="list-style-type: none"> Annual Review incorporating more detail and legislative requirements
7	November 2015	<ul style="list-style-type: none"> Annual Review – No change
8	November 2016	<ul style="list-style-type: none"> Annual Review – No change
9	November 2017	<ul style="list-style-type: none"> Annual Review - Updated 'Head of Power' include Council Corporate Plan 2018-2023. Updated Council Corporate Plan 2018-2023 section with reference to policy alignment to the corporate plan under legislative requirements specific reference to the integration of council's strategic priorities. Updated definitions Updated document control as per POL-001 Policy Guidelines and Procedure Development Manual Updated associated documents
10	November 2019	<ul style="list-style-type: none"> Administrative changes in line with policy framework review



Legal Assistance for Councillors and Employees Policy

Policy Identifier: LSV-002-P
 Approved by: General Meeting
 Date of Approval: 10 June 2020
 Effective Date: 10 June 2020
 Review Date: 10 June 2023
 Version: 2

Head of Power

This policy is designed to ensure compliance with Council's obligation under the *Local Government Act 2009* (Qld) as well as the *Local Government Regulation 2012* (Qld).

Policy Objective

To ensure transparent and accountable processes and requirements are established for providing legal assistance from Council for Councillors and/or Employees, as a result of their role or function at Council while ensuring the community maintains confidence that public funds are being expended in an appropriate way.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Recognising employees and Councillors may at times require legal representation, as a result of their roles, functions and duties at Council.
- Acknowledging the liability for actions performed in good faith by a council representative whilst performing their duties of their role therefore lies with the local government.
- Delegating roles and responsibilities in the assessment of requests for legal assistance, advice and representation as follows:
 - In the instance the Chief Executive Officer (CEO) is the applicant for legal representation, the Mayor is to receive, assess and decide the request for legal assistance. The Mayor is then to make any other related decisions on behalf of the Council under this policy.
 - The CEO is to receive, assess and decide any requests for legal assistance from an employee or councillor. The CEO is to also make any other relevant decisions on behalf of Council regarding this policy.
 - The CEO or Mayor may delegate its roles and responsibilities to a representative employee of Council to assess an application made under this policy.
 - The CEO and the Mayor have the requisite delegation by the Council to incur the relevant liabilities and to approve the associated expenditure on behalf of the Council in accordance with this policy.

When all four criterion above is satisfied, the CEO or the Mayor, in their respective roles, may approve the payment of legal representation costs. Examples could include:

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Legal Assistance for Councillors and Employees Policy

- Where a council employee or councillor is threatened by legal proceedings personally and the claim in the legal proceedings has the requisite nexus to their functions and duties performed in their Council role. An example of this is an action against a Council employee or councillor for defamation, a claim in damages or compensation, and the proceedings arise from a decision made or action taken by the employee or councillor in the discharge of their Council role, functions or duties.
- Reasonable legal representation costs that may lead to legal proceedings to protect an employee or councillor in a personal or physical sense in order to allow them to carry out their Council functions or duties safely. An example of this is an employee or councillor obtaining a restraining order against a person who makes continual personal threats against that person in their capacity as a Council employee or councillor.
- Reasonable legal representation costs for an employee or councillor who is subjected to a statutory or administrative investigation by a regulatory authority when acting in their Council role.
- Only in exceptional circumstances will the Council consider the payment of legal representation costs for an employee or councillor to commence or consider commencing legal proceedings regarding actions in defamation or other personal proceedings against a person that pursues damages or compensation. Consideration of such circumstances will be given to the extent, frequency and impact of the actions that give rise to the request.
- Only in exceptional circumstances will the Council consider the payment of legal representation costs for a councillor that arise from, or are associated with, election issues or conduct associated with an election campaign, as Council acknowledges the implied right to political communication as recognised in Australia.
- Notably, the Council will not approve the payment of legal costs for an employee or Councillor to commence or consider commencing proceedings against the lawful act of another Council employee or councillor.
- Assessing any applications for legal representation based on the following criteria:
 - The relevant actions of the employee or councillor must have been made in good faith.
 - Costs must relate to the legal matter which arises from the performance, by either the councillor or employee, acting in his or her Council role, function and duties.
 - The legal costs associated with the threatened or commenced legal proceedings against an employee or councillor in their personal capacity, or in exceptional circumstances, may be associated with legal proceedings which are proactively commenced to properly protect the interests of an employee, councillor or the reputation of Council.
 - The legal representation costs must relate to the legal matter which arises from the performance, by either the councillor or employee, acting in his or her council role, functions and duties.
 - The legal representation costs must not relate to a matter that is purely of an individual or private nature. The cost must arise from the performance by the employee or councillor of their Council functions and duties.
 - The legal assistance, advice or representation should not compromise the Council's legal position or insurance.

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Legal Assistance for Councillors and Employees Policy

Application for Legal Assistance

An employee or councillor who requires assistance with the costs associated with legal representation under this policy must make an application in writing using the [Application for Legal Assistance form attached to this document](#).

The following applies to all applications:

- The CEO or the Mayor of the Council may, in approving an application under this policy, set a maximum limit on the legal costs that will be paid.
- An employee or councillor may make a further or subsequent application to the Council under this policy in respect of the same proceeding.
- Any approved expenses incurred under this policy will be reported through the audit process; however the name of the employee or Councillor may be redacted for privacy reasons.
- An employee or councillor whose legal representation costs have been paid by the Council is to repay the Council either:
 - All or part of the legal costs, as determined by the assessor of the application.
 - If monies are awarded in the form of costs orders, damages or any settlement relating to the matter for which Council originally paid legal representation costs, the employee or councillor is to repay such sum to the Council up to the amount of legal representation costs that were incurred by the Council under this policy
- The Council may take the required action to recover any monies due and owing to it by an employee or councillor under this policy.

Definitions

Term	Definition
Council	Redland City Council
Employee or councillor	Is an employee of the Council or a current or former councillor or non-elected member of a council committee.
Legal proceedings	May refer to a civil action, criminal action or investigation such as an inquiry or statutory administration or regulatory investigation.
Legal representation costs	All costs including professional fees and disbursements that are reasonable, and incurred in providing legal representation that was approved under this policy
Local government administrator	Includes a councillor, the chief executive officer, an authorised person, another local government employee or an interim administrator.

Associated Documents

- *Local Government Act 2009* (Qld)
- *Local Government Regulation 2012* (Qld)
- Expenses Reimbursement and Provision of Facilities for Councillors ([A196648](#))
- Employee Code of Conduct ([A196608](#))

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Legal Assistance for Councillors and Employees Policy

Document Control

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Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	June 2017	<ul style="list-style-type: none"> New policy
2	January 2020	<ul style="list-style-type: none"> Added heading 'Head of Power'. Restructured information under 'Policy Objective'. Removed heading 'Overview' and replace with heading 'Policy Statement' and retained information under. Added words 'Council is committed to:' and reorganise wording under Policy Statement section. Moved wording 'section 235 of LGA....' to Head of Power section. Removed some of the headings and information that was doubled up under 'Policy Statement' and reworded. Renamed section 'Related Policies/Legislation/Documents' to 'Associated Documents'. Inserted 'Document Control' section. Updated Group name.

For Corporate Governance Use Only

Department:	Organisational Services	Group:	General Counsel	Page 4 of 4
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Amenity and Aesthetics Policy

Policy Identifier:	LUP-001-P
Date of Approval:	General Meeting
Effective Date:	10 June 2020
Review Date:	10 June 2020
Approved by:	10 June 2023
Version:	7

Head of Power

Redland City Council has made declaration under Schedule 9, Part 3 Division 2 of the *Planning Regulation 2017*. This declaration does not apply to building work subject to an application for a Material Change of Use (MCU) approval.

Policy Objective

To address the community's expectations on neighbourhood amenity throughout Redland City and to ensure that buildings and structures are in character with the locality in which they are to be erected with regard to scale, siting and external design. A guideline which outlines the assessment criteria has been prepared to support this policy.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to the resolution made under Schedule 9, Division 2 of the *Planning Regulation 2017* that an application must be referred to Council (as a concurrence agency) for an Amenity and Aesthetics assessment, together with the relevant fee being paid to Council, prior to any building work decision notice being determined by the Private or Council Certifier.

This includes the following items that Council considers may have an extremely adverse effect on the amenity, or likely amenity of a locality, or may be in extreme conflict with the character of a locality:

- Shipping containers and railway carriages that may be used for Class 10a purposes.
- Single detached Class 1a and 10a buildings that have been removed from other site/property and then transported and reconstructed onto premises within the Redland City.
- Single detached Class 1a buildings with a total area less than 60m² (excluding garage/carport and verandas) on the Southern Moreton Bay Islands.

Definitions

Nil.

Associated Documents

Amenity & Aesthetics Guideline ([A3170169](#))

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Department:	Community and Customer Services	Group:	City Planning and Assessment
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Amenity and Aesthetics Policy

Document Control

Only Council can approve amendments to this document by resolution of a General Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
4	October 2014	<ul style="list-style-type: none"> • Introduction of Item 3 • Administrative changes
5	December 2014	<ul style="list-style-type: none"> • Security Bond for Building Work
6	July 2018	<ul style="list-style-type: none"> • Amend legislative reference to new Planning Act • Inclusion of additional provisions in guideline document for dwellings with gross floor area of 60m² or less • Administrative amendments
4	October 2014	<ul style="list-style-type: none"> • Introduction of Item 3 • Administrative changes
5	December 2014	<ul style="list-style-type: none"> • Security Bond for Building Work
6	July 2018	<ul style="list-style-type: none"> • Amend legislative reference to new Planning Act • Inclusion of additional provisions in guideline document for dwellings with gross floor area of 60m² or less • Administrative amendments
4	October 2014	<ul style="list-style-type: none"> • Introduction of Item 3 • Administrative changes
5	December 2014	<ul style="list-style-type: none"> • Security Bond for Building Work
6	July 2018	<ul style="list-style-type: none"> • Amend legislative reference to new Planning Act • Inclusion of additional provisions in guideline document for dwellings with gross floor area of 60m² or less • Administrative amendments
7	January 2020	<ul style="list-style-type: none"> • Administrative amendments required in line with policy framework review.

For Corporate Governance Use Only

Department:	Community and Customer Services	Group:	City Planning and Assessment	Page 2 of 2
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Corporate Southern Moreton Bay Island's Land Exchange Policy

Policy Identifier: LUP-002-P
 Approved by: General Meeting
 Date of Approval: 10 June 2020
 Effective Date: 10 June 2020
 Review Date: 10 June 2023
 Version: 4

Head of Power

The *Local Government Regulation 2012* (section 236) provides Council with the ability to undertake land exchanges on the Southern Moreton Bay Islands (SMBIs) subject to conditions.

At the General Meeting of 15 December 2010, Council resolved to delegate authority under section 257(1)(b) of the *Local Government Act 2009* to the Chief Executive Officer to:

- Decide land exchange requests in accordance with this policy.
- Sign all necessary documentation associated with undertaking approved land exchanges.

Corporate Plan 2018-2023 Outcome 5 – Wise Planning and Design

Policy Objective

- To articulate Council's policy position regarding the assessment of land exchange requests received from the owners of land on the SMBIs.
- To ensure that Council owned land identified as surplus to public requirements and available for land exchange purposes is used in the most beneficial way to contribute to achieving a more sustainable settlement pattern and land use on the SMBIs.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to supporting land exchange requests with the owner/s of vacant land on the SMBIs in the following circumstances:

- Owner/s who have previously been made a voluntary land exchange offer under a Council endorsed land exchange program under the following circumstances:
 - The owner requesting a land exchange owns a lot that has development potential for a dwelling house and its servicing requirements.
 - There are benefits provided in the land coming into public ownership (conservation management and protection, residential consolidation, bushfire management, provision of public open space and recreation land, storm water management purposes and infrastructure servicing issues and provide infrastructure savings).

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Department:	Community and Customer Services	Group:	Environment and Regulation
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Corporate Southern Moreton Bay Island's Land Exchange Policy

- Supporting land exchange requests where extenuating grounds exist to support a land exchange as detailed in SMBI Land Exchange Guideline.

Definitions

Nil.

Associated Documents

SMBI Land Exchange Guideline ([A214560](#))

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
2	March 2014	Administrative Changes: <ul style="list-style-type: none"> Updated <i>Local Government Act 2009</i> to <i>Local Government Regulation 2012</i> Added information about resolution of General Meeting 15 December 2010
3	April 2017	Administrative Amendments: <ul style="list-style-type: none"> Removed references to supporting land exchanges with the owners of land protected by the <i>SMBI Development Entitlements Protection Act 2004</i> and <i>Regulation 2006</i>.
4	January 2020	Amendments in line with policy framework review.

For Corporate Governance Use Only			
Department:	Community and Customer Services	Group:	Environment and Regulation
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Streetlight Policy

Policy Identifier:	TRN-002-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

Corporate Plan 2018-2023 – Outcome 5 Wise Planning and Design

Policy Objective

To provide an equitable system for dealing with streetlight installations and glare complaints.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Providing illumination of the footpaths for pedestrians
- Providing illumination of the pavement for motorists
- Conditioning developments in accordance with Council's Corporate Plan Review 2018-2023 where streetlights are installed by developers.
- Giving consideration to the potential impact of glare on any existing residence and any modifications completed when new streetlights are approved and installed as part of a new subdivision or development.
- Determining the location of streetlights installed by Council either by periodic technical assessment of an area or investigations following a request or complaint.
- Considering residents and/or elected representatives when new streetlight locations are determined and based on Council's Corporate Plan 2018-2023 with priority given to areas where a safety issue has been identified.
- Requiring written agreement from any residents that may be affected by the installation of new streetlights.
- Approving new streetlight requests without adjoining resident's approval where there is a safety or emergency situation.
- Re-assessing a request for a streetlight located in the vicinity of a previous unsuccessful request when a period of 12 months or greater has elapsed from the previous assessment.
- Requiring residents to pay 50% of the costs of an Energex investigation on any modifications to an existing streetlight that are recommended by Energex to solve a complaint about glare, noting that the cost will vary depending on the solution recommended by Energex.



Streetlight Policy

- Paying 100% of the costs of an Energex investigation and any other recommended modifications to solve a complaint about glare from a new streetlight installation or the upgrading of an existing streetlight that was requested by Council.

A new streetlight and/or an upgraded streetlight that was requested by Council will be deemed to be classified as an existing streetlight once it has been in place for six (6) months. After this timeframe Item 1 above shall apply.

Definitions

Term	Definition
Energex	Energy distribution corporation
Pole number	Asset identification number assigned by Energex to street light poles
Red-E-Map	Council geographic information mapping system

Associated Documents

New Streetlight Requests Procedure ([A260984](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
4	May 2018	Head of Power – 'Corporate Plan Review 2010 – 2015, Essential Services Strategic Priority, Design, construct and maintain roads, culverts, drainage and associated infrastructure' removed and replaced with, 'This policy supports Redland City Council's Corporate Plan Review 2018-2023 outcome for Wise Planning and Design' Inclusion of new clause regarding timing of re-assessment for unsuccessful requests.
5	November 2019	Document updated as per the Policy Management Framework Review



Driveway Access to Private Property Policy

Policy Identifier:	TRN-004-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

Local Government Act 2009 in particular Part 3: Roads and other infrastructure Division 1 Roads - 60 Control of Roads.

Redlands City Plan 2018-2023

Policy Objective

To outline the requirements to undertake driveway works or other works within a road that is managed by the Council.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Providing information, in relation to Council's permit application and approval process, to construct private property access crossovers in road verges. Works are to be built in accordance with Council's standards and policies.
- Reviewing Council standards for construction and ensuring that finished surfaces and materials meet or exceed current Council standards.
- Encouraging safe movement for pedestrians and vehicles from properties to pathways and roadways (and vice versa).
- Ensuring that works are undertaken in a manner that does not put the public at risk or cause property damage. Council takes no responsibility for any public liability injury or property damage caused by work carried out on a footway.
- Encouraging installation and preservation of efficient drainage systems to meet design and community health and safety needs.

Definitions

Nil

Associated Documents

Nil



Driveway Access to Private Property Policy

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
3	November 2014	<ul style="list-style-type: none"> Head of Power - 'Corporate Plan Review 2006-2010, Essential Services Strategic Priority, Design, construct and maintain roads, culverts, drainage and associated infrastructure' removed and replaced with, 'This policy supports Redland City Council's Corporate Plan Review 2010-2015 outcome for Wise Planning and Design' Policy Objectives have been re-ordered – text remains the same.
4	July 2018	<ul style="list-style-type: none"> Complete Policy Rewrite
5	November 2019	<ul style="list-style-type: none"> Changes made in accordance with Policy Review Project



Community Infrastructure Program Policy

Policy Identifier:	TRN-005-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	3

Head of Power

This Policy is consistent with the attributes of accountability, transparency, effectiveness, efficiency and sustainability as defined by the principles of the *Local Government Act 2009 (the Act)* and supports:

- Redlands 2030 Community Plan
- Corporate Plan 2018-2024
- Social Infrastructure Strategy 2017

Policy Objective

To afford the Mayor and Redland City Council (RCC) Councillors the opportunity to augment and improve the functionality, performance and condition of RCC assets, in alignment with Asset Services Management Plan (ASMP) and to enhance and not diminish asset service standards or impact/affect RCC policy direction.

The Community Infrastructure Program Guideline outlines how community focussed infrastructure requests will be initiated, assessed, scoped, assigned budget and delivered.

The CIP complements the core RCC ASMP driven initiatives and projects.

Annual CIP projects and the annual amount of CIP funding, allocated for use by the Mayor and RCC Councillors, will be determined and approved as a function and component of the RCC annual budget development process.

CIP funding is not "discretionary funds" as defined in the *Local Government Act 2009*, as CIP funds are allocated by resolution of Council and not at the sole discretion of an individual Councillor.

Policy Statement

Council is committed to:

- Communicating the policy objectives to support the initiation, planning, development and delivery stages of projects which constitute the Community Infrastructure Program (CIP).
- Ensuring the fair and equitable allocation of community infrastructure funds to projects that enable the delivery of community focussed infrastructure outcomes in a transparent and sustainable manner for the Redland City community.
- Only using CIP funding for the planning, design, delivery and commissioning of infrastructure projects on RCC owned assets and RCC owned and managed land.



Community Infrastructure Program Policy

Definitions

Term	Definition
Community infrastructure	Assets that are created, repurposed, renewed or expanded that are owned or managed by Council or located on Council owned or controlled land that benefit the community of Redland City.
Assets	Can be of a financial or non-financial nature (eg. operational in capital)
Asset Services Management Plan (ASMP)	The guiding plan for a network of asset services, and how these are managed from initiation through all stages of the asset life cycle.

Associated Documents

Local Government Act 2009
 Social Infrastructure Policy
 Enterprise Asset and Service Management Policy
 Public Open Space Policy

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	August 2017	<ul style="list-style-type: none"> New policy
2	July 2018	<ul style="list-style-type: none"> Change of responsible Group to City Infrastructure
3	November 2019	<ul style="list-style-type: none"> Changes made as per Governance recommendations
	December 2019	<ul style="list-style-type: none"> Readability (structure and order of paragraphs). No change to intent. Definitions added.



Roadside Memorials Policy

Policy Identifier:	TRN-006-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	3

Head of Power

Local Law No.1 (Administration) and its related Subordinate Local Law 1.1 (Alteration or Improvement to a Local Government Controlled Areas and Roads) allows Council to issue approvals for installing, changing, damaging or removing a structure in a local government controlled area or on a road.

Policy Objective

To outline Council's commitment to a sensitive and pragmatic approach to the installation of roadside memorials while ensuring safety for all members of the community.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Providing a compassionate and consistent approach to the placement, relocation and removal of roadside memorials.
- Taking account of the safety needs of all road users and the general community.
- Acknowledging the need for consultation between all affected parties.
- Managing its own assets in a responsible way and ensuring utility and emergency service assets are protected.
- Reducing safety risks to the community.

Definitions

Term	Definition
Roadside memorial	An object constructed, erected, planted or placed within the road reserve to memorialise a fatality in a vehicle related accident. Memorials may include the affixing of items such as flowers or memorabilia to existing infrastructure.

Associated Documents

Roadside Memorials Guideline ([A3169284](#))



Roadside Memorials Policy

Document Control

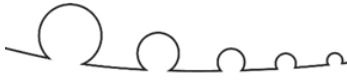
Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	June 2015	<ul style="list-style-type: none">• New policy
2	August 2018	<ul style="list-style-type: none">• Change of Responsible Group
3	December 2019	<ul style="list-style-type: none">• Changes made as per Governance recommendation Memo



Provision of Wastewater House Sewer Connection Policy

Policy Identifier:	WAT-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

Water Supply (Safety and Reliability) Act 2008
South-East Queensland Water (Distribution and Retail Restructuring) Act 2009

Policy Objective

To require property owners to fund the connection to the sewerage reticulation network within a defined timeframe from public notice.

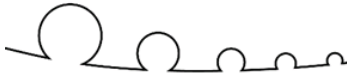
Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to providing wastewater house connections through processes that comply with Head of Power above and set out as follows:

- Council shall provide a maximum of 12 months' notice to property owners to complete such work enabling the premises to be connected to the sewerage reticulation network.
- The Chief Executive Officer (CEO) may approve a different connection period including a period of up to 36 months for larger council provided sewerage services. In these instances, the CEO can authorise the extended period after receiving a recommendation from Redland Water.
- Council shall notify residents that connection to the sewer is available as soon as construction and commissioning of the network has been completed. The notification will outline the appropriate maximum connection time.
- Wastewater rates shall be charged from the date of notification.
- The property owner on receipt of such notice above shall:
 - Make application and obtain all necessary approvals within the required timeframe to connect to the sewer reticulation network. The property owner will be required to contribute the fee for a wastewater connection to the wastewater main.
 - Undertake all required works on the property to ensure the property can be serviced by the wastewater network. These works to be funded by the property owner.

For Corporate Governance Use Only			
Department:	Infrastructure & Operations	Group:	Water & Waste Infrastructure
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Provision of Wastewater House Sewer Connection Policy

- This policy does not apply to properties subject to development applications, or reconfiguration in accordance with the Redlands Planning Scheme.

Definitions

Term	Definition
Sewerage Reticulation Network	A wastewater network of pipes including property connection sewers that receives sewage from customer properties.
Property Owners	The owner of a house, unit, apartment or vacant lot within the scheme land.

Associated Documents

Application of Wastewater Charges ([A196631](#))

Provision of Wastewater Services ([A3160185](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	June 2015	New Policy
2	Oct 2019	<ul style="list-style-type: none"> The commitments in the Policy Statement need to be bullets not numbers in keeping with our corporate style. A section for Definitions needs to be inserted after the Policy Statement. A section for Associated Documents needs to be inserted after the Definitions. A section for Document Control needs to be inserted above the Version Information.

For Corporate Governance Use Only			
Department:	Infrastructure & Operations	Group:	Water & Waste Infrastructure
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Water Sub-metering Policy

Policy Identifier:	WAT-002-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	1

Head of Power

South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 - Section 4(2)(b) provides for Redland City Council to deliver water services subject to this Act to customers in their local government area from 1 July 2012.

Local Government Act 2009 - Section 94 provides that a Council may levy utility charges.

Local Government Regulation 2012 - Section 99(1) provides that a Council may levy utility charges on any basis they consider appropriate.

Body Corporate and Community Management Act 1997 - Section 195 and 196 provide for the method of application of utility charges for Scheme land.

Building Units and Group Titles Act 1980 - Section 64 provides for the method of application of utility charges for Building Unit and Group Title Scheme land.

Queensland Plumbing and Wastewater Code – Section B

Water Supply (Safety and Reliability) Act 2008.

Water Act 2000 - Chapter 2A

Policy Objective

To allow for water sub-metering arrangements under an existing Community Title Scheme for individual units/lots built prior to 2008, where the owner/s wish to install at their own cost, individual meters to measure the supply of water used per lot.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Providing opportunities for individual units to track and pay for the water they use.
- Equity of water charges for residents in multi-unit developments.
- Increasing individual accountability for water consumption.

For Corporate Governance Use Only			
Department:	Infrastructure & Operations	Group:	Water and Waste Operations
			Page 1 of 2



Water Sub-metering Policy

Definitions

Term	Definition
Utility Charge	Section 92 of the <i>Local Government Act 2009</i> defines a utility charge as a charge for a service, facility or activity for utility services, one of which is water.
Water Sub-meter	Measures the water supplied to an individual lot, common property or part of the common property within the scheme. This can be contrasted to the master meter which measures the water supplied to the whole of the scheme land.
Water Sub-metering	The installation of individual water meters to measure water consumption to individual lots within either an existing or new community titles scheme.
Community Titles Scheme	A scheme registered in accordance with the <i>Body Corporate and Community Management Act 1997</i> in relation to certain freehold land. A community titles scheme is established by: <ul style="list-style-type: none"> The registration, under the <i>Land Title Act 1994</i>, or a plan of subdivision for identifying the scheme land for the scheme; and The recording by the registrar of the first community management statement for the scheme.
Unit/Lot owner	The owner of a house, unit, apartment or vacant lot within the scheme land.

Associated Documents

- Technical Specifications for Water Sub-metering of Community Title Schemes
- Water Sub-metering Guidelines
- Application to enter into a Community Title Scheme Water Sub-metering Billing Agreement
- Assessment checklist for Water Sub-meters
- Water Sub-metering Requirements
- Water Sub-metering Concept

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	November 2019	New policy

For Corporate Governance Use Only		
Department:	Infrastructure & Operations	Group: Water and Waste Operations



Work Health and Safety Policy

Policy Identifier:	WHS-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	6

Head of Power

This policy is consistent with Council's Corporate Plan and meets the requirements of Queensland legislation and associated Australian Standards.

Council is committed to comply with the *Work Health and Safety Act 2011*, the *Work Health and Safety Regulation 2011*, codes of practice and other safety guidance material.

Policy Objective

To support our corporate objectives of continuous improvement in health and safety and risk management practices and describe Council's commitment to work health, safety and wellbeing.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

The Safety, Health and Wellbeing of our employees and other workers is our number one priority. Being our number one priority, we look towards putting Safety-First in everything we do for Redlands.

Council is committed to:

- Actively pursuing a Safety First Culture and provide the resources necessary for this commitment.
- Ensuring the work health, safety and wellbeing of our people, by providing safe and healthy working conditions for the prevention of work-related injury and ill health specific to the nature of WH&S Risks and opportunities.
- Providing a framework for setting the WH&S objectives.
- Upholding our Safety First Values. We will act with courage to:
 - Speak up and inspire others to act safely
 - Always look for better ways to be safe
 - Be responsible for our own and other's safety.
- Complying with relevant health and safety legislation and other requirements placed upon Council, or to which Council subscribes.
- Establishing measurable objectives and targets for work health and safety to ensure continued improvement aimed at elimination of work-related illness and injury.



Work Health and Safety Policy

- The risk management process and ensuring consistency with the nature of workplace activities and scale of health and safety risks, to eliminate hazards and reduce WH&S risks.
- Providing continual improvement of health and safety management systems and training to all employees and other workers.
- Consulting with employees and other workers about work health and safety matters, ensuring their inclusion in decision-making where there is an impact on workplace health and safety.
- Providing health and safety information to workers and visitors.
- Effective implementation of the health and safety policy. Policy provisions shall be implemented consistently in all areas of business activity and on all sites where business activities are undertaken.

Safety is the responsibility of every person and requires the cooperation and participation of everyone in developing and maintaining the highest standard to ensure that health and safety forms an integral part of our daily operations.

Definitions

Nil

Associated Documents

Employee Assistance Program (EAP) ([A214633](#))
Guideline for Electrical Safety ([A214586](#))
Drug and Alcohol Guideline ([A214592](#))
Pre-Employment Health Assessments ([A214641](#))
Work Health and Safety Management ([A214664](#))
Work Health and Safety Information Systems ([A214623](#))
Permit to Work System ([A214601](#))
Guidelines for the Management of Psychosocial Risks at Work ([A214700](#))
Guideline for Ongoing Risk Management and Task Specific Work Practices ([A214696](#))
Guidelines for Fitness for Work ([A635596](#))
Wellness Program ([A214652](#))
Safety and Health Management in Quarry Operations ([A214602](#))
Safety and Health Management in Bio-Gas Operations ([A1559059](#))

Document Control

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Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.



Work Health and Safety Policy

Version Information

Version number	Date	Key Changes
3	August 2012	<ul style="list-style-type: none"> • Amendment from Workers to Employees • Inclusion of Safety First Values • Insertion of additional dot points in section relating to Senior Managers/Managers <ul style="list-style-type: none"> ○ Consulting with employees and their health and safety representatives at each step of the risk management process; ○ Supervisors and team leaders are the designated Persons conducting a business or undertaking, who are under the Work Health and Safety Act responsible for the employees under their direct control.
4	August 2015	Reviewed with no changes. Endorsed by the Executive Leadership Team on 3 August 2015
5	July 2017	Inclusion of compliance and awareness of safety in Policy Objective section; The order of dot points in the Council's commitment section has changed and expanded. Policy was endorsed by the Executive Leadership Team on 27 July 2017
6	November 2019	<ul style="list-style-type: none"> • Reviewed and updated to reflect ISO 45001 legislative requirement. • Updated in line with RCC FY18/19 Audit Plan on the Policy Management Framework Review



Trade Waste Policy

Policy Identifier:	WST-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

The *Local Government Act 2009* allows for the levying of utility charges and general charges.

The *Water Supply (Safety & Reliability) Act 2008* includes powers for regulating trade waste discharges to sewerage systems.

The Australian Sewage Quality Management Guidelines provide a framework for managing sewage to a sewerage system.

Policy Objective

To ensure the effective management of commercial and industrial wastewater discharged to the sewerage system which is in accordance with the principles of environmental sustainability and is in a manner which safeguards public health and employee safety and is consistent with Council's legal responsibilities and obligations.

To establish the framework for applying charges determined at the annual budget meeting.

Policy Statement

Redland City Council, through its Corporate Plan is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Developing, implementing and adequately resourcing the administration and enforcement of a trade waste plan which:
 - Is prepared in accordance with the *Water Supply (Safety and Reliability) Act 2008* and fulfils all Council's legal requirements and obligations under this Act.
 - Establishes adequate controls, systems, objectives, policy instruments and discharge standards consistent with the Australian Sewage Quality Management Guidelines.
 - Minimises its environmental liability.
- Recovering the cost of services to commerce and industry, including the cost of conveyance, treatment and any damage to the wastewater system.
- Applying a fair, consistent and transparent trade waste charging methodology which is in accordance with the *Local Government Act 2009*, the Australian Sewage Quality Management Guidelines and Council pricing models.

For Corporate Governance Use Only			
Department:	Infrastructure & Operations	Group:	Water & Waste Infrastructure
			Page 1 of 2



Trade Waste Policy

Definitions

Term	Definition
Trade waste	Water-borne waste from business, trade or manufacturing premises, other than waste that is a prohibited substance; or human waste; or stormwater.

Associated Documents

Trade Waste Plan Guideline ([A703706](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
3	November 2015	<ul style="list-style-type: none"> Change to Head of Power Removal of procedural detail
4	October 2018	<ul style="list-style-type: none"> Scheduled review with no changes.
5	September 2019	<ul style="list-style-type: none"> Administrative changes to formatting.

For Corporate Governance Use Only			
Department:	Infrastructure & Operations	Group:	Water & Waste Infrastructure
			Page 2 of 2



Landfill Remediation Separate Charge Policy

Policy Identifier:	WST-002-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	5

Head of Power

The Local Government Act 2009 allows for the levying of Landfill Remediation Separate Charge under section 94(1)(b)(iii).

Policy Objective

To commit to long term funding for the remediation of all closed landfills and manage financial, safety and environmental risks to meet statutory requirements and wider community benefit.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

In managing the Landfill Remediation Separate Charge, Council is committed to:

- Operating a closed landfill remediation program to manage functions such as environmental monitoring, site investigations, minor works, maintenance, design and major capping works on all closed landfills.
- Modelling a 10-year expenditure and funding plan for the closed landfill program that complies with Council's financial strategy and associated financial policies and inputs into the annual budget process.
- Ensuring expenditure is undertaken on the basis of reducing risk which will encompass compliance with legislation and other corporate and community values, site specific management issues, site use and intensification pressures.
- Ensuring expenditure is limited to 'closed landfill remediation', being actions and works that identify and rectify impacts and risks to the environment, infrastructure or community as a result of historic land filling activities. This does not include any other site or asset upgrade or improvements.
- Consideration of the opportunities and savings from economies of scale to be gained through project integration initiatives including forward planning and early consideration of Master Planning outcomes, stakeholder engagement activities, land use assessments and cross Council capital and operational planning.

For Corporate Governance Use Only			
Department:	Infrastructure and Operations	Group:	Water and Waste Infrastructure
			Page 1 of 2



Landfill Remediation Separate Charge Policy

Definitions

Term	Definition
Landfill	A site used for disposal of general solid waste by burial in the ground that is licensed as a landfill under the Environmental Protection Act 1994.
Closed Landfill	A site that was formally used for disposal of solid waste.
Closed Landfill remediation	Closed landfill sites undergoing final capping/ rehabilitation, aftercare management and environmental monitoring program.

Associated Documents

RCC Community Plan 2030
 RCC Corporate Plan
 Annual Operational Plan and Budget Book
 RCC Financial Strategy
 Redland Water & RedWaste Environmental Guideline ([A214687](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

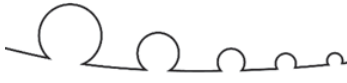
Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
2	March 2013	<ul style="list-style-type: none"> Updated to include funding for all closed landfills including the recently closed landfills at Birkdale and Giles Road Minor editing to consolidate the policy wording and include alignment with new related documents
3	November 2015	<ul style="list-style-type: none"> Change of name of related document Change to department and group
4	January 2019	<ul style="list-style-type: none"> Updated associated documents.
5	September 2019	<ul style="list-style-type: none"> Minor editing to consolidate the policy wording and include alignment with new related documents

For Corporate Governance Use Only			
Department:	Infrastructure and Operations	Group:	Water and Waste Infrastructure
			Page 2 of 2



Wastewater Inundation to Private Property Policy

Policy Identifier:	WW-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

Water Supply (Safety and Reliability) Act 2008
South-East Queensland Water (Distribution and Retail Restructuring) Act 2009

Policy Objective

To assist the community when their property becomes inundated with wastewater, and undertake the remedial measures set out in this policy. Remedial measures undertaken by Council will not be an admission of liability, rather conducted on a 'without prejudice' basis.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to achieving the following outcomes:

Immediate Action

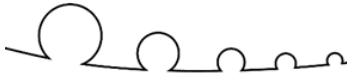
The Chief Executive Officer (CEO) or delegated officer nominated by the CEO shall be immediately informed and will be in charge of overseeing any remedial works that are done to restore the affected Council sewerage infrastructure as soon as practicably possible.

- In the event that a private building, residence or business premises suffers inundation from water or sewage that has emanated from the Council owned infrastructure, upon receipt of notification Council will carry out the appropriate actions in alignment with this policy.
- Council will undertake immediate action to cease or contain the inundation source. This may include the release of the sewer blockage with follow up removal of obstruction, temporary bunding to contain or redirect overland flow or valve isolation of pressure mains.

External Premises

- The response teams will clean all inundated external areas of the property to the best of their ability.
- External areas will be cleaned through the process of collecting and bagging debris
- Pooled sewage being redirected back to the sewer where possible
- Washing down hard surfaces and disinfecting all external surfaces, including the installation of barricades to prevent public access to the affected area where required.

For Corporate Governance Use Only		
Department:	Infrastructure and Operations	Group: Water and Waste Operations
		Page 1 of 2



Wastewater Inundation to Private Property Policy

Internal Premises

- In the event of internal inundation, no entry to the interior of the premises will occur by Council's employees.
- The home owner will be instructed to contact their insurer immediately and follow their insurer's instructions.
- The Council's employees shall not enter into any discussion with reference to liability or make any statement that may be construed as an admission of liability.
- In cases where Council is found by its insurer to be negligent in causing the water/sewage inundation, Council will be instructed by their insurer with how to deal with the claim which in some cases may involve ex-gratia payments to the affected home owner in rehabilitating their premises back to its original state and also compensating for other reasonable expenses incurred through the process.
- The Council's Risk & Liability manager is to be notified by the CEO or nominee in cases where property damage either internal or external and or health hazards are evident.
- In the event the owner of the premises is not satisfied with the measures taken by Council, they may make a written application or complaint to the Council for a determination in respect of the damages.

Definitions

Nil.

Associated Documents

Nil.

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	September 2016	New Policy
2	October 2019	Added headings: Head of Power; Definitions; Associated Documents; Document Control & other minor formatting to keep in with Corporate standards and Corporate style

For Corporate Governance Use Only			
Department:	Infrastructure and Operations	Group:	Water and Waste Operations
			Page 2 of 2



On-site Wastewater Management Policy

Policy Identifier:	WW-002-P
Approved by:	General Meeting
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	4

Head of Power

The *Planning Act 2016* refers assessment of plumbing and drainage development matters to the *Plumbing and Drainage Act 2018* (PDA).

The *Plumbing and Drainage Act 2018* requires local government to regulate on-site sewerage facilities with a peak design capacity to treat the sewage of less than 21 equivalent persons.

Policy Objective

To ensure through the plumbing application process that on-site sewerage facilities with a peak design capacity to treat the sewage of less than 21 equivalent persons are constructed, installed, modified and operated in a manner that prevents adverse impacts on the environment, human health and safety, and neighbourhood amenity.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Protecting land and water quality and human health and safety, from the impacts of on-site sewerage facilities.
- Facilitating the application and approval process associated with the construction, installation, modification and operation of on-site sewerage facilities.
- Providing guidance for construction, installation, modification and operation of on-site sewerage facilities.
- Providing for a range of on-site sewerage facilities that allow the user to decide on a system that meets their needs.
- Ensuring landowners and occupants are aware that duty of care for on-going maintenance and monitoring of on-site sewerage facilities is the responsibility of the landowner or occupant.
 - This policy and associated guidelines are to be used in the assessment of compliance permits under s.66 of the *Plumbing and Drainage Act 2018*.

Definitions

Nil

Associated Documents

On-site Wastewater Management Guideline ([A214588](#))

For Corporate Governance Use Only

Department: Community & Customer Services

Group: Environment & Regulation

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On-site Wastewater Management Policy

Document Control

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Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
3	May 2013	<ul style="list-style-type: none"> Amended reference to Department and Group
4	November 2019	<ul style="list-style-type: none"> Administrative changes required under policy framework review Changed responsible group from City Planning & Assessment to Environment & Regulation.

For Corporate Governance Use Only

Department: Community & Customer Services

Group: Environment & Regulation

Page 2 of 2



Qualification Requirements to Submit an On-Site Sewerage Design Policy

Policy Identifier:	WW-003-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	2

Head of Power

The *Planning Act 2016* refers assessment of plumbing and drainage development matters to the *Plumbing and Drainage Act 2018* (PDA).

The *Plumbing and Drainage Act 2018* requires local government to regulate on-site sewerage facilities with a peak design capacity to treat the sewage of less than 21 equivalent persons.

Policy Objective

To ensure through the plumbing application process that all information given to Council for the approval of an on-site sewerage system is supplied by the qualified/competent person.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Setting out qualification requirements for any person preparing information to be submitted with an on-site sewerage system design.
- Facilitating the application and approval process associated with the design of an on-site sewerage system.
- Detailing through approved guidelines the qualification requirements that Council considers a person to be qualified/competent.
- Ensure that only qualified/competent persons are designing on-site systems for our landowners.
- Protecting land and water quality and human health and safety from the impacts of on-site sewerage systems.

Definitions

Nil



Qualification Requirements to Submit an On-Site Sewerage Design Policy

Associated Documents

On-site Wastewater Management Guideline ([A214588](#))

Qualification Requirements to Submit an On-Site Sewerage Design Guideline ([A2163075](#))

Document Control

Only Council can approve amendments to this document by resolution of a General Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
1	January 2017	<ul style="list-style-type: none">New Policy
2	December 2019	<ul style="list-style-type: none">Administrative updates required under Policy Framework Review.

ATTACHMENT 3

Reclassified from Policy to Administrative Directive

	Old Policy #	New Document #	Admin Directive Name	Department
1.	POL-2127	PAC-001-A	Human Resource Management	Office of CEO
2.	POL-3019	PAC-002-A	Senior Manager's Remuneration (under review)	
3.	POL-0001	GOV-018-A	Policy, Guideline and Procedure Development	Organisational Services
4.	POL-3118	AST-002-A	Asset and Service Management	
5.	POL-3018	CPP-001-A	Corporate Performance Management	
6.	POL-3131	CPP-002-A	Capital Portfolio Prioritisation (Was Capital Works Prioritisation)	
7.	POL-3005	CPP-003-A	Strategic Planning	
8.	POL-3072	ENG-002-A	Communications	
9.	POL-3010	FIN-007-A	Constrained Cash Reserves	
10.	POL-1939	FIN-010-A	Financial Reporting Framework	
11.	POL-2528	FIN-013-A	Asset Accounting	
12.	POL-3066	GTS-002	External Funding of Projects and Activities	
13.	POL-2812	FLT-001-A	Staff Passenger Vehicle Fleet	
14.	POL-1001	IM-001-A	Identity Management	
15.	POL-1002	IM-002-A	Data Management	
16.	POL-1003	IM-003-A	Enterprise Content Management	
17.	POL-1004	IM-004-A	Application Management	
18.	POL-1006	IM-005-A	Cloud Service	
19.	POL-1008	IM-006-A	Business Intelligence	
20.	POL-1009	IM-007-A	Information Management Change Management	
21.	POL-3104	IM-009-A	Remotely Piloted Aircrafts (RPAs)(under review)	
22.	POL-2701	RAL-001-A	Enterprise Risk Management	
23.	POL-2749	RAL-002-A	Workers' Compensation Self-Insurance Licence	
24.	POL-2641	TSM-001-A	Tourism Development	
25.	POL-3022	CDV-004-A	Graffiti Management and Prevention	
26.	POL-3033	ENV-003-A	Qualification Requirements to Submit an On-site Sewerage System	
27.	POL-3035	CDV-006-A	Seniors	
28.	POL-3087	CDV-007-A	Strong Communities	
29.	POL-3113	CDV-008-A	Child and Youth Friendly Redlands	
30.	POL-3062	CDV-011-A	Sharps Management	
31.	POL-2884	INV-001-A	Economic Sustainability	
32.	POL-3062	PH-001-A	Mosquito Management	
33.	POL-3047	ART-003-A	Redland Art Gallery Collection	
34.	POL-3048	ART-004-A	Redland Art Gallery Exhibition	
35.	POL-3088	SP-001-A	Social Infrastructure	Infrastructure & Operations
36.	POL-3004	AST-001-A	Naming of Infrastructure Assets	
37.	POL-3118	AST-002-A	Asset and Service Management	
38.	POL-3110	OSM-001-A	Public Open Space	
39.	POL-3030	OSM-002-A	Temporary Commercial use of Public Open Space	
40.	POL-3115	SPT-001-A	Community Halls and Precincts	
41.	POL-3029	SPT-002-A	Supply and Management of Sports Field Lighting and Associated Electrical Equipment	
42.	POL-2873	TRN-001-A	Leasing of Advertising Space on Bus Shelters and Seats	
43.	POL-2384	TRN-003-A	Local Area Traffic Management	

ATTACHMENT 4

Policies to be made Obsolete

	Policy #	Policy Name	Department	Comments
1.	POL-0716	Employee Code of Conduct	Office of CEO	This document is currently under review and will become an internal facing document.
2.	POL-3089	Back to Basics	Office of CEO	The principles described in this policy are exercised through a business as usual approach.
3.	POL-0001	Policy, Guideline and Procedure Development Manual	Organisational Services	To be made into a manual
4.	POL-3042	Change of Ownership Fee – Exemptions	Organisational Services	Updates to Discounts and Waivers of Fees, Charges and Infringements Policy has determined this policy obsolete.
5.	POL-3036	Recovery from Third Parties	Organisational Services/I&O	Policy not required as this is covered by the Asset and Risk Management Framework.
6.	POL-3058	Wastewater Main Extensions for Commercial Properties and multi-unit Dwellings at Point Lookout	Infrastructure & Operations	This policy was instigated many years ago to enable individual properties to be provided with a sewer connection during the period where we restricted the number of new connections due to lack of capacity at the treatment plant. The policy was set up because commercial/multi-unit dwelling developments invariably did not have sufficient land area to accommodate onsite septic or treatment systems. Now that the treatment plant has sufficient capacity and RCC is undertaking a program to construct reticulated sewerage across Pt Lookout all properties will be provided with a sewer connection. If in the future a development requires a change to the existing sewer connection for some reason this will be managed under current standard processes relating to sewer connections
7.	POL-3093	Corporate Sustainable Population Management Policy	Infrastructure & Operations	This policy doesn't have any legal effect and therefore is to be made obsolete.
8.	POL-3122	Public Toilet Provision	Infrastructure & Operations	To be made obsolete. The service will be managed by 'levels of service provisions'

13.3 GOV-006-P BENEFITS AND GIFTS POLICY - NEW POLICY**Objective Reference:** A4633408**Authorising Officer:** John Oberhardt, General Manager Organisational Services**Responsible Officer:** Tony Beynon, Group Manager Corporate Governance**Report Author:** Kristene Viller, Policy and Local Laws Coordinator**Attachments:** 1. GOV-006-P Benefits and Gifts Policy [↓](#)**PURPOSE**

To seek adoption of GOV-006-P Benefits and Gifts Policy. This policy provides a head of power for the acceptance of gifts by a Councillor or Council employee.

BACKGROUND

The *Local Government Regulation 2012* outlines the parameters for a Councillor, Chief Executive Officer or Senior Executive in relation to the acceptance of gifts totalling more than \$500. Council's Code of Conduct outlines the threshold for the receipt of gifts for all other employees.

ISSUES

Councillors and Council employees hold a position that involves public trust. This means that duties must be carried out impartially and with integrity. Consequently, it is not appropriate for Councillors or Council employees to be offered, to accept or to give gifts and benefits that affect, may be likely to affect, or could reasonably be perceived to affect, the performance of their official duties.

Adoption of this policy will formalise the recording of gifts or benefits received by a Councillor or Council employee and provide transparency for the community.

STRATEGIC IMPLICATIONS**Legislative Requirements**

The *Local Government Regulation 2012* schedule 5, section 12 provides the framework for the receiving and recording of gifts totalling more than \$500. This process has been followed in the preparation of this policy.

Risk Management

The risks associated with the preparation of this policy have been managed by ensuring the process to draft the policy is in accordance with Council's Policy Framework and Policy Instrument Development Manual.

Financial

Adoption of this policy has no financial implications for Council. Failure to adhere to the requirements of the Policy could result in financial penalties for breach of the provisions of the *Local Government Regulation 2012*.

People

There are no people implications associated with this policy.

Environmental

There are no environmental implications associated with this policy.

Social

There are no social implications associated with this policy.

Human Rights

In accordance with section 58 of the *Human Rights Act 2019*, consideration has been given to the relevant human rights in particular section 25 Privacy and Reputation, when drafting this policy.

Alignment with Council's Policy and Plans

This policy is in keeping with Council's Corporate Plan Priority 8, Inclusive and Ethical Governance for deep engagement, quality leadership at all levels, transparent and accountable democratic processes and a spirit of partnership between the community and Council.

CONSULTATION

Consulted	Consultation Date	Comments/Actions
Acting Policy and Local Laws Coordinator	October 2019	Facilitated the development of the Benefits and Gifts Policy and part of Councils overall policy review project.
Acting Governance Services Manager	November 2019	Drafted the Benefits and Gifts policy
Group Manager Corporate Governance	December 2019	Review and approval of Benefits and Gifts policy.

OPTIONS**Option One**

That Council resolves to adopt GOV-006-P - Benefits and Gifts Policy as attached to the report.

Option Two

That Council resolves not to adopt GOV-006-P- Benefits and Gifts Policy.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/158

Moved by: Cr Mark Edwards

Seconded by: Cr Wendy Boglary

That Council resolves to adopt GOV-006-P - Benefits and Gifts Policy, as attached to the report.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.



Benefits & Gifts Policy

Policy Identifier:	GOV-006-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2023
Version:	1

Head of Power

Schedule 5, Section 12 of the *Local Government Regulation 2012* sets the parameters for a Councillor, Chief Executive Officer and Senior Executive regarding gifts totalling more than \$500.

Council's Code of Conduct Policy provides the direction for Council employees in relation to gifts and the various thresholds for declaration.

Policy Objective

The objective of this policy is to provide a framework for the management of gifts and benefits received by Councillors and Council employees, in accordance with the parameters and requirements of the *Local Government Regulation 2012*, Council's Employee Code of Conduct and *Code of Conduct for Councillors in Queensland*.

This Policy does not address "electoral donations" or "electoral gifts" disclosure requirements for Councillors and Elected Officials. Further advice in relation to these matters can be obtained by contacting the Electoral Commission of Queensland.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Councillors and Council employees hold a position that involves public trust. This means that duties must be carried out impartially and with integrity. Consequently, it is not appropriate for Councillors or Council employees to be offered, to accept or to give gifts and benefits that affect, may be likely to affect or could reasonably be perceived to affect, the performance of their official duties.

Council is committed to:

- Recording gifts or benefits received by a Councillor or Council employee in accordance with approved thresholds.
- Ensuring Council employees do not ask or encourage the giving of any form of benefit or gift in connection with the performance of their official duties.
- Ensuring Councillors and Senior Executives are aware of their legislative obligations in relation to registers of interest.
- Publishing updated registers of interest for Councillors on the website following receipt of a benefit or gift.



Benefits & Gifts Policy

Definitions

Term	Definition
Gift (for the purpose of this Policy)	<p>The receipt of a benefit or item and includes:</p> <ul style="list-style-type: none"> Loans of money, including provision of overdraft facilities (e.g. credit card or guarantor for a loan). The sale of virtual property with a sale price below proper valuation. Hospitality, including meals, entertainment and accommodation. Conferences (not paid by Council or personally), sporting and cultural activities. All travel (not paid by Council or personally). Associations, organisations and memberships (not paid by Council or personally). The transfer of money or property. The provision of use of property, equipment or services free of charge, at a reduced rate, for a period of time or an unspecified period (e.g. use of a holiday unit).
Exclusions	<p>Items which can be regarded as mementos such as ties, cuff-links, pens, stationery or the like, the fair market price of which would not exceed gift declaration guidelines at the time of purchase and at the place of purchase.</p> <p>Items provided to employees or Councillors under an approved reward program e.g. years of service recognition.</p> <p>Gifts received from family members or personal friends (except where they are a Council employee and/or Councillor) offered in a purely personal capacity.</p> <p>If a gift over the Gift Declaration Limit does not need to be disclosed under this policy, but the gift may give rise to an actual or perceived conflict of interest it must be disclosed via the Council's "conflicts of interest disclosure" process.</p>
Council employee	<p>Includes the:</p> <p>Chief Executive Officer;</p> <p>Members of the Executive Leadership Team; and</p> <p>All other permanent, temporary and casual employees.</p>

Associated Documents

Local Government Act 2009
Local Government Regulation 2012
Code of Conduct for Councillors in Queensland
 Public Interest Disclosure Policy ([A3154424](#))
 Employee Code of Conduct ([A196608](#))
 Benefits and Gifts Guideline ([A4210927](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.



Benefits & Gifts Policy

Version Information

Version number	Date	Key Changes
1	December 2019	New Policy

13.4 2020-2021 INVESTMENT POLICY, APPLICATION OF DIVIDENDS AND TAX EQUIVALENT PAYMENTS POLICY AND CONSTRAINED CASH RESERVES ADMINISTRATIVE DIRECTIVE.**Objective Reference:** A4633403**Authorising Officer:** Deborah Corbett-Hall, Chief Financial Officer**Responsible Officer:** Deborah Corbett-Hall, Chief Financial Officer**Report Author:** Katharine Bremner, Budget and Systems Manager**Attachments:**

1. [FIN-001-P Investment Policy](#) ↓
2. [FIN-005-P Application of Dividends and Tax Equivalent Payments Policy](#) ↓
3. [FIN-007-A Constrained Cash Reserves Administrative Directive](#) ↓

PURPOSE

The purpose of this report is to present to Council for adoption the Investment Policy, Application of Dividends and Tax Equivalent Payments Policy and Constrained Cash Reserves Administrative Directive for 2020-2021.

BACKGROUND

Council reviewed these policies and administrative directive on 7 May 2020 as part of a budget development workshop for the 2020-2021 annual budget.

Council is required by the *Local Government Act 2009* to have an investment policy as part of Council's system of financial management.

The Application of Dividends and Tax Equivalent Payments Policy was created to capture the utilisation of returns from Council's commercial business activities and other commercial opportunities of council.

The requirements of constrained cash reserves were previously outlined in the *Local Government Act 2009*. Whilst there is no longer the legislative requirement to gain council resolutions for establishment, utilisation and closure of reserves, Council reserves are reconciled and reported on a monthly basis. Additionally, the Queensland Audit Office expects annual financial statements to demonstrate that reserves are a subset of cash balances at year end.

ISSUES

Council discussed the attached policies as part of its 2020-2021 annual budget development process. The policy intent remains unchanged for all three documents.

STRATEGIC IMPLICATIONS

Council's Investment Policy outlines Council's investment objectives and overall risk philosophy and Council's procedures for achieving the investment goals stated in the policy. Surplus funds can either be invested or utilised to accelerate debt reduction (with possible early repayment penalties) or a combination of the two approaches.

Council receives dividends and tax equivalent payments from its commercial business activities (namely Redland Water and RedWaste). All financial returns to Council will be applied to the provision of a community benefit.

Council continues to document its position on constrained cash reserves to demonstrate accountability and transparency to the community on cash balances that are constrained for particular purposes.

Legislative Requirements

Section 104 of the *Local Government Act 2009* requires that a local government establishes a system of financial management to ensure financial sustainability. A local government is financially sustainable if the local government is able to maintain its financial capital and infrastructure capital over the long-term.

Section 104(5) of the *Local Government Act 2009* and section 191 of the *Local Government Regulation 2012* require a Local Government to have and adopt an investment policy as part of its financial management system. The policy must be regularly reviewed and updated as necessary and Council reviews and updates its key financial policies at least annually. Under Section 191 of the *Local Government Regulation 2012*, an investment policy is required to outline a local government's investment objectives and its overall risk philosophy and procedures for achieving the goals related to investment stated in the policy.

Risk Management

Council's Long-Term Financial Strategy contains risks, issues and mitigation strategies aligned to the investment of surplus funds, revenues, expenditures and cash balances influencing the reserve balances and associated movements in reserves.

These risks are reviewed at least annually and no material risks are currently identified with respect to managing Council's investments.

Council reports full details of its reserve balances and movements on a monthly basis to monitor reserve usage and also provide the community with transparency.

Council receives revenue streams from its commercial business activities in accordance with the Local Government Tax Equivalent Regime and may also receive dividends and other returns from investments in associates, subordinates or other entities.

Financial

There are no direct financial impacts to Council resulting from this report. The 2020-2021 Investment Policy continues to include options for investing in commercial opportunities, joint ventures, associates and subsidiaries in the future. Prior to investment, a comprehensive analysis will be undertaken to ensure the benefits of the investment outweigh the risks and costs. The analysis will ensure any proposal for investment outside a financial institution/fund manager will maintain or improve all relevant financial ratios and measures of sustainability within the adopted Financial Strategy targets. Any investment outside of a financial institution/fund manager must also be consistent with the principles and objectives contained in Council's Revenue and Dividend Policies.

Reserve movements are transfers in community equity and only constrain cash for particular works that feature in annual or long-term operational or capital programs.

People

Nil impact expected as the scopes of the attached policies and administrative directive are investment of surplus funds, dividends and tax equivalents and constrained cash reserves for the 2020-2021 financial year.

Environmental

Nil impact expected as the scopes of the attached policies and administrative directive are investment of surplus funds, dividends and tax equivalents and constrained cash reserves for the 2020-2021 financial year.

Social

Nil impact expected as the scopes of the attached policies and administrative directive are investment of surplus funds, dividends and tax equivalents and constrained cash reserves for the 2020-2021 financial year.

Human Rights

Nil impact expected as the scopes of the attached policies and administrative directive are investment of surplus funds, dividends and tax equivalents and constrained cash reserves for the 2020-2021 financial year.

Alignment with Council's Policy and Plans

This report aligns with Council's 2018-2023 Corporate Plan key outcome:

8 Inclusive and Ethical Governance

Deep engagement, quality leadership at all levels, transparent and accountable democratic processes and a spirit of participation between the community and Council will enrich residents' participation in local decision-making to achieve the community's Redlands 2030 vision and goals.

8.2 Council produces and delivers against sustainable financial forecasts as a result of best practice Capital and Asset Management Plans that guide project planning and service delivery across the city.

CONSULTATION

Consulted	Consultation Date	Comments/Actions
Financial Services Group officers	April 2020	Review of current financial policy and administrative directive documents
Finance officers, Councillors and Executive Leadership Team	7 May 2020	2020-2021 Budget Workshop – opportunity to review and amend the policies and administrative directive

OPTIONS**Option One**

That Council resolves as follows:

1. To adopt the policies in Attachment 1 and 2 of the report for 2020-2021:
 - a) FIN-001-P Investment Policy
 - b) FIN-005-P Application of Dividends and Tax Equivalent Payments Policy
2. To note FIN-007-A in Attachment 3 Constrained Cash Reserves Administrative Directive.

Option Two

That Council resolves to request additional information or amendments to the attached prior to adoption.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/159

Moved by: Cr Peter Mitchell

Seconded by: Cr Tracey Huges

That Council resolves as follows:

- 1. To adopt the policies in Attachment 1 and 2 of the report for 2020-2021:**
 - a) FIN-001-P Investment Policy**
 - b) FIN-005-P Application of Dividends and Tax Equivalent Payments Policy**
- 2. To note FIN-007-A Constrained Cash Reserves Administrative Directive.**

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.



Investment Policy

Policy Identifier:	FIN-001-P
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2021
Version:	12

Head of Power

Local Government Act 2009 (Act)

Section 104 requires a local government to establish a system of financial management that includes various financial policies, including an investment policy.

The Act also defines Council as a statutory body and subsequently Council must also consider the *Statutory Bodies Financial Arrangements Act 1982*.

Local Government Regulation 2012

Section 191 requires a local government to prepare and adopt an investment policy for a financial year.

This policy applies to Council's investment in wholly owned subsidiaries.

Policy Objective

To maximise earnings from authorised financial investments of surplus funds after assessing and minimising all associated risks in accordance with the annually revised and adopted Long-Term Financial Strategy (Financial Strategy). Further, to comply with section 191 of the *Local Government Regulation 2012*, this policy outlines Council's investment objectives, overall risk philosophy and procedures for achieving the goals related to investment stated in this policy.

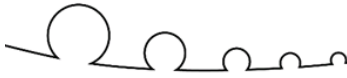
This policy applies to all of Redland City Council business areas. Redland Investment Corporation (RIC), being a wholly owned separate legal entity, and any of its subsidiaries may utilise the provisions of this policy but are not bound to the Redland City Council policy statements as outlined in this document.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to achieving this goal through the following procedures:

- Investing only in investments as authorised under current legislation.
- Investing only with approved institutions.
- Investing to facilitate diversification and minimise portfolio risk.
- Investing to protect the capital value of investments (balancing risk with return opportunities).
- Investing to facilitate working capital requirements.



Investment Policy

- Reporting on the performance of its investments on a monthly basis as part of the monthly financial reports to Council.
- Conducting an annual review of all investments and associated returns as part of the annual review of the Long-Term Financial Strategy.
- Ensuring no more than 30% of Council's investments are held with one financial institution, or one fund manager for investments outside of the Queensland Treasury Corporation or the Queensland Investment Corporation cash funds or Bond Mutual Funds.

Council will follow an active investment management strategy over the next ten financial years in order to maximise the returns generated from investing cash balances.

Council may also consider investing in commercial opportunities, joint ventures, associates and subsidiaries. Prior to investment, a comprehensive analysis will be undertaken to ensure the benefits of the investment outweigh the risks and costs. The analysis will ensure any proposal for investment outside a financial institution/fund manager will maintain or improve all relevant financial ratios and measures of sustainability within adopted Financial Strategy targets. Any investment outside of a financial institution/fund manager must also be consistent with the principles and objectives contained in Council's Revenue and Dividend Policies.

Definitions

Nil

Associated Documents

Long Term Financial Strategy

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
9	April 2017	<ul style="list-style-type: none"> • Updated for Budget 2017-2018 process (only approval, effective and review dates changed) • Updated Head of Power to add sentence regarding application to subsidiaries. • Changed 'UBS Bank Bill Index' to 'Bloomberg AusBond Bank Bill index'
10	March 2018	<ul style="list-style-type: none"> • Updated for Budget 2018-2019 process (only approval, effective and review dates changed) • Inclusion of Policy Scope to clarify RIC is a separate legal entity • Update for consistency with other financial policies and referencing the Regulation
11	March 2019	<ul style="list-style-type: none"> • Updated for 2019-20 Budget process • Minor amendments to Policy Statement 3 - removal of reference to the Bloomberg AusBond BankBill Index following discussion during the budget



Investment Policy

Version number	Date	Key Changes
		workshops that one benchmark or index is too specific to warrant inclusion in a policy. No change to policy intent.
12	May 2020	<ul style="list-style-type: none">• Inclusion of Document Control section.• Updates in line with policy framework review• Updated for 2020-21 Budget process



Application of Dividends and Tax Equivalent Payments Policy

Policy Identifier: FIN-005-P
 Approved by: General Meeting
 Date of Approval: 10 June 2020
 Effective Date: 10 June 2020
 Review Date: 10 June 2021
 Version: 7

Head of Power

The establishment of this policy is consistent with the *Local Government Act 2009*, *Local Government Regulation 2012* and also the Local Government Tax Equivalent Regime (LGTER).

Policy Objective

The objective is to clarify Council's intention for its use of financial returns received from commercialised or corporatised business activities and any subsidiaries or associates.

This policy applies to all of Redland City Council business areas. Redland Investment Corporation (RIC), being a wholly owned separate legal entity, and any of its subsidiaries may utilise the provisions of this policy but are not bound to the Redland City Council policy statements as outlined in this document.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council:

- Receives dividends and tax equivalent payments from its commercialised business activities.
- Receives dividends from its wholly owned subsidiary RIC.
- Will look to receive dividends and tax equivalent payments from any corporatised business activities, subsidiaries or associates in the future.

Council is committed to:

- Transparently accounting, reconciling and reporting the receipt of such financial returns in accordance with the Australian Accounting Standards, the LGTER and, where applicable, the *Local Government Regulation 2012* (including, in particular, section 25 and schedule 4, section 8).
- Applying all financial returns to the provision of community benefit.

Definitions

Nil

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Department:	Organisational Services	Group: Financial Services
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Application of Dividends and Tax Equivalent Payments Policy

Associated Documents

Long-Term Financial Strategy

Annual Budget

Annual Report

Dividend Policy – Significant and Prescribed Business Activities ([A196653](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
4	April 2017	<ul style="list-style-type: none"> Updated for Budget 2017-2018 process (only approval, effective and review dates changed) Document control section deleted
5	March 2018	<ul style="list-style-type: none"> Updated for Budget 2018-2019 process (only approval, effective and review dates changed) Inclusion of Policy Scope to clarify RIC is a separate legal entity Added in reference to RIC dividend received Added in reference to regulation in policy statement
6	March 2019	<ul style="list-style-type: none"> Updated for 2019-20 Budget process Inclusion of Document Control section
7	May 2020	<ul style="list-style-type: none"> Formatting changes per recommendations arising from Policy Review Project. Updated for 2020-21 Budget process

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Department:	Organisational Services	Group:	Financial Services
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Constrained Cash Reserves Administrative Directive

Admin Directive Identifier:	FIN-007-A
Approved by:	General Meeting
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2021
Version:	7

Head of Power

Local Government Act 2009

Section 104 requires a local government to establish a system of financial management to ensure financial sustainability. Under section 104(2), a local government is financially sustainable if the local government is able to maintain its financial capital and infrastructure capital over the long-term.

Objective

To ensure Council's constrained cash reserves:

- Are only restricting funds received or levied for a specific purpose and/or have identified obligations tied to them.
- Are only used for identified planned expenditure.
- Do not exceed cash balances at the end of the financial year, to align with the disclosure requirements of the Department of Local Government, Racing and Multicultural Affairs and the Queensland Audit Office.

This policy applies to all of Redland City Council business areas. Redland Investment Corporation (RIC), being a wholly owned separate legal entity, and any of its subsidiaries may utilise the provisions of this policy but are not bound to the Redland City Council policy statements as outlined in this document.

Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council's philosophy is to ensure funds held in constrained cash reserves are restricted to deliverables consistent with the:

- *Planning Act 2016* (sections 120 and 143) which requires that a levied charge may be only for extra demand placed on trunk infrastructure that development will generate, and may only be used to provide trunk infrastructure.
- Long-Term Financial Strategy
- Long-Term Asset and Service Management Plan
- Corporate Plan

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Department: Organisational Services

Group: Financial Services

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Constrained Cash Reserves Administrative Directive

- Annual Operational Plan and Budget

Council is committed to achieving this goal by:

- Reporting on constrained cash reserves on a monthly basis as part of the monthly financial reports to General Meeting.
- Reporting constrained cash reserves as a subset of cash balances in annual statutory reporting.
- Ensuring constrained cash reserves do not exceed cash balances at the end of the financial year.
- Conducting regular reviews of all constrained cash reserves for relevance and future requirements in accordance with the Long-Term Financial Strategy and other appropriate strategies and plans.
- Ensuring that infrastructure charges are constrained for the purposes of new trunk infrastructure and not renewal work.
- Reviewing forecast reserve movements as an integral part of the annual budget development process.
- Transferring funds from constrained cash reserves back to retained earnings when the purpose of the reserve is no longer valid or required or when the funds have been expended on planned works.

Definitions

Nil

Associated Documents

Constrained Cash Reserves Guideline ([A3169951](#))

Document Control

Only the CEO can approve major amendments to this document and the relevant ELT member can approve minor amendments. Refer to the *Policy Instrument Development Manual* for an explanation on major and minor amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
4	April 2017	<ul style="list-style-type: none"> • Updated for Budget 2017-2018 process
5	March 2018	<ul style="list-style-type: none"> • Updated for the Budget 2018-19 process • Addition of comments regarding trunk infrastructure and application to new infrastructure only • Inclusion of Policy Scope to clarify RIC is a separate legal entity • Updated State Government Department name from Department of Infrastructure, Local Government and Planning to Department of Local Government, Racing and Multicultural Affairs • Head of Power updated to reference Local Government Act 2009 • Policy Statement amended to clarify Local Planning Act 2016 references

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Department: Organisational Services

Group: Financial Services

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Constrained Cash Reserves Administrative Directive

Version number	Date	Key Changes
6	March 2019	<ul style="list-style-type: none">• Updated for the 2019-20 Budget process• Inclusion reference to related documents• Inclusion of Document Control section
7	May 2020	<ul style="list-style-type: none">• Updated per recommendations arising from the Review of Finance Policies project.• Updated for 2020-21 Budget process

13.5 2020-2021 REVENUE POLICY**Objective Reference:** A4633409**Authorising Officer:** Deborah Corbett-Hall, Chief Financial Officer**Responsible Officer:** Deborah Corbett-Hall, Chief Financial Officer**Report Author:** Katharine Bremner, Budget and Systems Manager
Noela Barton, Service Manager Financial Operations**Attachments:** 1. FIN-017-P Revenue Policy [↓](#)**PURPOSE**

The purpose of this report is to present to Council for adoption the Revenue Policy for 2020-2021.

BACKGROUND

Council reviews its Revenue Policy (Policy) annually in sufficient time to allow an annual budget, which is consistent with the policy, to be adopted for the next financial year.

Council reviewed the Revenue Policy on 30 April 2020 as part of a budget development workshop for the 2020-2021 annual budget.

ISSUES

In accordance with section 193(1)(a) of the *Local Government Regulation 2012* (Regulation), the policy outlines the principles Council intends to apply in a financial year for:

- levying of rates and charges
- granting concessions for rates and charges
- recovering overdue rates and charges
- cost-recovery methods

Further, pursuant to sections 193(1)(b) and (c) of the Regulation, this policy also covers the purpose why concessions are granted and the extent to which physical and social infrastructure costs for new development are funded by charges for the development.

STRATEGIC IMPLICATIONS**Legislative Requirements**

According to Section 104(5)(c)(iii) of the *Local Government Act 2009*, the system of financial management established by Council must include a Revenue Policy.

Section 169 of the *Local Government Regulation 2012* requires that a local government's budget for each financial year must contain a Revenue Policy.

Section 193 of the *Local Government Regulation 2012* requires the Revenue Policy to be reviewed annually and in sufficient time to allow an annual budget to be adopted for the next financial year.

This section also provides the list of content that must be covered in a Revenue Policy.

Risk Management

Council's Long Term Financial Strategy contains risks, issues and mitigation strategies aligned to revenue and pricing. Additionally, the Financial Services Group quarterly reviews its risk register to ensure policies and practices are current and responsive to corporate revenue risks.

Legal review has recommended a minor change to wording in the section 'Recovering Overdue Rates and Charges' to ensure compliance with Chapter 4, Part 10 Concessions. The wording has changed from:

'In accordance with section 120(1)(c), 121(1)(b) and 122(1)(b) of the Regulation, Council will continue to provide flexibility to rate payers and sundry debtors experiencing demonstrated financial hardship by entering into short to long term concessional arrangements.'

to:

'In accordance with section 120(1)(c), 121(1)(b) and 122(1)(b) of the Regulation, Council may consider granting a concession for rates and charges to ratepayers experiencing demonstrated financial hardship upon receipt of an application for assessment by Council.'

Financial

The financial implications and intent contained within the attached policy have been workshopped with Councillors and the Executive Leadership Team in sufficient time to allow an annual budget, which is consistent with the policy, to be adopted for the next financial year.

People

Nil impact is expected as the purpose of the report is to present the Revenue Policy for 2020-2021 to Council for adoption.

Environmental

Nil impact is expected as the purpose of the report is to present the Revenue Policy for 2020-2021 to Council for adoption.

Social

Nil impact is expected as the purpose of the report is to present the Revenue Policy for 2020-2021 to Council for adoption.

Human Rights

Nil impact is expected as the purpose of the report is to present the Revenue Policy for 2020-2021 to Council for adoption.

Alignment with Council's Policy and Plans

This report has a relationship with the following items of Council's 2018-2023 Corporate Plan:

8 Inclusive and Ethical Governance

Deep engagement, quality leadership at all levels, transparent and accountable democratic processes and a spirit of partnership between the community and Council will enrich residents' participation in local decision-making to achieve the community's Redlands 2030 vision and goals.

- 8.2 Council produces and delivers against sustainable financial forecasts as a result of best practice Capital and Asset Management Plans that guide project planning and service delivery across the city.

CONSULTATION

Consulted	Consultation Date	Comments/Actions
Finance Officers/Executive Leadership Team/Councillors	24 October 2019	Financial Strategy Workshop – reviewed as part of the overview of the rating parameters
Finance Officers/Executive Leadership Team/Councillors	30 April 2020	2020-2021 Budget Workshop – opportunity to review and amend the policy

OPTIONS

Option One

That Council resolves to adopt the attached 2020-2021 Revenue Policy pursuant to section 193(3) of the *Local Government Regulation 2012*.

Option Two

That Council resolves to amend the attached 2020-2021 Revenue Policy prior to its adoption.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/160

Moved by: Cr Mark Edwards

Seconded by: Cr Rowanne McKenzie

That Council resolves to adopt the attached 2020-2021 Revenue Policy pursuant to section 193(3) of the *Local Government Regulation 2012*.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.



Revenue Policy

Policy Identifier:	FIN-017-P
Date of Approval:	10 June 2020
Effective Date:	10 June 2020
Review Date:	10 June 2021
Approved by:	General Meeting
Version:	19

Head of Power

According to section 104(5)(c)(iii) of the *Local Government Act 2009* (Act), the system of financial management established by Council must include a revenue policy.

Section 169(2)(c) of the *Local Government Regulation 2012* (Regulation) requires a local government to include in its financial budget a revenue policy. Section 170 of the Regulation requires a local government to adopt a budget each financial year.

Section 193(3) of the Regulation requires a local government to review its revenue policy annually in sufficient time to allow an annual budget that is consistent with the revenue policy to be adopted for the next financial year.

Policy Objective

In accordance with section 193 of the Regulation, this Revenue Policy states:

- The principles that Council intends to apply in the 2020-21 financial year for:
 - Levying of rates and charges
 - Granting concessions for rates and charges
 - Recovering overdue rates and charges
 - Cost-recovery methods
- The purpose for concessions that Council intends to grant for rates and charges.
- The extent to which physical and social infrastructure costs for a new development are to be funded by charges for the development.

This Revenue Policy also states principles that Council intends to apply in a financial year for:

- Community service obligations
- Applying user pays models
- Raising revenue from commercial activities
- Raising revenue from other external sources

This policy applies to all of Redland City Council business areas. Redland Investment Corporation (RIC), being a wholly owned separate legal entity, and any of its subsidiaries may utilise the provisions of the policy but are not bound to the Redland City Council policy statements as outlined in this document.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to applying the following principles in the 2020-21 financial year:

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Revenue Policy

Principles for levying of rates and charges:

- **Accountability** – Council will be accountable to the providers of funds to ensure those funds are applied efficiently and effectively to satisfy the objective for which the funds were raised.
- **Transparency** – Council will be transparent in its revenue raising activities and will endeavour to use systems and practices able to be understood by the community.
- **Representation** – Council will act in the interests of the whole community in making decisions about rates and charges.
- **Sustainable financial management** – Council will ensure it manages revenue diligently and that the application of funds is founded on sustainable strategic objectives that result in the timely and optimal investment in identified priorities.
- **Fairness** – While the rating legislation requires Council to use property valuations as the basis for raising rate revenue, Council will monitor the impact of valuation changes and moderate increases where possible.
- **Differentiation of categories** – Council will apply different rates to various categories of property that will reflect the particular circumstances of the categories and Council's policy objectives related to those categories.
- **Special needs and user pays** – Council will draw from various revenue sources to fund special needs including (but not necessarily limited to):
 - Separate rates or charges for whole of community programs
 - Special rates or charges for recovery of costs from beneficiaries
 - Utility charges for specific service based generally on usage
 - Statutory fees and charges in accordance with legislation, regulation or local laws
 - Commercial fees and charges where users can clearly be identified
 - Where practicable recovering credit card fees through a surcharge on credit card transactions
- **Social conscience** — Council will apply a range of concessions (e.g. for pensioners and institutions) and will accommodate special circumstances where hardship can be demonstrated.

In levying rates and charges, Council will schedule the issue of rate notices quarterly in the months of July, October, January and April.

Differential General Rates

General Rate revenue provides essential whole of community services not funded through subsidies, grants, contributions or donations received from other entities, or not provided for by other levies or charges.

Council will consider full cost recovery options before calculating the differential general rate.

Rating legislation requires the general rate to be calculated on the value of the land. However, Council recognises that various sections of the community impact on the delivery of, and use services, activities, and facilities differently.

Separate multipliers, established on the rate in the dollar applied to rating category 1a, will be assigned to all rating categories to maintain consistency in the distribution of revenue across financial years.

When determining differential rating categories, the ongoing changes to community characteristics will be considered along with revaluations, which can have a significant impact on properties.

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Revenue Policy

Separate and Special Charges

Where it is appropriate, Council will use separate and special charges to recover the cost of the delivery of services, activities, and facilities that benefit the whole community generally, or which benefits specific rateable land or owners of such land within the community, respectively.

Utility Charges

In setting utility charges, Council will take into consideration factors such as:

- Legislative requirements, including National Competition policy
- Council policy objectives
- Recovery of sufficient revenue to cover costs and a return on assets
- Other sources of revenue where appropriate

Granting concessions for rates and charges

Chapter 4, Part 10 of the Regulation provides Council with the powers to grant concessions to individuals and classes of land owners.

In granting concessions for rates or charges, Council will comply with the criteria in section 120 of the Regulation and will be guided by sustainable financial management practices and the principles of:

- **Transparency** - Council will be transparent and endeavour to use systems and practices able to be understood by the community.
- **Representation** - Council will act in the interests of the whole community in making decisions about concessions for classes of ratepayers.
- **Fairness** - Council will consider all reasonable concessional requests in a consistent non-biased manner.
- **Social conscience** - Council will apply a range of concessions (e.g. for pensioners and institutions) and will accommodate special circumstances where hardship can be demonstrated.

Recovering overdue rates and charges

In accordance with section 120(1)(c), 121(b) and 122(1)(b) of the Regulation, Council may consider granting a concession for rates and charges to ratepayers experiencing demonstrated financial hardship upon receipt of an application for assessment by Council.

Interest will be charged on rates and charges outstanding past the due date unless a mutually agreed arrangement is in place and is honoured. If an arrangement defaults, it will be cancelled and interest charged.

Cost effective processes will be applied in the recovery of overdue rates and charges.

Cost-recovery methods

Section 97 of the Act allows Council to set cost-recovery fees.

Council recognises the validity of fully imposing the user pays principle for its cost-recovery fees, unless the imposition of the fee is contrary to its express social, economic, environmental and other corporate goals (such as, for example, the community service obligations outlined below). This is considered to be the most equitable and effective revenue approach, and is founded on the basis that the City's revenue base cannot subsidise the specific users or clients of Council's regulatory products and services.

However, in setting its cost-recovery fees, Council will be mindful of the requirement that such a fee must not be more than the cost to Council of providing the service or taking the action to which the fee applies.

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Revenue Policy

Community Service Obligations

In accordance with Corporate Policy FIN-008-P Community Service Obligations, Council may subsidise the operations of commercialised business units or activities in order to achieve social, economic, environmental or other objectives associated with, or incidental to, the delivery of services by those business units or activities.

Council may charge for such activities at a rate less than the full cost price of a service. The difference between the full cost price and the actual charge will be treated as a Community Service Obligation (CSO). CSOs must be transparent, fully costed, and funded. Each CSO will be funded from an identified budget.

Council will continue to support existing community service obligations for Water, Wastewater and Trade Waste.

The CSOs will be reviewed regularly to ensure they continue to form part of Council's strategic objectives.

In addition Council will provide Water Charge Remissions for eligible concealed leaks and home dialysis machine users.

Applying user pays models

Council supports the principle that there is an increased focus on user pays models and that these will be developed where they are considered appropriate and in accordance with policy, including where practicable, Council will recover credit card fees through a surcharge on credit card transactions.

Council has adopted the policy of a conservative approach to increases in fees and charges with a view to minimising excessive impacts on user pays groups. There is also a need to consider Community Service Obligations when considering this principle.

Raising revenue from commercial activities

In order to minimise price increases on residents through the General Rate, Council is committed to exploring additional or alternative revenue streams through the establishment of business activities under the National Competition Policy framework where this is appropriate and in accordance with policy.

In doing this the following principles will be considered:

- Council will comply with the Act's and Regulation's requirements in relation to the application of the competitive neutrality principle to significant business activities, and the code of competitive conduct where applicable.
- The adoption of a business activity recognises the activity is conducted, or has the potential to be conducted, in competition with the private sector giving greater transparency to the community over the activity and clarity of the revenue stream.
- The determination of the standard and quality of each business activity required is based upon community/customer expectations and achieving best value for money, irrespective of whether the service is delivered by an internal or external provider.
- By concentrating upon outcomes rather than processes, service specification is likely to encourage innovation and new solutions to meeting the needs and expectations of the community and customers.

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Revenue Policy

Raising revenue from other external sources

Where possible, Council will seek to supplement revenue through application for external grants and subsidies. Every opportunity will be taken to maximise revenue in support of capital and operational spending. External funding, however, must be strategically targeted and in alignment with community and corporate objectives.

Purpose of concessions for rates and charges

Council has determined that pensioner owner occupiers as defined by the *Local Government Regulation 2012* are entitled to receive concessions on rates and various other services that Council provides to the community. Other charitable organisations, community groups, sporting associations and independent schools may also be entitled to concessions (or exemptions under section 93(i)(ii) of the Act and section 93 of the Regulation).

The purpose of these concessions is to:

- ease the cost of living for approved pensioners living in their own homes who have limited financial capacity
- acknowledge the role that qualifying charitable and community organisations, associations, independent schools and groups perform in the community through concessions on rates and charges

Pursuant to sections 120(1)(d) and (f) of the Regulation, Council will provide a concession to ratepayers whose land is being exclusively used for the purpose of farming (primary production) to assist and encourage endurance in that particular industry. The purpose of this concession is to acknowledge the economic benefit that such an industry provides for the City as a whole.

Infrastructure cost recovery

Council will levy adopted infrastructure charges for trunk infrastructure with approvals for new development. The amounts of those adopted infrastructure charges are determined by Council resolution made under the *Planning Act 2016*.

Definitions

Nil

Associated Documents

- 2020-21 Redland City Council Budget Publication
- 2020-21 Redland City Council Register of Fees
- 2020-21 Redland City Council Revenue Statement
- WST-001-P Trade Waste Policy
- FIN-018-P Concealed Leak Policy
- FIN-012-001-G Water Charge Rebate for Home Dialysis Machine User Guideline

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Revenue Policy

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
16	May 2017	<p>Following legal review, as recommended:</p> <ul style="list-style-type: none"> Amended overall structure of document by introducing new headings and sub-headings. Amended policy objective to comply with section 193 of the <i>Local Government Regulation 2012</i>. Added Head of Power reference to section 104(5)(c)(iii) of <i>Local Government Act 2009</i>. Minor changes to Separate and Special charges paragraph Added purpose of providing concessions to section (b) Granting concessions for rates and charges. Replaced paragraph for Infrastructure cost recovery with wording supplied by legal review.
17	May 2018	<ul style="list-style-type: none"> Moved principles to sub-section Levying Rates and Charges Replace paragraph on 'monitoring of distribution' with a paragraph on the effect of the multiplier Introduce principles for granting concessions taken from the principles for Levying Rates and Charges Amend sentence on business activities for understanding Introduce a purpose for concessions Updated for 2018-19 Budget process
18	February 2019	<ul style="list-style-type: none"> Updated for 2019-20 Budget process Removal of reference to the <i>Sustainable Planning Act 2009</i> Inclusion of reference to the <i>Planning Act 2016</i> Added a section sub-headed 'Policy Scope' Inclusion of Document Control Section
19	May 2020	<ul style="list-style-type: none"> Reformatted in line with Policy Framework Review Updated for the 2020-21 Budget process

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13.6 FUTURE OPERATIONS OF REDLAND INVESTMENT CORPORATION**Objective Reference:** A4633406**Authorising Officer:** Andrew Chesterman, Chief Executive Officer**Responsible Officer:** Andrew Chesterman, Chief Executive Officer**Report Author:** John Oberhardt, General Manager Organisational Services**Attachments:** Nil**PURPOSE**

To request an extension of time to complete a report on the future operations of the Redland Investment Corporation (RIC).

BACKGROUND

Council at its meeting of 23 October 2019 resolved as follows:

“that the Chief Executive Officer prepare a report to Council reviewing the options for the future operations of the Redland Investment Corporation for the consideration of a Council after the next quadrennial election in 2020 and prior to the Special Budget Meeting of 2020.”

ISSUES

Council officers are continuing to work on the drafting and delivery of a report on options for the future operations of the RIC, however the Department of Local Government Racing and Multicultural Affairs has flagged to the industry the consideration of legislative amendments in relation to controlled entities such as RIC and the release of a policy discussion paper.

Council is continuing to work with the Department and monitor details and the timetable for this review. Our latest advice is that stakeholder engagement is imminent.

It would therefore seem to be prudent and practical to await further direction on these potential changes prior to Council receiving the requested report.

STRATEGIC IMPLICATIONS**Legislative Requirements**

There are no legislative requirements associated with this report.

Risk Management

There is no risk management associated with this report.

Financial

There are no financial implications associated with this report.

People

There are no staffing matters related to this report.

Environmental

There are no environmental matters associated with this report.

Social

There are no social issues associated with this report.

Human Rights

There are no human rights issues associated with this report.

Alignment with Council's Policy and Plans

This report is prepared in accordance with Council Resolution 2019/347 Future Operations of Redland Investment Corporation Pty Ltd (RIC) of 23 October 2019.

CONSULTATION

Consulted	Consultation Date	Comments/Actions
Department of Local Government, Racing and Multicultural Affairs	22/05/2020	The Chief Executive Officer consulted with the Department of Local Government, Racing and Multicultural Affairs regarding future changes to controlled entities from a legislative perspective.
Executive Leadership Team (ELT)	01/06/2020	ELT discussed options regarding this report at the ELT meeting of 1 June 2020.

OPTIONS**Option One**

That Council resolves to extend the timeline for receiving a report on the future operations of the Redland Investment Corporation until 31 December 2020.

Option Two

That Council resolves to request an alternative due date for this report.

OFFICER'S RECOMMENDATION

That Council resolves to extend the timeline for receiving a report on the future of operations of the Redland Investment Corporation until 31 December 2020.

COUNCIL RESOLUTION 2020/161

Moved by: Cr Wendy Boglary

Seconded by: Cr Paul Bishop

That Council resolves to extend the timeline for receiving a report on the future operations of the Redland Investment Corporation until 31 December 2020 or within two (2) months of the State Government adopting changes to controlled entity provisions, whichever comes first.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.

13.7 MAY 2020 MONTHLY FINANCIAL UPDATE**Objective Reference:** A4633405**Authorising Officer:** Deborah Corbett-Hall, Chief Financial Officer**Responsible Officer:** Deborah Corbett-Hall, Chief Financial Officer**Report Author:** Udaya Panambala Arachchilage, Corporate Financial Reporting Manager**Attachments:** Nil**PURPOSE**

The purpose is to note the anticipated financial results as at 31 May 2020.

BACKGROUND

Council adopts an annual budget and then reports on performance against the budget on a monthly basis as required by legislation. This is not only a legislative requirement but enables the organisation to periodically review its financial performance and position and respond to changes in community requirements, market forces or other outside influences.

ISSUES***Timing of general meeting in June 2020***

There is only one General Meeting in June where the actual financial performance for the financial year up to the end of May 2020 can be reviewed; however, Council's monthly close-out processes, required accruals and deferrals was not completed by the agenda cut-off for this meeting. The monthly financial report for May 2020 will be presented to Council at the next available general meeting on 22 July 2020.

Estimated Statement of Financial Position 2019-2020

Council officers are currently preparing the 2019-2020 Estimated Statement of Financial Position to be tabled at the Special Budget Meeting. The Statement will forecast the likely impact of the COVID-19 economic package on Council's estimated financial position as at 30 June 2020. Council officers are now forecasting an operating deficit in the 2019-2020 financial year based on the support package to the Redlands community.

Development of Budget 2020-2021

Council officers are currently compiling submissions for the 2020-2021 budget.

STRATEGIC IMPLICATIONS

It is anticipated that Council will report a strong financial position and favourable operating result at the end of May 2020.

It is anticipated that Council will either achieve or favourably exceed the following key financial stability and sustainability ratios as at the end of May 2020:

- Operating surplus ratio
- Net financial liabilities
- Level of dependence on general rate revenue
- Ability to pay our bills – current ratio

- Ability to repay our debt – debt servicing ratio
- Cash balance
- Cash balances – cash capacity in months
- Longer term financial stability – debt to asset ratio
- Operating Performance
- Interest coverage ratio

The asset sustainability ratio is anticipated not to meet the target at the end of May 2020 and continues to be a stretch target for Council. This ratio is an indication of how Council currently maintains, replaces and renews its existing infrastructure assets as they reach the end of their useful life.

Legislative Requirements

The May 2020 financial update is presented in accordance with the legislative requirement of section 204(2) of the *Local Government Regulation 2012*, requiring the Chief Executive Officer to present the financial report to a monthly Council meeting.

Risk Management

The May 2020 financial update has been reviewed by relevant officers who can provide further clarification and advice around actual to budget variances.

Financial

There is no direct financial impact to Council as a result of this report; however it provides indicative Key Performance Indicator (KPI) results at the end of May 2020.

The following interim information is provided before the full monthly report is complete for May 2020:

Key Financial Results	YTD Budget (\$000)	YTD Actual (\$000)	YTD Variance (\$000)	YTD Variance %	Status
Operating Surplus / (Deficit)	10,941	11,799	858	8%	Favourable
Recurrent Revenue	279,290	277,202	(2,088)	-1%	Unfavourable
Recurrent Expenditure	268,349	265,403	(2,946)	-1%	Favourable
Capital Works Expenditure	67,885	59,203	(8,682)	-13%	Favourable
Closing Cash & Cash Equivalent	184,679	151,605	(33,074)	-18%	Unfavourable

People

Nil impact expected as the purpose of this report is to provide insight to the KPIs as an interim measure before the monthly financial report is complete.

Environmental

Nil impact expected as the purpose of this report is to provide insight to the KPIs as an interim measure before the monthly financial report is complete.

Social

Nil impact expected as the purpose of this report is to provide insight to the KPIs as an interim measure before the monthly financial report is complete.

Human Rights

There are no human rights implications for this report as the purpose of this report is to provide interim financial information to Council based upon actual versus budgeted financial activity, before the May 2020 monthly financial report is complete.

Alignment with Council's Policy and Plans

This report has a relationship with the following items of Council's 2018-2023 Corporate Plan:

8. Inclusive and ethical governance

Deep engagement, quality leadership at all levels, transparent and accountable democratic processes and a spirit of partnership between the community and Council will enrich residents' participation in local decision-making to achieve the community's Redlands 2030 vision and goals.

8.2 Council produces and delivers against sustainable financial forecasts as a result of best practice Capital and Asset Management Plans that guide project planning and service delivery across the city.

CONSULTATION

Consulted	Date	Comment
Council departmental officers	Year to date May 2020	Consulted on financial results and outcomes
Financial Services Group officers	Year to date May 2020	Consulted on financial results and outcomes
Executive Leadership Team and Senior Leadership Team	Year to date May 2020	Recipients of variance analysis between actual and budget. Consulted as required

OPTIONS

Option One

That Council resolves to note the anticipated financial results for the period ending 31 May 2020 before the monthly financial report is complete.

Option Two

That Council requests additional information.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/162

Moved by: Cr Mark Edwards

Seconded by: Cr Wendy Boglary

That Council resolves to note the anticipated financial results for the period ending 31 May 2020 before the monthly financial report is complete.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.

14 REPORTS FROM COMMUNITY & CUSTOMER SERVICES

Cr Julie Talty reasonably believed or suspected that Cr Adelia Berridge had a Perceived Conflict of Interest in the following item due to Cr Berridge's personal relationship with applicants whose development application is noted in Item 14.1.

Cr Talty proposed that Cr Berridge could participate in the debate and vote in the matter in the public interest.

Cr Berridge remained in the room and voted FOR the motion.

14.1 DECISIONS MADE UNDER DELEGATED AUTHORITY FOR CATEGORY 1, 2 AND 3 DEVELOPMENT APPLICATIONS

Objective Reference: A4633402

Authorising Officer: David Jeanes, Acting General Manager Community & Customer Services

Responsible Officer: Chris Vize, Acting Group Manager City Planning & Assessment

Report Author: Siobhan Brierley, Acting Group Support Coordinator

Attachments: 1. Decisions Made Under Delegated Authority 26.04.2020 to 09.05.2020 [↓](#)

PURPOSE

To note decisions made under delegated authority for development applications (Attachment 1). This information is provided for public interest.

BACKGROUND

At the General Meeting of 21 June 2017, Council resolved that development assessments be classified into the following four categories:

- Category 1 – minor code and referral agency assessments;
- Category 2 – moderately complex code and impact assessments;
- Category 3 – complex code and impact assessments; and
- Category 4 – major assessments (not included in this report).

The applications detailed in this report have been assessed under:

Category 1 - Minor code assessable applications, concurrence agency referral, minor operational works and minor compliance works; and minor change requests and extension to currency period where the original application was Category 1.

Delegation Level: Chief Executive Officer, General Manager, Group Managers, Service Managers, Team Leaders and Principal Planners as identified in the officer's instrument of delegation.

Category 2 - In addition to Category 1, moderately complex code assessable applications, including operational works and compliance works and impact assessable applications without objecting submissions; other change requests and variation requests where the original application was Category 1, 2, 3 or 4*.

**Provided the requests do not affect the reason(s) for the call in by the Councillor (or that there is agreement from the Councillor that it can be dealt with under delegation).*

Delegation Level: Chief Executive Officer, General Manager, Group Managers and Service Managers as identified in the officer's instrument of delegation.

Category 3 - In addition to Category 1 and 2, applications for code or impact assessment with a higher level of complexity. They may have minor level aspects outside a stated policy position that are subject to discretionary provisions of the planning scheme. Impact applications may involve submissions objecting to the proposal readily addressable by reasonable and relevant conditions. Assessing superseded planning scheme requests and approving a plan of subdivision.

Delegation Level: Chief Executive Officer, General Manager and Group Managers as identified in the officer's instrument of delegation.

Human Rights

There are no known human rights implications associated with this report.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/163

Moved by: Cr Julie Talty

Seconded by: Cr Peter Mitchell

That Council resolves to note this report.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.

Attachment 1 Decisions Made Under Delegated Authority 26.04.2020 to 09.05.2020

Decisions Made Under Delegated Authority 26.04.2020 to 02.05.2020

CATEGORY1

Application Id	Application Full Details	Applicant	Associated Property Address	Primary Category	Decision Date	Negotiated Decision Date	Decision Description	Division
MCU18/0288.03	Change to Development Approval MCU18/0288 - Combined Multiple dwelling X 4 and Standard Format Reconfiguring a Lot 1 into 4 Lots	Ariel Properties Pty Ltd, Yajoc Pty Ltd	5 Paxton Street Cleveland QLD 4163	Minor Change to Approval	28/04/2020	N/A	Approved	2
CAR20/0118	Design and Siting - dwelling house	Bay Island Designs	6 Dryandra Street Russell Island QLD 4184	Referral Agency Response - Planning	30/04/2020	N/A	Approved	5
CAR20/0111	Design and Siting - dwelling	Coral Homes	141 Esplanade Redland Bay QLD 4165	Referral Agency Response - Planning	27/04/2020	N/A	Approved	5
RAL20/0007	Standard Format - 1 into 2 Lots	Mr Daniel J EDNEY Ms Kylie M EDNEY	37 Mill Street Redland Bay QLD 4165	Code Assessment	30/04/2020	N/A	Development Permit	5
CAR20/0102	Design and Siting - Carport	Kp Building Approvals Pty Ltd	5 St Helena Court Cleveland QLD 4163	Referral Agency Response - Planning	01/05/2020	N/A	Approved	7
CAR20/0114	Design and Siting - Dwelling	Clarendon Homes Qld Pty Ltd C/- Professional Certification Group	11 Eastview Crescent Thornlands QLD 4164	Referral Agency Response - Planning	28/04/2020	N/A	Approved	7
CAR20/0110	Design and Siting - multiple domestic outbuildings (shed, carport, pergolas etc)	Dixon Homes (Rocklea)	5A Collingwood Road Birkdale QLD 4159	Referral Agency Response - Planning	27/04/2020	N/A	Approved	10

Decisions Made Under Delegated Authority 26.04.2020 to 02.05.2020

CATEGORY1

Application Id	Application Full Details	Applicant	Associated Property Address	Primary Category	Decision Date	Negotiated Decision Date	Decision Description	Division
CAR20/0119	Design and Siting - shade sail	Suzanne Kate HEMBROW	5 Boom Court Birkdale QLD 4159	Referral Agency Response - Planning	30/04/2020	N/A	Approved	10
RAL20/0012	Standard Format - 2 into 3	MVLM Pty Ltd as Trustee	16-18 Holloway Street Birkdale QLD 4159	Code Assessment	27/04/2020	N/A	Development Permit	10

Decisions Made Under Delegated Authority 26.04.2020 to 02.05.2020

CATEGORY2

Application Id	Application Full Details	Applicant	Associated Property Address	Primary Category	Decision Date	Negotiated Decision Date	Decision Description	Division
CWA19/0022	Conditioned Works Assessment - Civil Works (Road works, Stormwater, Earthworks)	Projects And Designs Pty Ltd	1 Harris Street Wellington Point QLD 4160	Conditioned Works	01/05/2020	N/A	Approved	1
CWA20/0003	Conditioned Works - Civil Works - Apartment Building - 74 units	Anderson Family Trust	152-154 Middle Street Cleveland QLD 4163	Conditioned Works	29/04/2020	N/A	Approved	2
CWA20/0005	Conditioned Works Assessment - Civil Works Rooming Accommodation	ARPF 1 Pty Ltd As Trustee	197 Birkdale Road Birkdale QLD 4159	Conditioned Works	28/04/2020	N/A	Approved	10
OPW19/0132	Operational Works - 1 into 5 lots	Owen Consulting	88-92 Byng Road Birkdale QLD 4159	Code Assessment	30/04/2020	N/A	Development Permit	10

Decisions Made Under Delegated Authority 03.05.2020 to 09.05.2020

CATEGORY1

Application Id	Application Full Details	Applicant	Associated Property Address	Primary Category	Decision Date	Negotiated Decision Date	Decision Description	Division
CAR20/0130	Design and Siting - Dwelling House	Brighton Homes Queensland	8 Rose Street Ormiston QLD 4160	Referral Agency Response - Planning	05/05/2020	N/A	Approved	1
CAR19/0474.01	Change to Referral Agency Response - Design and Siting - Dwelling	Metricon Homes Qld Pty Ltd	41A Russell Street Cleveland QLD 4163	Minor Change to Approval	06/05/2020	N/A	Approved	2
DBW20/0006	Domestic Additions & Operational Works Deck	Steve Bartley & Associates Pty Ltd	50 Sentinel Court Cleveland QLD 4163	Code Assessment	08/05/2020	N/A	Development Permit	2
CAR20/0131	Design and Siting - Shed	Bartley Burns Certifiers & Planners	11 Venn Parade Thornlands QLD 4164	Referral Agency Response - Planning	07/05/2020	N/A	Approved	3
CAR20/0098	Design and Siting - Carport	Fastrack Building Certification	82 Brookvale Drive Victoria Point QLD 4165	Referral Agency Response - Planning	05/05/2020	N/A	Approved	4
CAR20/0120	Design and Siting - Dwelling & Shed	Adept Building Approvals	64 Duringan Street Russell Island QLD 4184	Referral Agency Response - Planning	05/05/2020	N/A	Approved	5
CAR20/0121	Design and Siting - Garage/Studio	Gold Coast Building Approvals	14 Miriam Street Russell Island QLD 4184	Referral Agency Response - Planning	05/05/2020	N/A	Approved	5
CAR20/0135	Design and Siting - Shed	Tcert Pty Ltd	8 Bribe Close Redland Bay QLD 4165	Referral Agency Response - Planning	06/05/2020	N/A	Approved	5

Decisions Made Under Delegated Authority 03.05.2020 to 09.05.2020

CATEGORY1

DBW20/0007	Domestic Outbuilding	Patricia A RYKIERT	45 Bay Drive Russell Island QLD 4184	Code Assessment	08/05/2020	N/A	Development Permit	5
MCU20/0020	Dwelling House	Daryl HOWARD	33 Aquamarine Avenue Russell Island QLD 4184	Code Assessment	08/05/2020	N/A	Development Permit	5
RAL19/00036.02	Change to Development Approval - subdivision layout	William Kerry CRAWFORD Katherine CRAWFORD	149 Mill Street Redland Bay QLD 4165	Minor Change to Approval	05/05/2020	N/A	Approved	5
RAL20/0013	Standard Format - 1 into 2	Julie Ann BOLTON Liam Joseph BOLTON	18 Mill Street Redland Bay QLD 4165	Code Assessment	07/05/2020	N/A	Development Permit	5
CAR20/0117	Design and Siting - extension to dwelling house	Hpc Urban Design + Planning Pty Ltd	42 Dawson Road Alexandra Hills QLD 4161	Referral Agency Response - Planning	07/05/2020	N/A	Approved	8
RAL20/0004	Reconfiguring a Lot - Standard Format 1 into 2 Lots	Edwin Paul BOWLER Toni BOWLER	276 Finucane Road Alexandra Hills QLD 4161	Code Assessment	08/05/2020	N/A	Development Permit	8
RAL20/0017	Reconfiguring a Lot - Standard Format 1 into 2 Lots	David LEES Edyta LEES	47 Alpinia Street Alexandra Hills QLD 4161	Code Assessment	08/05/2020	N/A	Development Permit	8
CAR20/0123	Design and Siting - Patio	Bardera Pty Ltd	13 Muskwood Street Capalaba QLD 4157	Referral Agency Response - Planning	06/05/2020	N/A	Approved	9

Decisions Made Under Delegated Authority 03.05.2020 to 09.05.2020

CATEGORY1

CAR19/0361.01	Change to Development Approval - Build Over or Near Relevant Infrastructure - Dwelling	George KAMENSKY	199 Birkdale Road Birkdale QLD 4159	Minor Change to Approval	05/05/2020	N/A	Approved	10
CAR20/0083.01	Change to Development Approval - Dwelling	Baritley Burns Certifiers & Planners	101 Thorneside Road Thorneside QLD 4158	Minor Change to Approval	07/05/2020	N/A	Approved	10
CAR20/0116	Design and Siting - Carport	Steve Bartley & Associates Pty Ltd	251 Railway Parade Birkdale QLD 4159	Referral Agency Response - Planning	05/05/2020	N/A	Approved	10

Decisions Made Under Delegated Authority 03.05.2020 to 09.05.2020**CATEGORY2**

Application Id	Application Full Details	Applicant	Associated Property Address	Primary Category	Decision Date	Negotiated Decision Date	Decision Description	Division
MCU20/0043	Extension to Currency Period MCU012617	Lipoma Pty Ltd As Trustee	2-34 Bunker Road Victoria Point	Minor Change to Approval	6/05/2020	N/A	Approved	4

14.2 LIST OF DEVELOPMENT AND PLANNING RELATED COURT MATTERS AS AT 12 MAY 2020**Objective Reference:** A4633410**Authorising Officer:** David Jeanes, Acting General Manager Community & Customer Services**Responsible Officer:** Chris Vize, Acting Group Manager City Planning & Assessment**Report Author:** Justin Leach, Acting Senior Appeals Planning Officer**Attachments:** Nil**PURPOSE**

To note the current development and planning related appeals and other related matters/proceedings.

BACKGROUND

Information on appeals and other related matters may be found as follows:

1. Planning and Environment Court

a) Information on current appeals and applications with the Planning and Environment Court involving Redland City Council can be found at the District Court website using the "Search civil files (eCourts) Party Search" service:

<http://www.courts.qld.gov.au/services/search-for-a-court-file/search-civil-files-ecourts>

b) Judgments of the Planning and Environment Court can be viewed via the Supreme Court of Queensland Library website under the Planning and Environment Court link:

<http://www.sclqld.org.au/qjudgment/>

2. Court of Appeal

Information on the process and how to search for a copy of Court of Appeal documents can be found at the Supreme Court (Court of Appeal) website:

<http://www.courts.qld.gov.au/courts/court-of-appeal/the-appeal-process>

3. Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP)

The DSDMIP provides a Database of Appeals that may be searched for past appeals and applications heard by the Planning and Environment Court:

<https://planning.dsdmip.qld.gov.au/planning/spa-system/dispute-resolution-under-spa/planning-and-environment-court/planning-and-environment-court-appeals-database>

The database contains:

a) A consolidated list of all appeals and applications lodged in the Planning and Environment Courts across Queensland of which the Chief Executive has been notified.

b) Information about the appeal or application, including the file number, name and year, the site address and local government.

4. Department of Housing and Public Works (DHPW)

Information on the process and remit of development tribunals can be found at the DHPW website:

<http://www.hpw.qld.gov.au/construction/BuildingPlumbing/DisputeResolution/Pages/default.aspx>

PLANNING & ENVIRONMENT COURT APPEALS & APPLICATIONS

1.	File Number:	2171 of 2018 (ROL006209)
Appellant:		Lorette Margaret Wigan
Respondent:		Redland City Council
Proposed Development:		Reconfiguring a Lot for 1 into 29 lots and road 84-122 Taylor Road, Thornlands (Lot 1 on RP123222)
Appeal Details:		Appeal against Council decision to issue a Preliminary Approval.
Current Status:		Appeal filed on 13 June 2018. Mediation was held on 29 June 2018. A second mediation was held on 2 October 2018. A third mediation was held on 22 October 2018. A fourth mediation was held on 8 April 2019. A fifth mediation was held on 12 December 2019. Reviews were held on 12 April 2019, 19 July 2019, 23 August 2019, 9 October 2019, 14 November 2019, 12 December 2019 and 3 February 2020. The Appellant is preparing affidavit material to support minor change and the appeal is listed for review on 15 May 2020.

2.	File Number:	2959 of 2019 (MCU013688)
Appellant:		Quin Enterprises Pty Ltd
Respondent:		Redland City Council
Proposed Development:		Material Change of Use for the extension of the existing Extractive Industry and Heavy Industry (office, truck weighbridge, car parking, storage area for materials with associated landscape buffers) 684-712 Mount Cotton Road, Sheldon (Lot 1 on RP109322 and 3 on SP238067)
Appeal Details:		Appeal against Council refusal.
Current Status:		Appeal filed 19 August 2019. The Appellant filed an application in pending proceeding on 4 September 2019, for orders to progress the appeal. A review was held on 11 September 2019. A site inspection was carried out on 18 September 2019. Reviews were held on 8 November 2019 and 24 January 2020. A mediation was held on 13 December 2019. A without prejudice meeting was held on 16 April 2020, in accordance with the Court Order. A further review is listed for 25 May 2020.

3.	File Number:	3742 of 2019
Appellant:		Angela Brinkworth
Respondent:		Redland City Council
Proposed Development:		Material Change of Use for a Cemetery (Pet Crematorium) 592-602 Redland Bay Road, Alexandra Hills (Lot 2 on SP194117)
Appeal Details:		Appeal against Council refusal.
Current Status:		Appeal filed 16 October 2019. A mediation was held on 13 December 2019. A review was held on 31 January 2020. Orders were made that the Appellant is to provide further information in respect to the matters raised in without prejudice correspondence dated 16 April 2020. A further review has been set down for 22 May 2020.

4.	File Number:	3797 of 2019
	Appellant:	Matzin Capital Pty Ltd
	Respondent:	Redland City Council
	Proposed Development:	Application made under <i>Subordinate Local Law No 1.4 (Installation of Advertising Devices) 2017</i> and <i>Local Law No 1 (Administration) 2015</i> for a Permanent Sign – Electronic display component – high impact sign on an existing pylon sign. 80–82 Finucane Road, Alexandra Hills (Lot 3 on RP81387)
	Appeal Details:	Appeal against Council refusal.
	Current Status:	Appeal filed 22 October 2019. The period for experts to complete the Joint Expert Report process has been extended. A pre-callover review is set for 20 May 2020. A subsequent callover review is to be held on 22 May 2020, where hearing dates are to be set by the Court.

5.	File Number:	3829 of 2019
	Appellant:	Utgold Pty Ltd
	Respondent:	Redland City Council
	Proposed Development:	Reconfiguring a Lot (8 lots into 176 lots and new roads) 72, 74, 78, 80, 82 Double Jump Road, 158-166, 168-172 and 174-178 Bunker Road, Victoria Point (Lots 12, 13, 15, 22 and 21 on RP86773, Lots 16 and 20 on SP293877 and Lot 12 on RP898198)
	Appeal Details:	Appeal against deemed refusal by Council.
	Current Status:	Appeal filed 23 October 2019. An early without prejudice meeting was held on 26 November 2019. A directions hearing was held on 6 February 2020. Appellant to provide comments on consolidated grounds of refusal by 2 April 2020. The list of experts has been nominated and a without prejudice conference was held on 6 May 2020. The matter is listed for review on 15 May 2020. Parties are to seek a one month adjournment to the review on the basis a further without prejudice conference is reconvened for 21 May 2020.

6.	File Number:	4300 of 2019
	Appellant:	PPV Victoria Point Land Pty Ltd
	Respondent:	Redland City Council
	Proposed Development:	Preliminary Approval (including a variation request) for a Material Change of Use (Retirement Facility and Relocatable Home Park) 673-685, 687-707 and 711-719 Redland Bay Road and 10 Double Jump Road, Victoria Point. (Lot 29 on SP237942, Lots 9 and 10 on RP57455 and Lot 2 on RP149315)
	Appeal Details:	Appeal against deemed refusal by Council.
	Current Status:	Appeal filed 28 November 2019. A review was held on 31 January 2020. A without prejudice meeting occurred on 6 March 2020. By 15 May 2020 a Joint Expert Report process is to take place. A further review is to take place on 18 May 2020.

7.	File Number:	4312 of 2019
	Appellant:	New Land Tourism Pty Ltd
	Respondent:	Redland City Council
	Co-respondents (By election):	Benjamin Alistair Mackay and Renee Michelle Mackay
	Proposed Development:	Material change of use (tourist accommodation) 147-205 Rocky Passage Road, Redland Bay (Lot 3 on RP153333)
	Appeal Details:	Appeal against Council's decision to give a preliminary approval for a development application.
	Current Status:	Appeal filed 29 November 2019.

8.	File Number:	4703 of 2019
Appellant:		Redland City Council
Respondents:		Canaipa Developments Pty Ltd
		Ian Robert Larkman
		TLC Jones Pty Ltd
		TLC Supermarkets Unit Trust No 2
Site details:		29-39 High Street, Russell Island (Lot 100 on SP204183)
Application Details:		Application for interim and final relief with respect to alleged development offences under the <i>Planning Act 2016</i> and offences under the <i>Environmental Protection Act 1994</i> .
Current Status:		Application filed 20 December 2019. A directions hearing was held on 5 February 2020 and a review took place on 8 April 2020. A further review was held on 24 April 2020 and Orders were that Council is to notify the Respondents as to whether the proposed replacement on-site sewerage treatment facility complies with the requirements sought in the originating application. The matter has been listed for review on 14 May 2020.

9.	File Number:	566 of 2020
Appellant:		Clay Gully Pty Ltd
Respondent:		Redland City Council
Proposed Development:		Reconfiguration of a lot by standard format plan (3 lots into 289 lots over 7 stages, new road and park. 39 Brendan Way, 21-29 and 31 Clay Gully Road, Victoria Point. (Lot 1 on RP72635, Lot 4 on RP57455 and Lot 1 on RP95513)
Appeal Details:		Appeal against deemed refusal by Council.
Current Status:		Appeal filed 25 February 2020. A review was held on 8 May 2020. The Appellant was ordered by the Court to file and serve any request for further and better particulars of the Respondent's reasons for refusal by 15 May 2020. A without prejudice conference is to be held by 19 June 2020. The matter is listed for review on 26 June 2020.

APPEALS TO THE QUEENSLAND COURT OF APPEAL

10.	File Number:	8114 of 2018 (MCU012812)/ (QPEC Appeal 3641 of 2015)
Appellant:		Redland City Council
Respondent (applicant):		King of Gifts Pty Ltd and HTC Consulting Pty Ltd
Proposed Development:		Material Change of Use for Service Station (including car wash) and Drive Through Restaurant 604-612 Redland Bay Road, Alexandra Hills (Lot 21 on SP194117)
Appeal Details:		Appeal against the decision of the Planning and Environment Court to allow the appeal and approve the development.
Current Status:		Appeal filed by Council on 30 July 2018. Council's outline of argument was filed on 28 August 2018. The appellant's outline of argument was filed on 20 September 2018. The matter was heard before the Court on 12 March 2019. The Judgment of the Supreme Court on 13 March 2020 was that the appeal is allowed and the orders made on 18 June 2019 be set aside. The appeal is to be remitted back to the Planning and Environment Court and the respondent is to pay the appellant's costs of the appeal.

11.	File Number:	CA12762 of 2019 (MCU013296) / (QPEC Appeal 4940 of 2015, 2 of 2016 and 44 of 2016)
Appellant:		Lipoma Pty Ltd
		Lanrex Pty Ltd
		ATF IDL Investment Trust & IVL Group Pty Ltd
Respondent:		Redland City Council
Co-respondent (applicant):		Nerinda Pty Ltd
Proposed Development:		Preliminary Approval for Material Change of Use for Mixed Use Development and Development Permit for Reconfiguring a Lot (1 into 2 lots) 128-144 Boundary Road, Thornlands (Lot 3 on SP117065)
Appeal Details:		Appeal against the decision of the Planning and Environment Court to approve the development.
Current Status:		An appeal was lodged to the Queensland Court of Appeal on 15 November 2019. A review was held on 4 December 2019. A hearing was held on 30 April 2020.

DEVELOPMENT TRIBUNAL APPEALS AND OTHER MATTERS

Nil

Human Rights

There are no known human rights implications associated with this report.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/164

Moved by: Cr Paul Bishop

Seconded by: Cr Mark Edwards

That Council resolves to note this report.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.

14.3 REDLAND INVESTMENT CORPORATION 2019-2020 MANAGEMENT REPORT FOR PERIOD ENDING 31 DECEMBER 2019**Objective Reference:** A4633400**Authorising Officer:** David Jeanes, Acting General Manager Community & Customer Services**Responsible Officer:** David Jeanes, Acting General Manager Community & Customer Services**Report Author:** Kristen Banks, Executive Officer Community and Customer Services**Attachments:** 1. **Redland Investment Corporation 2019-2020 Year-to-date December Management Report Period Ending 31 December 2019** [↓](#)**PURPOSE**

To present Redland Investment Corporation Pty Ltd (RIC) management report for the period 1 July 2019 – 31 December 2019 (Attachment 1) to Redland City Council (Council) as required by the Service Agreement between RIC and Council.

BACKGROUND

Clause 4.3 of the Service Agreement requires RIC to make available quarterly updates to Council.

ISSUES

There are no issues associated with this report.

STRATEGIC IMPLICATIONS**Legislative Requirements**

There are no legislative requirements associated with this report.

Risk Management

There is no risk management associated with this report.

Financial

There are no financial implications associated with this report.

People

There are no staffing matters associated with this report.

Environmental

There are no environmental matters associated with this report.

Social

There are no social issues associated with this report.

Human Rights

There are no known human rights associated with this report.

Alignment with Council's Policy and Plans

This report aligns with Redland City Council's Corporate Plan 2018-2023, specifically key outcome numbers five (5): Wise planning and design and six (6): Supportive and vibrant economy:

- 5.2 Redland City's character and liveability are enhanced through a program of master planning, place-making and centre improvement strategies, including maximising opportunities through the catalyst Toondah Harbour Priority Development Area and Redlands Health and Wellbeing Precinct projects to build a strong and connected Cleveland.
- 6.1 Council supports infrastructure that encourages business and tourism growth.
- 6.4 Council receives a return on the community's investment in land to enhance economic and community outcomes.
- 6.6 Development will be facilitated specifically in the Toondah Harbour Priority Development Area (PDA) and the Weinam Creek PDA with a focus on economic growth.

CONSULTATION

Not applicable. Attachment 1 has been prepared by RIC.

OPTIONS

Option One

That Council resolves to note the Redland Investment Corporation Pty Ltd (RIC) Management Report for the period 1 July 2019 – 31 December 2019.

Option Two

That Council resolves to request further information prior to noting the Redland Investment Corporation Pty Ltd (RIC) Management Report for the period 1 July 2019 – 31 December 2019.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/165

Moved by: Cr Peter Mitchell

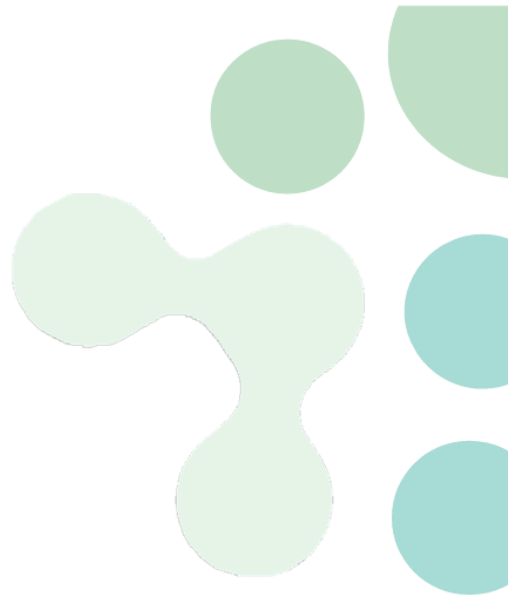
Seconded by: Cr Julie Talty

That Council resolves to note the Redland Investment Corporation Pty Ltd (RIC) Management Report for the period 1 July 2019 – 31 December 2019.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.



2019-2020 Year-to-date December Management Report

Period Ending 31 December 2019





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Summary

The period from 1 July to 31 December 2019 focused on making significant headway in key Redland City Council (Council) projects:

- Weinam Creek Priority Development Area (PDA);
- Toondah Harbour PDA;
- Capalaba Town Centre Revitalisation project;
- sale of the residential lots on Moores Road, Redland Bay;
- finalisation of the lease agreement for Doig Street, Cleveland;
- work towards the townhouse development project at 521 Old Cleveland Road East, Birkdale; and
- wrap-up of 2018-2019 financial statements and cash management.

Finance

From a finance perspective, RIC have navigated significant milestones and changes during the first two quarters, including obtaining audit certification for 2018-2019 financial year, handover from BDO Australia to the new Financial Controller, and embedding process changes.

Council Projects

For Council projects this quarter, RIC have invested considerable time across the three major city building projects.

Weinam Creek PDA

- RIC has made significant headway in the construction of the Weinam Creek car park after extensive consultation with the community in prior periods.
- The Weinam Creek Masterplan development commenced after Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC) reviews.
- RIC has successfully delivered an agreement with QYAC for the Cultural Heritage Management plan of the Weinam Creek PDA.
- A reconfiguration of a lot was submitted for the Meissner Street, Redland Bay site to create lots which align to the master plan and future works.



Draft concept of the new Weinam Creek Marina shopping and residential precincts. Illustration is for indicative purposes only.

Toondah Harbour PDA

- The Toondah Harbour PDA redevelopment project has also progressed during this time, including responding to community queries, petitions and assisting Walker Group with community engagement initiatives and updates to Council.
- The Environmental Impact Statement (EIS) assessment continued. Workshop updates to Councillors were also provided during this period and the Councillor Information Packs were updated to include the most recent EIS information.



Draft concept. Toondah Harbour PDA illustration for indicative purposes only.



Capalaba Town Centre Revitalisation Project

- RIC continued to negotiate on the Capalaba Town Centre precinct development with proponents of the tender.
- During this period, RIC and Council reviewed detailed proposals from the preferred developer.



Draft proposal concepts. Capalaba Town Centre revitalisation illustrations for indicative purposes only.

RIC Projects and Management

RIC completed the Moores Road, Redland Bay residential sales project (except for one last lot remaining) and the sale of Doig Street, Cleveland during the second quarter.

Sale of Moores Road, Redland Bay residential lots 1-8

RIC completed and settled eight (8) of nine (9) residential lots on Moores Road and achieved a budgeted gross margin of approximately 30%.

RIC decided to build a house on the final lot of Moores Road, with a view to holding it in the longer term.

The community benefits expected from the Moores Road residential lots are significant.

- RIC purchased this land from Council which has increased Council's cashflow to apply towards community projects; e.g. offset costs of Moores Road Car Park.
- Created nine (9) ratable lots for Council.
- Housing lots positioned to create a visual buffer from the car park.
- Commence residential development within the PDA to catalyse other development.

4-10 Doig Street, Cleveland property sale

The sale of 4-10 Doig Street on 6 December 2019 included the facilitation of a lease agreement between the new owner and Council to enable the continued use of the car park by the public at a nominal cost.

This is a significant milestone in the progress of the plans for the Doig Street property. Substantial community benefits are expected from the proposed development of this site including:

- Five levels of aged care accommodation.
- 186 basement and ground-level car parks.
- Ground-floor retail space.
- Medical and lifestyle amenities.
- Employment for approximately 110 aged care professionals.

This will significantly improve the ratability of this land to Council.



Draft concept. 4-10 Doig Street, Cleveland illustration for indicative purposes only.

Other projects

RIC has submitted several new development opportunities to the RIC Board for consideration.

RIC revised its financial forecast for the year in line with the timing of the construction of the development at 521 Old Cleveland Road East, Birkdale and have budgeted to end this year with a conservative profit.



Draft concept. 521 Old Cleveland Road East, Birkdale – illustration for indicative purposes only.

Current economic conditions

COVID-19 measures have had a direct impact on RIC operations, especially to the tenants of Cleveland Plaza. The tenants have been spoken to individually and RIC is working collaboratively through measures to help these local businesses stay open during this difficult time.

Additionally, RIC has held discussions with construction related contractors and have worked with them to review a list of local Redlands Coast businesses that can be engaged in the development work that RIC will be progressing in the coming months. This includes the townhouse development at Birkdale, Edge 521 and the Weinam Creek PDA. RIC will work with these contractors to divert as much work as feasible to ensure that our Redlands Coast community is well placed to make a fast recovery from the current conditions.

RIC is currently negotiating with other parties to ensure that development work in the Redlands Coast continues regardless of the downturn.

It is expected that there will be some adverse financial implications arising from the current conditions and it will be felt more next financial year. The RIC budget for the next two years, currently in development will take these adjustments into account.

The RIC team is looking forward to continuing to demonstrate our ability to add value and benefit to the Redlands Coast community throughout the year, in line with our vision and mission statements, and service agreement with Council. RIC is particularly committed to driving the recovery of the Redlands Coast in the next 24 months by progressing our key projects as a priority.

Cr Mark Edwards declared a Perceived Conflict of Interest in *Item 14.4 Disposal of Council Land to Adjoining Owners* stating that he owns property on Russell Island.

Cr Edwards considered his position and was firmly of the opinion that he could participate in the debate and vote on the matter in the public interest.

Cr Edwards remained in the room and voted FOR the motion for Item 14.4.

Cr Lance Hewlett declared a Perceived Conflict of Interest in *Item 14.4 Disposal of Council Land to Adjoining Owners* stating that his mother-in-law owns a property on Russell Island adjacent to a Council owned vacant allotment.

Cr Hewlett considered his position and was firmly of the opinion that he could participate in the debate and vote on the matter in the public interest.

Cr Hewlett remained in the room and voted FOR the motion for Item 14.4.

14.4 DISPOSAL OF COUNCIL LAND TO ADJOINING OWNERS

Objective Reference: A4633399

Authorising Officer: David Jeanes, Acting General Manager Community & Customer Services

Responsible Officer: Graham Simpson, Group Manager Environment & Regulation

Report Author: Damien Jolley, Senior Property Officer
Alistair Michell, Strategic Land - Program Leader

Attachments: 1. SMBI Adjoining Owner Assessment

PURPOSE

To request that Council, under the *Local Government Regulation 2012* (The Regulation), the exception to dispose of surplus Council-owned freehold land on the Southern Moreton Bay Islands (SMBI) to an adjoining owner without tender or auction applies, provided certain requirements are met.

BACKGROUND

Council receives regular requests from SMBI property owners expressing an interest in acquiring Council land that adjoins their property. Historically, these requests have been dealt with on a case-by-case basis, with many not proceeding due to the time and cost involved in one-off requests being assessed and actioned.

Not having a resolution and process to efficiently assess and dispose of suitable properties results in a potential revenue stream being lost – a conservative estimate being in the range of \$80,000 to \$120,000 per annum, based on average market value of SMBI properties of between \$15,000 to \$25,000.

The purpose of this report and recommendation is for Council to be able to use an endorsed standard assessment criteria to address individual applications from adjoining property owners, for potential amalgamation of Council-owned land with their existing property.

A standard assessment criteria (Attachment 1) has been developed to ensure a consistent approach in considering purchase requests as an operational process, removing the need for individual requests for disposal progressing by way of a separate Council resolution, and allowing revenue opportunities to be realised in a timely manner.

Of note, strategies such as land swap and disposal associated with future planning for SMBI are out-of-scope of this report.

ISSUES

ASSESSMENT CRITERIA

Requests for purchase from adjoining owners will be processed against the SMBI Adjoining Owner Assessment in Attachment 1 which is summarised as:

- Agreement to pay costs – Adjoining owner is expected to cover all costs associated with the disposal including reasonable legal costs, survey and lodgement fees.
- Contract for sale will be dependent on agreement from purchasers to obtain approval to amalgamate the properties (including payment of all associated costs).
- The sale will proceed only if other adjoining owners (if any) have indicated they have no interest in buying the land.
- Property zoning – Council only considers disposal of non-residential zoned land where exceptional circumstances have been demonstrated (detailed below).
- Whether the property serves an operational need for Council.

Where all relevant criteria has been met, the property will be offered to the interested adjoining owner for the assessed market value.

Generally, the land being offered for disposal will be zoned for residential purposes. However, in exceptional circumstances, land zoned conservation or environmental management may be considered for disposal following an assessment of the property including development potential and conservation values, infrastructure requirements, stormwater management function, and land management strategies.

DISPOSAL

Land is defined as a valuable non-current asset under the Regulation and the legislative requirement for disposal of land is by either a tender or auction process, unless an exception applies.

Under s236 an exception applies to disposal to a person who owns adjoining land, stating:

(1) a local government may dispose of a valuable non-current asset other than by tender or auction if—

(iv) the land is disposed of to a person who owns adjoining land if—

(A) the land is not suitable to be offered for disposal by tender or auction for a particular reason, including, for example, the size of the land or the existence of particular infrastructure on the land; and

(B) there is not another person who owns other adjoining land who wishes to acquire the land; and

(C) it is in the public interest to dispose of the land without a tender or auction; and

(D) the disposal is otherwise in accordance with sound contracting principles.

Provided only one adjoining owner has expressed an interest in the land, the land would be offered for direct sale to that owner. As is required by s236(3) and (5) of the Regulation, the land can only be disposed of for market value (as assessed by a registered valuer).

Where more than one adjoining owner expresses an interest in the property, consideration will be given to disposing of the land via an auction or tender process via a separate resolution.

To meet the other requirements of the exception, there must be a reason to dispose land without a tender or auction and to be in the public interest. For the purposes of disposing land to an adjoining owner of an SMBI property, the reasons for private sale and matters of public interest are:

- Council only considers requests for purchase from adjoining owners and does not actively market properties.
- Lots are to be amalgamated with the adjoining property.
- Costs associated with public auctions and tender processes are avoided.

STRATEGIC IMPLICATIONS

Legislative Requirements

Disposal of land is regulated by the *Local Government Regulation 2012* and Council may resolve that certain exceptions apply.

Risk Management

Risk management issues have been addressed through Council's Risk Management Policy.

Financial

The disposal of land will increase revenue to Council through a market value transaction. Agreement to dispose of land will also be on the basis that the cost of sale is neutral, as far as practicable, to Council. Any revenue amount will be dependent on take-up and eligibility with the process set out in this report.

People

There are no implications on human resource policies, with work associated with the assessment and disposal utilising existing resources in the Property Services Unit.

Environmental

Land with significant environmental values will generally not be offered for disposal and will remain in Council ownership. However, exceptional circumstances may be considered to dispose of conservation zoned land, subject to approval by the Group Manager Environment and Regulation. Any use or activity on the land will be required to comply with *City Plan 2018* and relevant local laws.

Social

No implications have been identified.

Human Rights

There are no known human rights implications associated with this report.

Alignment with Council's Policy and Plans

No non alignment identified.

CONSULTATION

Consulted	Consultation Date	Comments/Actions
Service Manager Strategic Planning	20 May 2019	Clarified that resolution is not seeking to erode the existing policy in regards land swaps.
Adviser Public Place Design	5 September 2019	Supported.

OPTIONS**Option One**

That Council resolves as follows:

1. To apply the exception to dispose of land on the Southern Moreton Bay Islands (SMBI) that:
 - a) Has been declared surplus to requirements.
 - b) Qualifies through the SMBI Adjoining Owner Assessment process.
 - c) Meets the criteria for disposal to an adjoining owner other than by tender or auction, under sub paragraph 236(1)(c)(iv) of the *Local Government Regulation 2012*.
2. If the land cannot be disposed of in accordance with sub paragraph 236(1)(c)(iv) of the *Local Government Regulation 2012* the land may be offered for disposal by auction.
3. To delegate the Chief Executive Officer under s.257(1)(b) of the *Local Government Act 2009* to negotiate, make, vary and discharge any resultant contracts and related documentation to dispose of the land.

Option Two

That Council resolves that land that has been declared surplus to requirement and qualifies through the SMBI Adjoining Owner Assessment process, will require individual resolution that the exception applies.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/166

Moved by: Cr Peter Mitchell

Seconded by: Cr Paul Bishop

That Council resolves as follows:

1. To apply the exception to dispose of land on the Southern Moreton Bay Islands (SMBI) that:
 - a) Has been declared surplus to requirements.
 - b) Qualifies through the SMBI Adjoining Owner Assessment process.
 - c) Meets the criteria for disposal to an adjoining owner other than by tender or auction, under sub paragraph 236(1)(c)(iv) of the *Local Government Regulation 2012*.
2. If the land cannot be disposed of in accordance with sub paragraph 236(1)(c)(iv) of the *Local Government Regulation 2012* the land may be offered for disposal by auction.
3. To delegate the Chief Executive Officer under s.257(1)(b) of the *Local Government Act 2009* to negotiate, make, vary and discharge any resultant contracts and related documentation to dispose of the land.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.

Attachment 1

SMBI Adjoining Owner Assessment

1.	Request from adjoining owner	Yes	Go to 2
		No	Disposal not supported
2.	Has adjoining owner agreed to pay costs associated with disposal and obtain approval to amalgamate the property?	Yes	Go to 3
		No	Disposal not supported
3.	Is property zoned: <ul style="list-style-type: none"> • Recreation and open space; • Environmental management; or • Conservation? 	Yes	Go to 7
		No	Go to 4
4.	Is development of the property constrained by an overlay that may limit development?	No	Go to 5
		Yes	Disposal not supported
5.	Does the property have existing infrastructure such as water/road access/electricity?	Yes	Go to 6
		No	Disposal not supported however, if owner agrees to pay full costs for required infrastructure go to 6
6.	Is the property required for operational purposes?	No	Go to 8
		Yes	Disposal not supported
7.	Is the property zoned Recreation and open space?	Yes	Disposal not supported
		No	If exceptional circumstances apply to Environmental Management or Conservation go to 8 otherwise disposal not supported
8.	Have other adjoining owners expressed an interest?	Yes	Disposal by direct sale not supported. Sale by auction can be considered
		No	Disposal supported

Cr Wendy Boglary declared a Perceived Conflict of Interest in the following item stating that she submitted a submission on the value of the site to the Queensland Heritage State Department.

Cr Boglary considered her position and was firmly of the opinion that she could participate in the debate and vote on the matter in the public interest.

Cr Boglary remained in the room and voted FOR the motion.

Cr Paul Bishop declared a Perceived Conflict of Interest in the following item stating that as a Local Councillor, he has previously made contact with the State Heritage Department and to various Commonwealth departments of environment and science regarding the property in question.

Cr Bishop considered his position and was firmly of the opinion that he could participate in the debate and vote on the matter in the public interest.

Cr Bishop remained in the room and voted AGAINST the motion.

14.5 FORMER US ARMY RADIO RECEIVING STATION - STATE HERITAGE NOMINATION

Objective Reference: A4633401

Authorising Officer: David Jeanes, Acting General Manager Community & Customer Services

Responsible Officer: Graham Simpson, Group Manager Environment & Regulation

Report Author: Alistair Michell, Strategic Land - Program Leader

Attachments:

- 1. State Heritage Boundary Option 1** [↓](#)
- 2. State Heritage Boundary Option 2** [↓](#)
- 3. State Heritage Boundary Option 3** [↓](#)

PURPOSE

For Council to decide its position on the preferred Queensland State heritage boundary for the former US Army Radio Receiving Station that exists at 362-388 Old Cleveland Road East, Birkdale.

BACKGROUND

As part of Council agreeing to the terms of the purchase of the former Commonwealth owned land at 362-388 Old Cleveland Road East, Birkdale it acknowledged that the Seller (the Australian Communication and Media Authority on behalf of the Commonwealth of Australia) would be nominating the 'radio receiving hut' located on the land for entry into the Queensland State Heritage Register. This was in accordance with the recommendations of the Heritage Assessment prepared by Jacobs Group and dated December 2016 that was commissioned by the seller.

On 11 December 2019, Council received notification from the Department of Environment and Science Heritage Branch ('the State') that the nomination had been received. Officers responded by stating Council was aware of the extent of the nomination and raised no concern with it as proposed. It was also mentioned that Council has contractual obligations to understand and manage the heritage values of the property and had engaged a consultant to conduct this work on its behalf.

The State subsequently conducted its assessment of the nomination which included two site inspections. It came to the conclusion that the heritage boundary should differ from that nominated and include the yard within the fenced area surrounding the building and the access road that connects the building to Old Cleveland Road East. Council was provided with the opportunity to comment on the recommendation and make representations to the Queensland

Heritage Council ('the Heritage Council') in the form of a 'heritage response'. Officers provided a written response raising no concerns with the State's recommendation. This was on the basis that there was agreement with the history and timeline described in the nomination and the statement of significance was considered reflective of the clear extent of the site that hold state level heritage values.

The State's recommendation for entry of the radio receiving building, yard and access road was presented to the Heritage Council on 1 May 2020. The Heritage Council resolved to defer its decision, requesting more information from the State about the antenna arrays related to the station and how they may potentially be represented in a heritage boundary.

On 20 May 2020, Council received advice from the State that it had prepared three boundary plan options (attached) for the Heritage Council to consider:

Option 1: the boundary plan included within the State's Heritage Recommendation of 2 April 2020 (recommendation cannot be changed).

Option 2: this boundary plan includes an extended area to Option 1 to include infrastructure understood to be associated with an antenna array.

Option 3: this boundary plan encompasses both the property lots included within the heritage register application.

The State has provided Council (as land owner) with an opportunity to comment on the proposed boundary options, however notes that the Heritage Council has the discretion to decide on a different heritage boundary from those contained in the above options. Also, the comments will not be considered a formal 'heritage response' for the purpose of the *Queensland Heritage Act 1992* (such a response is in relation to the State's recommendation which cannot be changed). Rather, they will be additional material that the Heritage Council is able to consider as the matter is deliberated.

Council's comments will be provided to the Heritage Council as part of their agenda material at the 26 June 2020 meeting when the nomination for entry in the State Heritage Register will be decided. The State requires receipt of Council's comments by 12pm on Friday 12 June 2020.



Figure 1: Annotated extract from Draft Conservation (Heritage) Management Plan (HMP) showing possible heritage boundary

ISSUES

Varying Opinions on Heritage Extent

Throughout the heritage assessments that have been carried out (Council engaged Australian Heritage Specialists – AHS), there has not been a consistently agreed extent for what constitutes state level significance on the property. The below summarises the differing significance conclusions on what can be considered the key elements of the former US Army Radio Receiving Station (colours indicate level of agreement between assessments). The extent of significance guides the level of ‘value’ from national to local. Broadly, outstanding significance can be considered of national value where as some significance can be considered of local heritage value.

	Jacobs	State Heritage Unit	AHS
Main Receiving Building	High Significance – State Value	State Significance	State Significance – Mostly High to exceptional
Yard (including generator shed)	Some significance – Local Value	State Significance	State Significance – Mostly high
Access Road	Not mentioned	State Significance	State Significance - High
Intact Rhombic Antenna	Some significance – Local Value	Not nominated as state significant in recommendation to QHC	State significance - High
Other Remnant Aerial /Antenna Infrastructure	Report makes reference to infrastructure on site that contributes to overall heritage values and recommended preparation of a Heritage Management Plan (HMP) to manage.		Draft HMP prepared that addresses all elements which range in significance. The aerial and other infrastructure found across the site is deemed to be of moderate to low significance.

Peer Review

Given the different conclusions on the appropriate level of heritage significance, officers commissioned a third party peer review of the heritage assessments. The objective of the review was to make a recommendation on the most appropriate state heritage boundary based on the available evidence.

The peer review comes to the conclusion that the receiving station building and access road are of state significance although the rhombic antenna and other remnant infrastructure throughout the site are not. This is on the basis that:

- The Rhombic antenna does not comprise rarity significance.
- The Rhombic antenna meets one state heritage criteria – Criterion D Representativeness. This could be managed at a local heritage level and incorporated into a proposed local heritage listing.
- There have been several rhombic antenna at the facility installed at various times since 1943. Therefore, the proposed local heritage boundary encompassing the Facility, excluding the Station Building and Access Road, would consider all remnant antenna and other infrastructure which is relevant to the original choosing of the site.

Given that the peer review's findings are consistent with the State's recommended boundary, it is reasonable that Council continues to support the State's recommendation.

Importantly, the peer review does recommend inclusion of the balance of the site in the local heritage register. While such an entry is not the purpose of the report, a listing can be progressed through a separate process (amendment to City Plan). As mentioned, the HMP will provide management policies for all heritage infrastructure on the site.

Heritage Management

It is pertinent to note that Council, as a landowner, has an obligation (legally and contractually) to manage the various heritage values on the site commensurate with their significance, irrespective of the State listing. This will be achieved through the preparation of the HMP which will outline the heritage elements on the property and will provide advice regarding the ongoing maintenance and conservation of the site. It is the primary guiding document for any future renovation, restoration, adaptive re-use and interpretive planning of the property, ensuring all future decisions are carried out with regard to its significance.

At the time of writing, the HMP is in a draft form (under review) and will be presented to Council for adoption upon completion. Given the document will need to reflect the final State listing, it is appropriate for this not to occur until the nomination is determined by the Heritage Council.

Site Planning Impacts

Any future site planning will need to consider the documented heritage values, with direct reference to the HMP.

In addition to this, where development* is proposed within the state heritage boundary (or 75 metres or less from it) it will generally also require assessment by the State pursuant to Schedule 10 of the *Planning Regulation 2017*.

The impact of the state heritage listing in a planning sense means that any development will be assessed by the State Assessment and Referral Agency (SARA) against the State Development Assessment Provisions – specifically State Code 14: Queensland Heritage. The exception to any

State involvement in the development assessment process is where an exemption certificate is given. Such matters would generally only relate to minor maintenance work and would be reflected in the HMP.

* Extract from Guideline: State Development Assessment Provisions State Code 14: Queensland Heritage:

Within the heritage register boundary of a State Heritage Place, the definition of assessable development includes reconfiguring a lot, material change of use, operational work and building work. At a State Heritage Place, building work also includes activities that are not normally described as assessable development such as:

- *altering, repairing, maintaining or moving a built, natural, or landscape feature*
- *excavating, filling or other disturbances to land that may damage, expose or move artefacts*
- *altering, repairing or removing features or elements that contribute to the place's cultural heritage significance, including for example, furniture or fittings*
- *altering, repairing or removing building finishes that contribute to the place's cultural heritage significance, including, for example, paint, wallpaper or plaster.*

STRATEGIC IMPLICATIONS

Legislative Requirements

The State heritage nomination and listing process is governed by the *Queensland Heritage Act 1992*. As a land owner, Council is provided with the opportunity to both make representations on the State's recommendation and has a right of appeal against the Heritage Council's decision if necessary. In making representations or starting an appeal, the grounds must specifically relate to the place satisfying or not satisfying the state cultural heritage criteria.

Risk Management

By Council nominating a preferred boundary and advising the Heritage Council, it is confirming that its position on the heritage values on the site is known and understood. Additionally, by reiterating that Council has broader heritage responsibilities that are to be managed through the HMP, it seeks to ensure that the state heritage boundary explicitly relates to the matters of undoubted state significance.

Whilst the Heritage Council has ultimate discretion on the extent of the state heritage boundary, if Council does not nominate a preference based on its detailed understanding of the property, there is a risk that parts of the site that are not necessarily of state level significance will be captured, complicating future planning and work.

Financial

The most significant ongoing costs relate to maintenance/conservation work on the main radio receiving station which is broadly agreed to warrant State Heritage listing. The HMP will include a works and maintenance schedule to allow costs to be anticipated. Financial implications regarding ongoing building and site maintenance will be considered during budget development as part of the annual budget submission process.

People

There are no people or staff implications associated with Council nominating a preference for the extent of the proposed State Heritage boundary.

Environmental

There are no environmental issues associated with Council nominating a preference for the extent of the proposed State Heritage Boundary. Ecological matters are to be addressed through a separate environmental management plan.

Social

Social issues are suitably address in all heritage studies. The extent of the actual state boundary does not have an impact on this.

Human Rights

There are no human rights issues associated with Council nominating a preference for the extent of the proposed State Heritage boundary.

Alignment with Council's Policy and Plans

The heritage listing issue relates to the management of a strategic land investment and has a relationship with Council's 2018-2023 Corporate Plan and Operational Plan Vision Outcome 6. 'Supportive and Vibrant Economy' (clause 6.4.1):

"Manage Council's strategic land investment, in particular the Capalaba Town Centre redevelopment, Birkdale Commonwealth Land, Cleveland Point and Bligh Street (Wellington Point) to ensure appropriate end use considering community and economic outcomes."

CONSULTATION

Consulted	Consultation Date	Comments/Actions
Executive Leadership Team	22 May 2020	That a report be presented to Council seeking confirmation on the preferred State Heritage boundary.

OPTIONS**Option One**

That Council resolves as follows:

1. To confirm the preferred State heritage boundary for the former US Army Radio Receiving Station, is that referred to in Option 1 (as shown in Attachment 1) - the boundary plan included within the State's Heritage Recommendation of 2 April 2020.
2. To write to the Queensland Heritage Council through the Department of Environment and Science Heritage Branch advising of this position.

Option Two

That Council resolves to confirm the preferred boundary is an extent other than above.

Option Three

That Council resolves to not confirm a preferred boundary and does not make further comment to the Queensland Heritage Council through the Department of Environment and Science Heritage Branch.

OFFICER'S RECOMMENDATION

That Council resolves as follows:

1. To confirm the preferred State heritage boundary for the former US Army Radio Receiving Station, is that referred to as Option 1 (as shown in Attachment 1) - the boundary plan included within the State's Heritage Recommendation of 2 April 2020.
2. To write to the Queensland Heritage Council through the Department of Environment and Science Heritage Branch advising of this position.

COUNCIL RESOLUTION 2020/167

Moved by: Cr Paul Bishop

Seconded by: Cr Wendy Boglary

That Council resolves as follows:

1. To confirm the preferred State heritage boundary for the former US Army Radio Receiving Station, is that referred to as Option 2 (as shown in Attachment 2) – an extended area to Option 1 to include infrastructure understood to be associated with an antenna array.
2. To write to the Queensland Heritage Council through the Department of Environment and Science Heritage Branch advising of this position in addition to providing information from the Draft Conservation Management Plan prepared by Australian Heritage Specialists regarding the historical context and physical description of the site.

LOST 5/5 By the casting vote of the Chair.

Crs Wendy Boglary, Lance Hewlett, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Crs Karen Williams, Peter Mitchell, Mark Edwards, Julie Talty and Rowanne McKenzie voted AGAINST the motion.

Cr Paul Gollè was absent from the meeting.

The motion was LOST, and the Officer's Recommendation was put forward.

OFFICER'S RECOMMENDATION

Moved by: Cr Julie Talty

Seconded by: Cr Peter Mitchell

That Council resolves as follows:

1. To confirm the preferred State heritage boundary for the former US Army Radio Receiving Station, is that referred to as Option 1 (as shown in Attachment 1) - the boundary plan included within the State's Heritage Recommendation of 2 April 2020.
2. To write to the Queensland Heritage Council through the Department of Environment and Science Heritage Branch advising of this position.

AMENDMENT MOTION

Moved by: Cr Paul Bishop
Seconded by: Cr Wendy Boglary

The Council resolves that the words 'in addition to providing information from the Draft Conservation Management Plan prepared by Australian Heritage Specialists regarding the historical context and physical description of the site', be added to point 2 of the Officer's Recommendation.

PROCEDURAL RESOLUTION 2020/168

Moved by: Cr Julie Talty

That the motion be put.

CARRIED 9/1

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Adelia Berridge voted FOR the motion.

Cr Paul Bishop voted AGAINST the motion.

Cr Paul Gollè was absent from the meeting.

The put motion was CARRIED therefore, the amendment motion was put as follows:

COUNCIL RESOLUTION 2020/169

Moved by: Cr Paul Bishop
Seconded by: Cr Wendy Boglary

The Council resolves that the words 'in addition to providing information from the Draft Conservation Management Plan prepared by Australian Heritage Specialists regarding the historical context and physical description of the site', be added to point 2 of the Officer's Recommendation.

LOST 5/5 By the casting vote of the Chair.

Crs Wendy Boglary, Lance Hewlett, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Crs Karen Williams, Peter Mitchell, Mark Edwards, Julie Talty and Rowanne McKenzie voted AGAINST the motion.

Cr Paul Gollè was absent from the meeting.

The motion with the amendment was LOST, therefore the Officer's Recommendation was put to the vote and carried as follows:

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/170

Moved by: Cr Julie Talty
Seconded by: Cr Peter Mitchell

That Council resolves as follows:

1. To confirm the preferred State heritage boundary for the former US Army Radio Receiving Station, is that referred to as Option 1 (as shown in Attachment 1) - the boundary plan included within the State's Heritage Recommendation of 2 April 2020.
2. To write to the Queensland Heritage Council through the Department of Environment and Science Heritage Branch advising of this position.

CARRIED 9/1

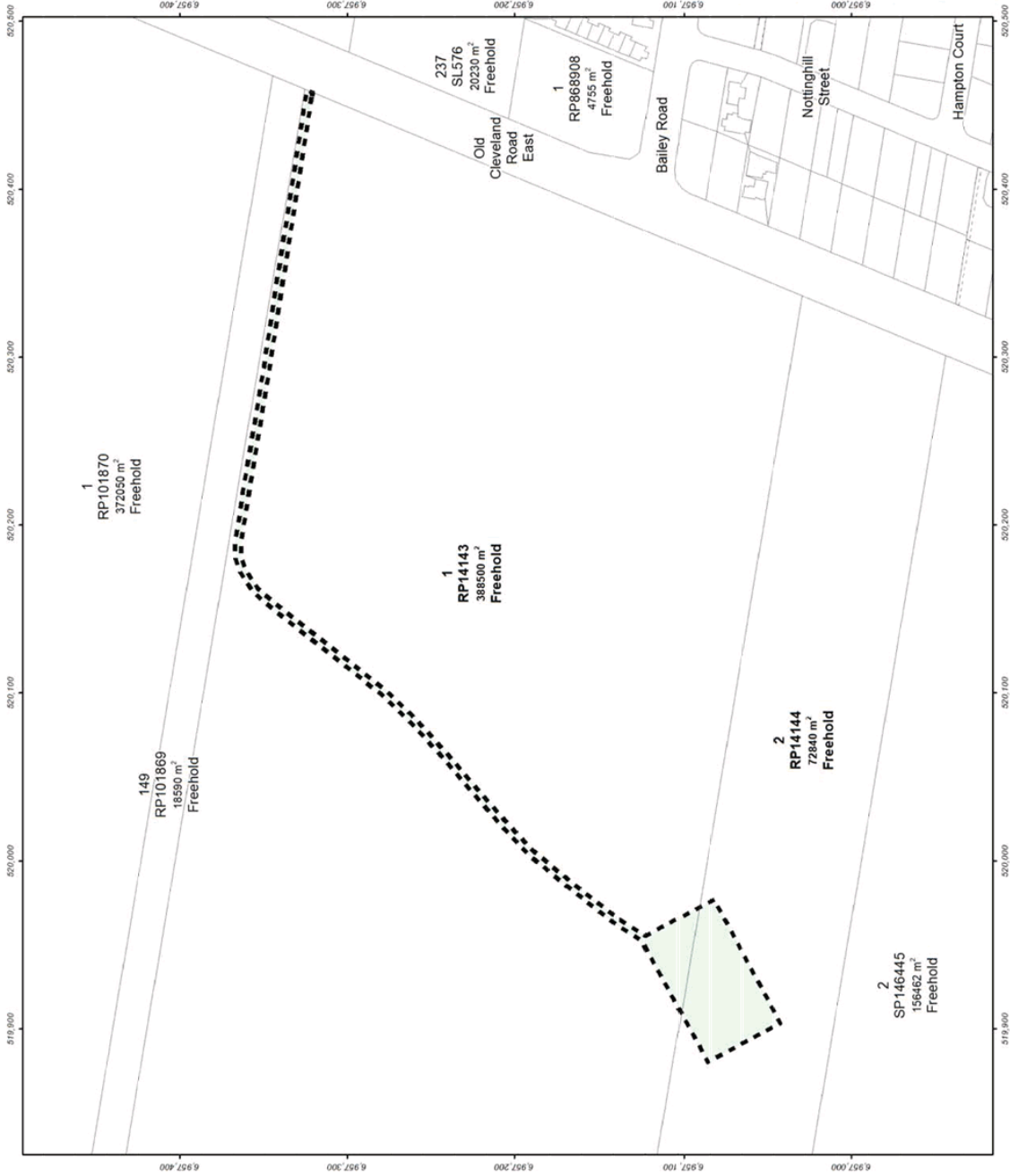
Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Adelia Berridge voted FOR the motion.

Cr Paul Bishop voted AGAINST the motion.

Cr Paul Gollè was absent from the meeting.

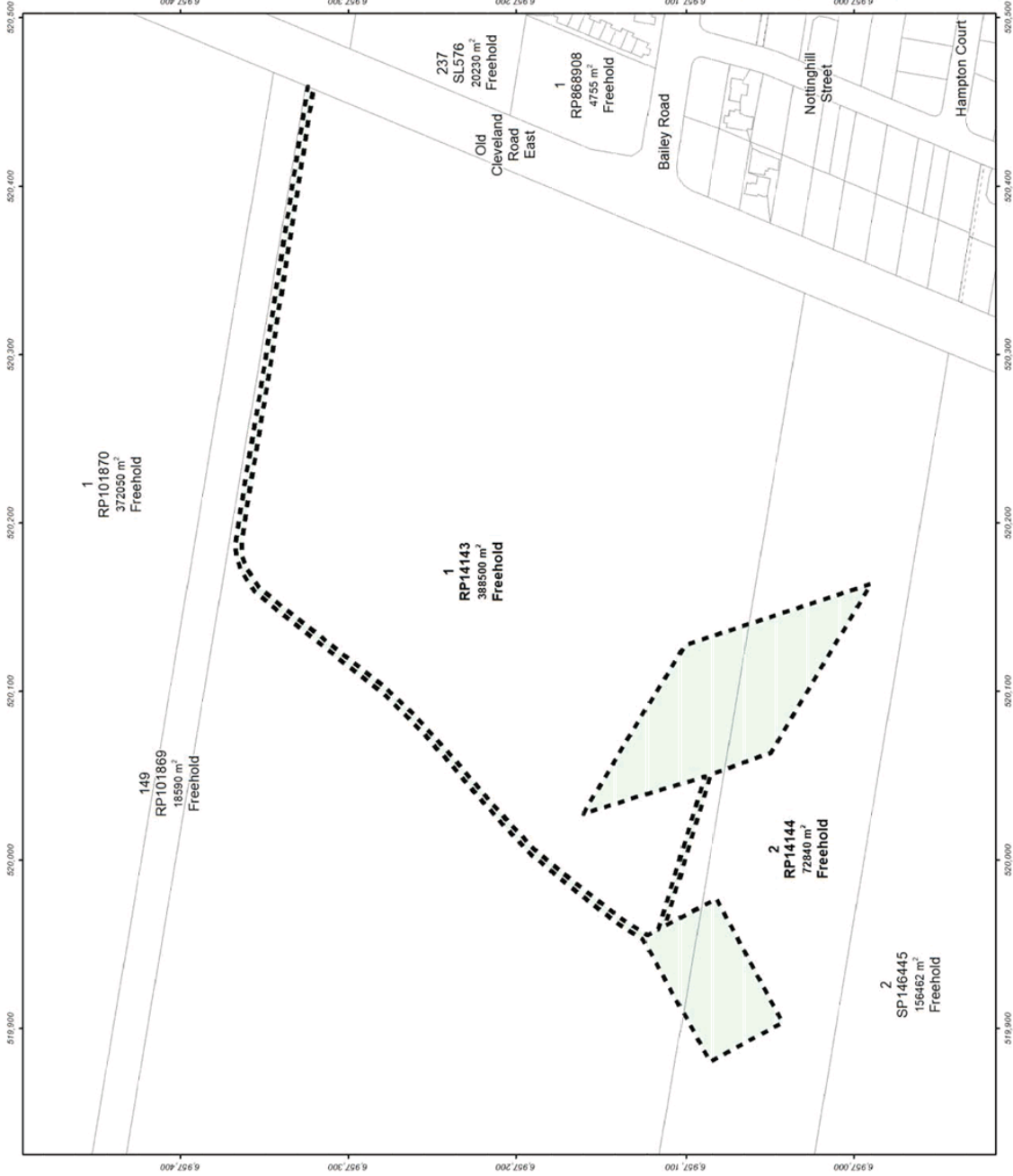
US Army Radio Receiving Station (Former) 650249

Map 1 Heritage boundary overview



US Army Radio Receiving Station (Former) 650249

Map 1 Heritage boundary overview



US Army Radio Receiving Station (Former) 650249

Map 1

Heritage boundary overview



Legend

Heritage register boundary

Cadastral

Parcel

Easement



This product is projected into GDA 1984 MGA Zone 56
Date created: 15/05/2020

Disclaimer:
The data used to formulate the heritage boundary displayed on this map may have been derived from a variety of data sources and actual dimensions and the location of the heritage boundary is subject to formal survey.
All information displayed is current as of the date the map was created.
While every care is taken to ensure the accuracy of the information contained in this product, the Queensland Department of Environment and Science makes no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damage) and costs which you might incur as a result of the product being inaccurate or incomplete in any way and for any reason.
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15 REPORTS FROM INFRASTRUCTURE & OPERATIONS

Nil

16 NOTICES OF INTENTION TO REPEAL OR AMEND A RESOLUTION

Nil

17 NOTICES OF MOTION

Nil

18 URGENT BUSINESS WITHOUT NOTICE

Nil

19 CONFIDENTIAL ITEMS

Council did not move into closed session to discuss the items listed in the Confidential Agenda.

19.1 REDLAND INVESTMENT CORPORATION 2019-2020 FINANCIAL REPORT FOR PERIOD ENDING 31 DECEMBER 2019**OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/171**

Moved by: Cr Wendy Boglary

Seconded by: Cr Julie Talty

That Council resolves as follows:

1. To note the 2019-2020 year to date December 2019 management accounts.
2. That the attachment to the report remains confidential, including maintaining the confidentiality of legally privileged, private and commercial in confidence information. The Annual Certified Financial Statements are published by Redland Investment Corporation voluntarily.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.

19.2 REPEAL OF TRANSFER OF CAPALABA TOWN CENTRE EXPRESSION OF INTEREST LAND**OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/172**

Moved by: Cr Peter Mitchell

Seconded by: Cr Julie Talty

That Council resolves as follows:

1. To repeal part of the Council resolution from agenda item 16.1.2 on 13 December 2017: 'to transfer the properties listed in the report to Redland Investment Corporation' (refer appendix 1 for the asset listing).
2. To note the impact to Council's operating expenditure in unbudgeted depreciation for the 2019-2020 financial year in the order of \$742,000.
3. To ensure that the report and annexures remain confidential in accordance with legislative requirements, including maintaining the confidentiality of legally privileged, private and commercial in confidence information.

CARRIED 9/1

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Tracey Huges voted AGAINST the motion

Cr Paul Gollè was absent from the meeting.

19.3 LEASE - TRUSTEE LAND THORNLANDS**OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/173**

Moved by: Cr Rowanne McKenzie

Seconded by: Cr Peter Mitchell

That Council resolves as follows:

1. To apply the exception to dispose of land or an interest in land, other than by tender or auction, under subparagraph 236(1)(c)(iii) of the *Local Government Regulation 2012*, for granting a lease for part of 240 South Street, Thornlands for the period 1 July 2020 to 30 June 2021 with an option term of one (1) year plus one (1) year, subject to application.
2. To delegate the Chief Executive Officer under s.257(1)(b) of the *Local Government Act 2009* to negotiate, make, vary and discharge the lease of the property at fair market value.
3. That this report and attachment remain confidential until the contract is awarded, subject to maintaining the confidentiality of legally privileged, private and commercial in confidence information.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Cr Paul Gollè was absent from the meeting.

19.4 SOUTH WEST VICTORIA POINT LOCAL PLAN (SWVPLP) - STATE INTEREST REVIEW**COUNCIL RESOLUTION 2020/174**

Moved by: Cr Peter Mitchell

Seconded by: Cr Mark Edwards

That Council resolves as follows:

1. To respond to the DSDMIP State interest comments on the South West Victoria Point Local Plan – Major Amendment Package 05/19 to the City Plan as detailed in Attachment 2 (as amended).
2. To submit the revised South West Victoria Point Local Plan – Major Amendment Package 05/19 to the City Plan as set out in Attachment 4 (as amended) to the Department of State Development, Manufacturing, Infrastructure and Planning.
3. To request the Minister that if any further changes are required to the revised South West Victoria Point Local Plan – Major Amendment Package 05/19, these changes are directed through Ministerial conditions prior to public consultation.
4. That the report and attachments remain confidential until such time that the amendment package is released for public consultation, subject to Council and Ministerial approval and maintaining the confidentiality of legally privileged, private and commercial-in-confidence information.

CARRIED 7/3

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Mark Edwards, Tracey Huges, Adelia Berridge and Paul Bishop voted FOR the motion.

Crs Lance Hewlett, Julie Talty and Rowanne McKenzie voted AGAINST the motion.

Cr Paul Gollè was absent from the meeting.

19.5 PROPOSED ENVIRONMENTAL MAJOR AMENDMENT PACKAGE (04/19)**COUNCIL RESOLUTION 2020/175**

Moved by: Cr Julie Talty
Seconded by: Cr Mark Edwards

That Council resolves as follows:

1. To not proceed with the Environmental Major Amendment Package (04/19).
2. To advise the Queensland Treasury (Planning Group) that Council has resolved not to proceed with the Environmental Major Amendment Package (04/19).
3. That the report and attachments be released as soon as practical after this resolution is published, subject to maintaining the confidentiality of legally privileged, private and commercial in-confidence information.

CARRIED 5/5 By casting vote of the Chair.

Crs Karen Williams, Peter Mitchell, Mark Edwards, Julie Talty and Rowanne McKenzie voted FOR the motion.

Crs Wendy Boglary, Lance Hewlett, Tracey Huges, Adelia Berridge and Paul Bishop voted AGAINST the motion.

Cr Paul Gollè was absent from the meeting.

19.6 SOUTHERN MORETON BAY ISLAND FERRY TERMINAL UPGRADE FUNDING PROPOSED AMENDMENT**OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/176**

Moved by: Cr Mark Edwards

Seconded by: Cr Rowanne McKenzie

That Council resolves as follows:

1. To amend the Funding Collaboration Deed and planned capital works for the Southern Moreton Bay Island (SMBI) Ferry Terminal upgrade projects for Russell, Macleay, Lamb, and Karragarra Islands.
2. To note the amended Funding Collaboration Deed will accelerate the delivery of the jetty replacement program, improving opportunities for more job creation in 2020-2021 and savings estimated at over \$2m to Council.
3. To delegate authority to the Chief Executive Officer, under s. 257(1)(b) *Local Government Act 2009*, to negotiate, make, vary and discharge amendments to the Funding Collaboration Deed in accordance with this report.
4. That this report remains confidential, subject to maintaining the confidentiality of legally privileged, private and commercial in confidence information.

CARRIED 7/3

Crs Karen Williams, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie and Tracey Huges voted FOR the motion.

Crs Wendy Boglary, Adelia Berridge and Paul Bishop voted AGAINST the motion.

Cr Paul Gollè was absent from the meeting.

19.7 BD3742 OF 2019 ANGELA BRINKWORTH V REDLAND CITY COUNCIL**MOTION**

Moved by: Cr Tracey Huges

Seconded by:

That Council resolves as follows:

1. To provide a response to the proposed change stating that whilst accepting the proposed changes as a minor change, it will continue to contend the development application ought to be refused for the grounds identified within the Decision Notice.
2. To instruct its solicitors to take all necessary steps to prepare the appeal for a hearing.
3. That this report and attachments remain confidential until the conclusion of the appeal, subject to maintaining the confidentiality of legally privileged and commercial in confidence information.

The motion was LAPSED through want of a Seconder.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2020/177

Moved by: Cr Julie Talty

Seconded by: Cr Rowanne McKenzie

That Council resolves as follows:

1. To provide a response stating that it no longer contends that the development application ought to be refused.
2. To provide draft conditions (generally in accordance with those provided in Attachment 9) that ought to be imposed in the event the appeal is allowed.
3. To instruct its solicitors to take all necessary steps to settle the appeal and that parties bear their own costs to this point.
4. That this report and attachments remain confidential until the conclusion of the appeal, subject to maintaining the confidentiality of legally privileged and commercial in confidence information.

CARRIED 7/3

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Lance Hewlett, Mark Edwards, Julie Talty and Rowanne McKenzie voted FOR the motion.

Crs Tracey Huges, Adelia Berridge and Paul Bishop voted AGAINST the motion.

Cr Paul Gollè was absent from the meeting.

20 MEETING CLOSURE

The Meeting closed at 11.29am.

The minutes of this meeting were confirmed at the General Meeting held on 22 July 2020.

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CHAIRPERSON