



SOUTH BURNETT
REGIONAL COUNCIL

AGENDA

Executive and Finance & Corporate Standing Committee Meeting Wednesday, 9 December 2020

I hereby give notice that a Meeting of the Executive and Finance & Corporate Standing Committee will be held on:

Date: Wednesday, 9 December 2020

Time: 9.00am

**Location: Warren Truss Chamber
45 Glendon Street
Kingaroy**

**Mark Pitt PSM
Chief Executive Officer**

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

Order Of Business

1	Opening	4
2	Leave of Absence / Apologies	4
3	Recognition of Traditional Owners	4
4	Declaration of Interest	4
5	Confirmation of Minutes of Previous Meeting	5
5.1	Minutes of the Finance & Corporate Standing Committee Meeting held on 18 November 2020.....	5
6	Portfolio – Social & Corporate Performance, People & Culture, Communications/Media, Finance and ICT	14
6.1	Social & Corporate Performance, People & Culture, Communications/Media, Finance and ICT Portfolio.....	14
6.2	Adoption of the South Burnett Regional Council Customer Service Charter-Strategic-018.....	20
6.3	Adoption of the South Burnett Regional Council Recruitment & Selection Policy-Statutory-014.....	28
6.4	Adoption of the South Burnett Regional Council Computer, Internet and Email Usage Policy-Strategic-007.....	35
6.5	Adoption of the South Burnett Regional Council Arts Culture & Heritage Policy-Strategic-009.....	40
6.6	Customer and Councillor Requests.....	45
7	Portfolio – Economic Development	52
7.1	Economic Development Portfolio Report.....	52
7.2	Economic Development and Tourism Monthly Update	56
8	Confidential Section	89
9	Closure of Meeting	89

- 1 OPENING**
- 2 LEAVE OF ABSENCE / APOLOGIES**
- 3 RECOGNITION OF TRADITIONAL OWNERS**
- 4 DECLARATION OF INTEREST**

5 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

5.1 MINUTES OF THE FINANCE & CORPORATE STANDING COMMITTEE MEETING HELD ON 18 NOVEMBER 2020

File Number: 09/12/2020

Author: Executive Assistant

Authoriser: Chief Executive Officer

OFFICER'S RECOMMENDATION

That the Minutes of the Finance & Corporate Standing Committee Meeting held on 18 November 2020 be received.

ATTACHMENTS

- 1. Minutes of the Finance & Corporate Standing Committee Meeting held on 18 November 2020**



SOUTH BURNETT
REGIONAL COUNCIL

MINUTES

**Finance & Corporate Standing
Committee Meeting
Wednesday, 18 November 2020**

Order Of Business

1	Opening	3
2	Leave of Absence / Apologies	3
3	Acknowledgement of Traditional Owners	3
4	Declaration of Interest	3
5	Portfolio - S&CP, Finance & ICT	3
5.1	Social & Corporate Performance, Finance and Information Communication Technology Portfolio Report.....	3
5.2	Finance & Corporate Standing Committee Terms of Reference	6
5.3	Additional Round for applications to Community Australia Day Event Sponsorship	6
5.4	Adoption of the South Burnett Regional Council Customer Service Charter	7
5.5	Notice to Repeal South Burnett Regional Council Resolutions - Minute numbers 1732, 2080 and 2077.....	7
5.6	Adoption of Council's Defence Service Policy - Statutory-013	8
5.7	Adoption of Council's Trading on Local Government Controlled Areas, Facilities & Roads Policy-Statutory-023.....	8
5.8	Adoption of Council's Workplace Health and Safety Policy - Statutory-015	8
5.9	Adoption of Council's Discovery Handling & Management of Human Remains Policy - Statutory-016	9
5.10	Adoption of the South Burnett Regional Council Councillor Conduct Complaints Investigation Policy	9
5.11	Status of Outstanding Debtors - Overdue by 90 days.....	9
5.12	Business Systems - SaaS Migration.....	10
6	Confidential Section	10
7	Closure of Meeting	10

**MINUTES OF SOUTH BURNETT REGIONAL COUNCIL
FINANCE & CORPORATE STANDING COMMITTEE MEETING
HELD AT THE WARREN TRUSS CHAMBER, 45 GLENDON STREET, KINGAROY
ON WEDNESDAY, 18 NOVEMBER 2020 AT 10.46AM**

PRESENT:**Councillors:**

Cr Brett Otto (Mayor), Cr Roz Frohloff, Cr Gavin Jones (Deputy Mayor), Cr Danita Potter, Cr Kirstie Schumacher, Cr Scott Henschen, Cr Kathy Duff

Council Officers:

Mark Pitt (Chief Executive Officer), Susan Jarvis (General Manager Finance & Corporate), Aaron Meehan (General Manager Infrastructure), Peter O'May (General Manager Community), Carolyn Knudsen (Manager Social & Corporate Performance), Celina Branch (Manager Finance), Anthony Bills (Manager ICT), Lynelle Paterson (Executive Assistant)

1 OPENING

The Mayor declared the meeting open and welcomed all attendees

2 LEAVE OF ABSENCE / APOLOGIES

Nil

3 ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Cr Duff acknowledged the traditional custodians of the land on which the meeting took place.

4 DECLARATION OF INTEREST

In accordance with Chapter 5B of the Local Government Act 2009, Cr Potter declared a prescribed conflict of interest in relation to Item 5.3 – Additional Round for applications to Community Australia Day Event Sponsorship. Cr Potter is Chair of the Kingaroy Australia Day Committee.

Cr Schumacher advised she was a member of the Australia Day Committee. The CEO advised as she has no executive position there is no conflict of interest.

5 PORTFOLIO - S&CP, FINANCE & ICT**5.1 SOCIAL & CORPORATE PERFORMANCE, FINANCE AND INFORMATION
COMMUNICATION TECHNOLOGY PORTFOLIO REPORT**

COMMITTEE RESOLUTION 2020/1

Moved: Cr Brett Otto

Seconded: Cr Danita Potter

That Mayor Otto's Social & Corporate Performance, Finance and ICT Portfolio Report to Council be received for information.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 7/0

5.1.1. PHOTOS OF VISIT TO STATE ARCHIVES

RESOLVED 2020/2

The Mayor requested some photos and information be brought back to the Standing Committee following the visit to the State Archives

5.1.2 LETTER OF THANKS TO RECORDS TEAM

RESOLVED 2020/3

The Mayor requested a letter be sent to the Records Management Team to acknowledge and thank them for the tremendous work they have done in very difficult circumstances.

5.2 FINANCE & CORPORATE STANDING COMMITTEE TERMS OF REFERENCE

COMMITTEE RESOLUTION 2020/4

Moved: Cr Brett Otto
Seconded: Cr Kathy Duff

That the Finance & Corporate Standing Committee Terms of Reference be received for information.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 7/0

Declaration of Interest:

At 11:02 am, Cr Danita Potter left the meeting.

5.3 ADDITIONAL ROUND FOR APPLICATIONS TO COMMUNITY AUSTRALIA DAY EVENT SPONSORSHIP

COMMITTEE RESOLUTION 2020/5

Moved: Cr Brett Otto
Seconded: Cr Gavin Jones

That the committee recommends to Council:

That Council approve to open an additional round for applications to the Community Australia Day Event Sponsorship category within Council's Community Grants Program commencing 26 November and closing 21 December 2020.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 6/0

Attendance:

At 11:06 am, Cr Danita Potter returned to the meeting.

5.4 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL CUSTOMER SERVICE CHARTER

COMMITTEE RESOLUTION 2020/6

Moved: Cr Brett Otto
Seconded: Cr Kathy Duff

That the committee recommends to Council:

That this item lay on the table until the December Finance & Corporate Standing Committee Meeting.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 7/0

5.5 NOTICE TO REPEAL SOUTH BURNETT REGIONAL COUNCIL RESOLUTIONS - MINUTE NUMBERS 1732, 2080 AND 2077

COMMITTEE RESOLUTION 2020/7

Moved: Cr Brett Otto
Seconded: Cr Danita Potter

That the committee recommends to Council:

That in accordance with *Section 262* of the *Local Government Regulation 2012*, the following resolutions be repealed:

1. Item 9.2.1 of the General Meeting held on 27 May 2009 – HR-50814 - Employee Assistance Program Policy– Minute Number 1732.
2. Item 9.2.2 of the General Meeting held on 29 July 2009 – HR-633362 - Exit Interview Policy – Minute Number 2080.
3. Item 9.2.1 of the General Meeting held on 29 July 2009 – HR-533519 - Corporate Rehabilitation Policy - Minute Number 2077.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 7/0

5.6 ADOPTION OF COUNCIL'S DEFENCE SERVICE POLICY - STATUTORY-013

COMMITTEE RESOLUTION 2020/8

Moved: Cr Brett Otto
Seconded: Cr Roz Frohloff

That the committee recommends to Council:

That the South Burnett Regional Council Defence Service Policy – Statutory-013 be adopted as presented.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 7/0

5.7 ADOPTION OF COUNCIL'S TRADING ON LOCAL GOVERNMENT CONTROLLED AREAS, FACILITIES & ROADS POLICY-STATUTORY-023

COMMITTEE RESOLUTION 2020/9

Moved: Cr Kirstie Schumacher
Seconded: Cr Gavin Jones

That the committee recommends to Council:

That the South Burnett Regional Council Trading on Local Government Controlled Areas, Facilities & Roads Policy – Statutory-023 be adopted as presented.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 7/0

5.8 ADOPTION OF COUNCIL'S WORKPLACE HEALTH AND SAFETY POLICY - STATUTORY-015

COMMITTEE RESOLUTION 2020/10

Moved: Cr Kathy Duff
Seconded: Cr Kirstie Schumacher

That the committee recommends to Council:

That the South Burnett Regional Council's Workplace Health and Safety Policy – Statutory-015 be adopted as presented.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 7/0

5.9 ADOPTION OF COUNCIL'S DISCOVERY HANDLING & MANAGEMENT OF HUMAN REMAINS POLICY - STATUTORY-016

COMMITTEE RESOLUTION 2020/11

Moved: Cr Scott Henschen

Seconded: Cr Danita Potter

That the committee recommends to Council:

That the South Burnett Regional Council Discovery Handling & Management of Human Remains Policy – Statutory-016 be adopted as presented.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy DuffAgainst: Nil**CARRIED 7/0**

5.10 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL COUNCILLOR CONDUCT COMPLAINTS INVESTIGATION POLICY

COMMITTEE RESOLUTION 2020/12

Moved: Cr Kirstie Schumacher

Seconded: Cr Danita Potter

That the committee recommends to Council:

That the South Burnett Regional Council Councillor Conduct Complaints Investigation Policy-Statutory-028 be adopted as presented.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy DuffAgainst: Nil**CARRIED 7/0**

5.11 STATUS OF OUTSTANDING DEBTORS - OVERDUE BY 90 DAYS

COMMITTEE RESOLUTION 2020/13

Moved: Cr Brett Otto

Seconded: Cr Gavin Jones

That the report on the status of debtor accounts that have been outstanding for 90 days or more be received for information.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy DuffAgainst: Nil**CARRIED 7/0**

5.12 BUSINESS SYSTEMS - SAAS MIGRATION

COMMITTEE RESOLUTION 2020/14

Moved: Cr Brett Otto
Seconded: Cr Kathy Duff

That the Finance & Corporate Standing Committee Project status update be received for information.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 7/0

6 CONFIDENTIAL SECTION

7 CLOSURE OF MEETING

The Meeting closed at 11.45am.

The minutes of this meeting were confirmed at the Executive and Finance & Corporate Standing Committee Meeting held on 9 December 2020.

.....
CHAIRPERSON

6 PORTFOLIO – SOCIAL & CORPORATE PERFORMANCE, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT

6.1 SOCIAL & CORPORATE PERFORMANCE, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT PORTFOLIO

File Number: 9 December 2020

Author: Mayor

Authoriser: Chief Executive Officer

PRECIS

Social & Corporate Performance, People & Culture, Communications/Media, Finance and ICT Portfolio Report

SUMMARY

Mayor Otto presented his Social & Corporate Performance, People & Culture, Communications/Media, Finance and ICT Portfolio Report to Council.

OFFICER'S RECOMMENDATION

That Mayor Otto's Social & Corporate Performance, People & Culture, Communications/Media, Finance and ICT Portfolio Report to Council be received.

Social & Corporate Performance:

Records Management Team visit to Queensland State Archives

On Wednesday, 2 December 2020, Council's Records Management Team visited the Queensland State Archives ('QSA') facility in Brisbane. QSA is a government facility that provides access to Queensland's most significant historical records. QSA also sets standards to make sure local government creates and manages its records appropriately in line with the *Public Records Act 2002*.

The Records Management Team would like to acknowledge the hospitality and transfer of knowledge by the QSA staff as they provided a guided and informative tour of all aspects of the facility such as receipt, repository and preservation.

People & Culture:

Upcoming Traineeships with South Burnett Regional Council

Council will once again partner with Local Government Association Queensland (LGAQ) and the Queensland State Government to fund, recruit and select the right people to train in Council for eleven 12-month traineeships.

This training is proudly funded by the Queensland Government through its First Start program under the Skilling Queenslanders for Work initiative. First Start provides wage subsidies to local councils and community-based organisations to employ additional trainees. The program offers opportunities to young people and disadvantaged job seekers to gain nationally recognised qualifications and 12 months employment by undertaking a traineeship.

The traineeships will be advertised on Council's website on the 12th January 2021, applicants will be able to apply through Seek.com.au by selecting the link provided on the Employment page. The traineeships will be for the following areas:

Certificate	Section	Location
Cert III Workplace Health & Safety	People & Culture/ Safety	Kingaroy
Cert III Business Administration	Social & Corporate Performance	Kingaroy

Cert III Business Administration	NRM & Parks	Murgon
Cert III Business Administration	Environment & Waste	Kingaroy
Cert III Business Administration	Infrastructure Support	Nanango
Cert III Business Administration	Information Communication Technology (ICT)	Kingaroy
Cert II Horticulture	NRM & Parks	Kingaroy
Cert II Horticulture	NRM & Parks	Nanango
Cert II Horticulture	NRM & Parks	Murgon
Cert IV Library	Library Services	Kingaroy
Cert II Civil Construction	Infrastructure (Works)	To be advised

The eligibility to apply for these traineeships is as per the First Start funding requirements listed below. Participants must be:

- Queensland residents
- aged 15 years or older and no longer attending school
- able to meet citizen, residency and visa requirements to undertake a traineeship

Key target groups are:

- young people (aged 15–24 years), including those in and transitioned from out-of-home care
- long-term unemployed job seekers
- Aboriginal and Torres Strait Islander people
- mature-age job seekers (45 years or older)
- migrants and refugees from culturally and linguistically diverse backgrounds
- people with disability
- displaced workers
- women re-entering the workforce
- veterans, ex-ADF personnel and their families.

Communications/Media:

In November 2020 the Media and Communications team progressed the following:

- Media Releases x 34
- Media enquiries x 20
- Social Media: Facebook Posts x 74

The most popular post: 27-11-20 Kingaroy Transformation Project Update reached an audience of 7,995.

Council's 'southburnettregion' Facebook page ended the month with 7,830 likes and 8,098 followers.

- 1 eNews
- Printed Advertising:
 - Council progressed two full page ads (Page 4) in the South Burnett Today during November – 05-11-20 and 19-11-20.
 - Council progressed one full page ad in the Murgon Moments for What's on @ South Burnett libraries and one half page ad for the region's dams.

- Graphical Design:
 - 20-26 Corporate Plan – Draft commenced
 - SBRC Christmas Card & Email Signature Block

A list of all media release/ enquiries and statistics for November are available as an attachment to this report.

Finance:

As at 25 November 2020, Council's operating budget is currently tracking on target to meet first quarter amended budget. A revision of the second quarter operational budget seen some movement within departments with no change to the current predicted deficit of \$4,560,800.

All financial ratios are within the target benchmarks except for the current ratio. This is trending at 4.5 which above the target benchmark of 4 largely due to current assets being high. Whilst it is trending outside the required benchmark it is considered positive as it is reflecting Council's high cash balance.

Rates

Rates are in the process of undertaking water meter readings for water consumption to be levied in the period 1 January 2021 to 30 June 2021.

Council's IT department have designed an App for the contractor to utilise when reading the meters. This is in the test phase and will be used to read one Water Meter Route in Nanango in conjunction with the normal paper-based reading process. During this testing the contractor will take a photograph of each meter which will be kept in a file and attached to the meter for verification purposes. It is envisaged that this App will replace the process of Rates staff manually entering water meter readings and the need to reread high meter readings.

Procurement

Council procurement have finalised the applications to the Refresh Tender for Pre-Qualified suppliers of Wet Hire, Dry Hire and Road & Quarry Materials. Council received 12 applicants to the Wet Hire Panel, 6 applicants to the Dry Hire Panel and 1 applicant to the Road & Quarry Materials Panel. Evaluations have been concluded and Council will be awarding the successful applicants before Christmas under the delegation of the CEO.

The Kingaroy Transformation Project team alongside Procurement held an afterhours Industry Briefing for local suppliers to gain an understanding on doing business with Council for the Kingaroy Transformation Project. The industry briefing was a success with an attendance of 30+ local businesses.

Procurement are working on a data cleanse of Council's vendor listings to ensure that vendors are categorised appropriately according to their industry type to enable Council to produce accurate reports and analysis on category and local spend.

A Council business solutions consultant has been engaged to provide guidance and recommendations on Council's implementation of centralised procurement from a decentralised model.

BACKGROUND

Nil

ATTACHMENTS

1. **Records Team Visit to State Archives**  
2. **Media/Communications - November 2020**  



Communications/Media:

In November 2020 the Media and Communications team progressed the following:

Media Releases x 34:

- 101. Media Release 02-11-20 - UPDATE - Gravel Resheeting Works – November
- 102. Media Release 05-11-20 - Council teams respond after an intense weekend of weather
- 103. Media Release 05-11-20 - Mayor and Deputy advocate for Maidenwell-Bunya Mountains Road
- 104. Media Release 05-11-20 - Butter Factory Park all inclusive playground upgrades to commence
- 105. Media Release 12-11-20 - Farmers Night Out
- 106. Media Release 12-11-20 - A Day At The Dam featuring Troy Cassar-Daley - Tickets Sold Out
- 107. Media Release 12-11-20 - Special Council Meeting scheduled for Wednesday 18 November 2020
- 108. Media Release 12-11-20 - UPDATE - Kingaroy Transformation Project - Haly Street and Kingaroy Street Kingaroy
- 109. Media Release 12-11-20 - UPDATE - Gravel Resheeting Works – November – updated
- 110. Media Release 12-11-20 - Footpath Construction Tessmanns Road Kingaroy
- 111. Media Release 12-11-20 - Bitumen resealing works progress
- 112. Media Release 12-11-20 - Have your say - Keeping and breeding dogs and cats Feedback extended to 30-11-2020
- 113. Media Release 12-11-20 - 2020-21 Round 1 – Community Grants Program successful applicants announced
- 114. Media Release 12-11-20 - Work to commence on Councils finance building
- 115. Media Release 12-11-20 - Nanango Tennis Club clubhouse receives upgrade works
- 116. Media Release 12-11-20 - Drainage Improvements – Hood Street Proston
- 117. Media Release 12-11-20 - National Road Safety Week 2020
- 118. Media Release 13-11-20 - Kingaroy Transformation Project – Industry briefing
- 119. Media Release 13-11-20 - Sir James Heading Memorial Park Murgon will fly Australian Aboriginal flag
- 120. Media Release 13-11-20 - Council encourages community groups to be involved with Ringsfield House
- 121. Media Release 13-11-20 - Maintenance work to Ringsfield House
- 122. Media Release 13-11-20 - Upgrades progress at the South Burnett Aquatic Centre
- 123. Media Release 13-11-20 - Bunya Mountains Black Spot issues addressed
- 124. BIEDO Joint Media Release 16-11-20 - BIEDO update
- 125. Media Release 24-11-20 - Footpath Construction Bell Street Kumbia
- 126. Media Release 24-11-20 - Maintenance works to the Kingaroy Heritage Museum
- 127. Media Release 24-11-20 - Murgon PCYC receives upgrade works
- 128. Media Release 24-11-20 - Works to commence at WJ Lang Memorial Olympic Pool Kingaroy
- 129. Media Release 24-11-20 - Support local businesses this Christmas
- 130. Media Release 24-11-20 - Help stop mosquitoes breeding
- 131. Media Release 27-11-20 - Australia Day Events Sponsorship funding now open
- 132. Media Release 27-11-20 - Water Meter Reading Program scheduled to commence 29-11-20
- 133. Media Release 27-11-20 - Council endorses stimulus package to assist building development and business community
- 134. Media Release 27-11-20 - Kingaroy Transformation Project – Update

Media Releases 20-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	30	19	28	24	34	
2021	Jan	Feb	Mar	Apr	May	Jun

Media enquiries x 20:

- 4/11/2020 South Burnett Today - Support for regional media
- 5/11/2020 South Burnett Online - Fast Internet in CBD area - Dark Fibre
- 9/11/2020 South Burnett Online - Phone to CEO's Office - Gordonbrook Dam
- 9/11/2020 South Burnett Online - Phone to Mayor's Office - Gordonbrook Dam
- 9/11/2020 South Burnett Online - Phone to front Counter - Gordonbrook Dam
- 9/11/2020 ABC Bundaberg - Gordonbrook Dam
- 9/11/2020 South Burnett Online - Phone to Mayor - Gordonbrook Dam
- 9/11/2020 ABC Radio - Interview with Mayor - Kingaroy CBD, Proteco, Cultural Yarning, Kingaroy Water Infrastructure
- 10/11/2020 ABC Southern Qld - Maidenwell-Bunya Rd
- 10/11/2020 ABC Wide Bay - Retirees picking fruit
- 11/11/2020 South Burnett Online - Bunya Ave Bunya Mountains Upgrades enquiry
- 11/11/2020 9 News Hervey Bay - Murgon flag raising ceremony
- 12/11/2020 South Burnett Today - Murgon flag raising ceremony
- 17/11/2020 South Burnett Today - Shortage of rental properties
- 17/11/2020 ABC Brisbane & Gold Coast Radio - Phone Interview - Region overview
- 18/11/2020 SCA - Hit Network - Mayor Interview - Kingaroy's Big Peanut
- 20/11/2020 Channel 7 - Nanango Men's Shed fire - Cr Roz Frohloff
- 23/11/2020 Facebook Post - Cr Potter & Cr Schumacher - KTP open discussion
- 26/11/2020 Courier Mail - Christmas tree Farm - Interview with Mayor
- 26/11/2020 ABC Radio - Council Meeting - Saleyard discussion - Interview with Mayor

Media Enquiries 2020-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	25	23	25	10	20	
2021	Jan	Feb	Mar	Apr	May	Jun

Social Media:

Social Media – Facebook Posts 2020-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	58	61	61	81	74	
2021	Jan	Feb	Mar	Apr	May	Jun

6.2 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL CUSTOMER SERVICE CHARTER-STRATEGIC-018

File Number: 09 December 2020

Author: Manager Social and Corporate Performance

Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Customer Service Charter - Strategic- 008

SUMMARY

South Burnett Regional Council's ('Council') desire to establish a framework that supports how the Council will respond to contact by customers of Council, is the foundation to delivering good customer service.

The purpose of Council's Customer Service Charter is to:

- Set, manage and communicate expectations for our internal and external customers;
- Ensure consistency and fairness in how Council responds to customer requests;
- Guide and inform both customers and Council representatives of Council's management of customer requests and standard response times;
- Deliver workflow efficiencies and accountability at Council;
- Ensure customers receive an appropriate level of service within the bounds of the available resources;
- Improve customer service and enhance systems and processes based on feedback provided through public consultation; and
- Ensure clear and consistent information is provided across all of Council's communication channels.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Customer Service Charter – Strategic-008 be adopted formalising the changes as identified and with business day timeframes set as <two (2) or five (5) or 10> business days.

FINANCIAL AND RESOURCE IMPLICATIONS

Dependent on the service levels adopted within the Charter it is expected that there will be varying degrees of direct impact on financial and resource implications for Departments.

LINK TO CORPORATE/OPERATIONAL PLAN

Corporate Plan 2018/19 to 2022/23:

EXC2.1 - Deliver governance that provides sound organisational management and complies with relevant legislation

EXC5.1 - Develop and implement Customer Service Charter

Annual Operational Plan 2020/21:

Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards.

Introduce a program that embeds customer service industry best practice across the organisation.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Internal consultation was undertaken with the Coordinator Customer Contact.

The draft Customer Service Charter was circulated for review by Councillors and Council's Senior Management Team.

Feedback was received with suggested changes considered and included in the policy by the Manager Social & Corporate Performance having consulted the General Manager Finance & Corporate and the Chief Executive Officer.

The Charter was tabled at the Finance & Corporate Standing Committee meeting held 18 November 2020. The committee voted to lay the Charter on the table until the next standing committee in December.

Feedback was received from the Mayor for consideration and inclusion. A workshop was held with the Senior Management Team. The 'marked up' draft Charter was circulated to Councillors and Senior Management Team for further consideration prior to this report. No feedback was received.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Section 4(b) of the Human Rights Act 2019 (the 'Act') requires public entities to act and make decisions in away compatible with human rights. The Act requires public entities to only limit human rights in certain circumstances and after careful consideration. The human rights protected under the Act are not absolute. This means that the rights must be balanced against the rights of others and public policy issues of significance.

In the decision-making process, Council is to consider the 23 human rights:

- | | |
|---|--|
| 1. Recognition and equality before the law; | 13. Cultural rights—generally; |
| 2. Right to life; | 14. Cultural rights—Aboriginal peoples and Torres Strait Islander peoples; |
| 3. Protection from torture and cruel, inhuman or degrading treatment; | 15. Right to liberty and security of person; |
| 4. Freedom from forced work; | 16. Humane treatment when deprived of liberty; |
| 5. Freedom of movement; | 17. Fair hearing; |
| 6. Freedom of thought, conscience, religion and belief; | 18. Rights in criminal proceedings; |
| 7. Freedom of expression; | 19. Children in the criminal process; |
| 8. Peaceful assembly and freedom of association; | 20. Right not to be tried or punished more than once; |
| 9. Taking part in public life; | 21. Retrospective criminal laws; |
| 10. Property rights; | 22. Right to education; |
| 11. Privacy and reputation; | 23. Right to health services. |
| 12. Protection of families and children; | |

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

No direct local law or delegation implications arise from this report

ASSET MANAGEMENT IMPLICATIONS

No direct asset management implications arise from this report.

REPORT

South Burnett Regional Council's ('Council') desire to establish a framework that supports how the Council will respond to contact by customers of Council, is the foundation to delivering good customer service.

The purpose of Council's Customer Service Charter is to:

- Set, manage and communicate expectations for our internal and external customers;
- Ensure consistency and fairness in how Council responds to customer requests;
- Guide and inform both customers and Council representatives of Council's management of customer requests and standard response times;
- Deliver workflow efficiencies and accountability at Council;
- Ensure customers receive an appropriate level of service within the bounds of the available resources;
- Improve customer service and enhance systems and processes based on feedback provided through public consultation; and
- Ensure clear and consistent information is provided across all of Council's communication channels.

ATTACHMENTS

1. **South Burnett Regional Council Customer Service Charter-Strategic-018** [↓](#) 



POLICY CATEGORY - NUMBER: Strategic - 018

POLICY OWNER: Social & Corporate Performance

ECM ID: 2745004

ADOPTED: 16 December 2020

Customer Service Charter

NOTE: Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Social & Corporate Performance Branch. **A hard copy of this electronic document is considered uncontrolled.**

Table of Contents

1. POLICY STATEMENT	1
2. SCOPE	1
3. GENERAL INFORMATION	1
4. DEFINITIONS	4
5. LEGISLATIVE REFERENCE	4
6. RELATED DOCUMENTS.....	4
7. NEXT REVIEW	4
8. VERSION CONTROL	5

1. POLICY STATEMENT

This policy establishes the framework that supports how the South Burnett Regional Council ('Council') will respond to contact by customers of Council.

The purpose of this policy is to;

- Set, manage and communicate expectations for our internal and external customers;
- Ensure consistency and fairness in how Council responds to customer requests;
- Guide and inform both customers and Council representatives of Council's management of customer requests and standard response times;
- Deliver workflow efficiencies and accountability at Council;
- Ensure customers receive an appropriate level of service within the bounds of the available resources;
- Improve customer service and enhance systems and processes based on feedback provided through public consultation; and
- Ensure clear and consistent information is provided across all of Council's communication channels.

2. SCOPE

This policy applies to all interactions between Council representatives and customers of Council. As a customer focused organisation, customer service is the responsibility of all Council representatives. It deals with expected standards of service and outlines response times for general service requests.

3. GENERAL INFORMATION

3.1. Our Service Commitment to our Customers

Council representatives will communicate clearly and work collaboratively to refine our internal processes so that each customer receives quality and timely service.

Council representatives shall comply with the relevant Council Code of Conduct in their dealings with customers, employing Council's corporate values of accountability, community, harmony, innovation, ethical conduct, vision and excellence in all exchanges.

Any general information and/or advice provided will be premised on relevant legislation and Council's current policies and procedures.

Customer interactions and all reasonable service requests will be appropriately recorded in Council's customer-request business system (including but not limited to ECM and P&R) for informative decision making and to allow Council to monitor the quality of the service provision.

Council will provide our customers with opportunities to comment and make suggestions on our services and standards to assist Council to enhance the quality of services we provide.

Council is committed to protecting customer privacy, ensuring any personal information collected will be handled in accordance with the *Information Privacy Act 2009* and will be used for the purposes of liaising directly with customers on Council related matters. This information will not be disclosed to a third party without the customer's expressed or implied consent, unless reasonably considered required and authorised by law.

3.1.1. General Service Principles

Council is committed to being accessible and responsive to all customers who seek assistance with a request for service, request for information or a complaint.

Council will:

- set, manage and communicate expectations for internal and external customers supporting each other to deliver these expectations; and
- promote and invest in safe workplaces and training where Council representatives can achieve high levels of service outcomes for its customers.

Council's processes and decision making will focus on objectivity, consistency, reliability, transparency and accountability with complaints taken seriously and used to improve service quality.

Council requests and queries can be submitted over the counter at any Council Customer Service Centre, via the telephone, Council's website or email (info@sbrc.qld.gov.au).

Council is committed to implementing processes and practices to ensure the services delivered are fully inclusive and accessible to all members of the community.

3.1.2. Our Service Standards

Council representatives will be rostered to ensure the continuation of service levels are kept during opening hours.

3.1.2.1. Telephone Calls to the main Council service number (07) 4189 9100

In normal circumstances, a Council representative will endeavour to answer a customer call within three (3) minutes, having contacted the main Council service number (07) 4189 9100.

Council regards the timely response to customer telephone enquiries as a priority customer service standard.

Council's customer contact team answering calls will attempt to resolve the enquiry at the first point of contact or otherwise direct the customer to the relevant department. When transferring calls, the customers information and the reason for the call will be relayed accurately to the relevant Council representative to efficiently handover of the call.

Referral of calls to Council representatives are to be regarded as a priority by Council representatives, to this end Council representatives are to make every reasonable effort to take such calls when and as requested by the customer contact team.

If a Council representative is unable to answer the customer query immediately or the relevant

department / Councillor is unable to take the call, the customer's contact details will be recorded to ensure the enquiry or service request is acknowledged through a return call from the responsible department / Councillor within < two (2) or five (5) or 10> business days. ~~by the responsible department within 10 business days~~

Where a call is referred to a Council department, the relevant department returning the call will provide the name of the responsible officer and an anticipated timeframe for resolution. Customers submitting complex enquiries or service requests involving planning or scheduling of Council resources will receive regular updates whilst the request is open for action.

3.1.3. Written Correspondence to main Council email account or by post.

All written correspondence once received by Council will be issued a reference number.

Customers submitting an enquiry or service request ~~for service~~ will be provided with a reference number within < two (2) or five (5) or 10> ~~five (5)~~ business days.

The enquiry or service request will be acknowledged in writing by the responsible department within <two (2) or five (5) or 10> 10 business days providing the name of the responsible officer and an anticipated timeframe for resolution.

Customers submitting complex enquiries or service requests involving planning or scheduling of Council resources will receive regular updates whilst the request is open for action.

Written correspondence should be submitted either over the counter at any Council customer service centre, via email info@sbrc.qld.gov.au or by mail to South Burnett Regional Council, PO Box 336, Kingaroy Qld 4610.

3.1.4. Social Media

Council will respond to general enquiries submitted through Council social media platforms during Council hours of operation. These platforms may be monitored but not active outside of these hours.

Requests for service should be lodged directly with Council via telephone (07) 4189 9100 or written correspondence ~~info@southburnett.qld.gov.au~~ via email info@sbrc.qld.gov.au or by mail to South Burnett Regional Council, PO Box 336, Kingaroy Qld 4610.

3.1.5. In Person

Customers who presents to a Council customer service centre with a straightforward request for factual and easily accessible information, forms or general advice will be accommodated at the time of enquiry.

Requests which require follow up or response from another department or Councillor will be logged as a customer request in Council's business system. A reference number for the request will be provided to the customer at that time. The request will be acknowledged by the relevant department / Councillor within < two (2) or five (5) or 10> 10 business days.

Where a request is referred to a Council department, the relevant department provide providing the name of the responsible officer and an anticipated timeframe for resolution.

Customers requiring technical advice will generally be provided with this information via phone or in writing. Appointments will be made by mutual agreement.

Customers who identify as a person with a disability should, where appropriate, advise the customer contact officer who will endeavour to respond effectively to the customer's need for assistance.

3.1.6. Exclusions or Exemptions to response timeframes:

In accordance with legislation or policy, applications / permits / items of correspondence forwarded to Council may require processing in various ways and alternate timeframes exist for these matters. Requests with timeframes listed in legislation or policy will be adhered to and advised to the customer in the acknowledgment correspondence.

3.2. Hours of Operation

Council's customer service functions will be available during Council's advertised hours of operation (generally 8.30am to 4.30pm Monday to Friday). An 'After-Hours' telephone emergency service through the main telephone number (07) 4189 9100 will be provided to enable customers to contact Council outside normal business hours for urgent matters.

1.1.1. Requests that are Unreasonable or Abusive

Council representatives are trained to deal fairly, objectively and empathetically with all customers. However, in some cases a customer's conduct can go beyond what is acceptable.

It is important that Council manages unreasonable or abusive customer conduct. Council reserves the right to terminate or restrict communications channels with customers behaving unreasonably.

Council identify three (3) main types of 'unreasonable' behaviours:

- Customers who become physically or verbally aggressive; and / or
- Customers that make substantial and unreasonable demands on the workload and resources of Council; and / or
- Customers acting in a manner which threatens or vilifies.

The Chief Executive Officer will determine the appropriate measures to be put in place to protect Council representatives and the general public. The customer will be advised of the measures put in place by Council and the reason for the measures.

4. DEFINITIONS

Business Day means a day that is not a Saturday, a Sunday or a public holiday in Council and commences the day after contact with Council.

Customer means any person or organisation that has any interaction with Council. This includes but not limited to residents, ratepayers, business operators, government officers and elected representatives.

Customer Request means a request for provision of a Council service that a member of the public may generally make such as a road repair request or the reporting of a non-compliance issue.

Council Representative means all Councillors and Council employees, including permanent, casual and temporary employees, contractors, volunteers, apprentices, trainees and work experience students.

5. LEGISLATIVE REFERENCE

Acts Interpretation Act 1901 (Cth)

Information Privacy Act 2009 (Qld)

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

Privacy Act 1988 (Cth) - Australian Privacy Principles

Right to Information 2009 (Qld)

6. RELATED DOCUMENTS

Complaint Management Policy

Councillor Code of Conduct

Employee Code of Conduct

Information Privacy Policy

Workplace Health and Safety Policy

7. NEXT REVIEW

As prescribed by legislation or every two (2) years – **November December 2022**

8. VERSION CONTROL

Version	Revision Description	Approval/Adopted Date	ECM Reference
1	New Policy	29 July 2009	536218
2	Revised Policy	25 November 16 December 2020	2745004

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

6.3 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL RECRUITMENT & SELECTION POLICY-STATUTORY-014

File Number: 09 December 2020

Author: Manager Social and Corporate Performance

Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Recruitment & Selection Policy-Statutory-014

SUMMARY

South Burnett Regional Council ('Council') aims to recruit and retain employees of the highest calibre.

Council's recruitment and selection process is guided primarily by the Merit Principle and Equal Employment legislation, as well as any industrial instruments relating to employment.

The Recruitment & Selection Policy serves to guide Council employees and its representatives in the application of appropriate, compliant recruitment and selection measures.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Recruitment & Selection Policy-Statutory-014 be adopted as presented.

FINANCIAL AND RESOURCE IMPLICATIONS

No direct financial and resource implications arise from this report.

LINK TO CORPORATE/OPERATIONAL PLAN

Corporate Plan 2018/19 to 2022/23:

EXC3 A skilled and sustainable workforce

EXC3.1 - Deliver contemporary human resource practices

EXC3.3 - Foster an organisational culture which reflects our shared vision and values

EXC3.4 - Provide appropriate training to ensure a skilled workforce that meets organisational needs

Annual Operational Plan 2020/21:

Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Internal consultation was initially undertaken within the Manager People & Culture.

The draft Recruitment & Selection Policy was circulated for review by Councillors and Council's Senior Management Team.

Feedback was received, considered and included in the revised draft.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Building Trades Public Sector Award State 2012

Engineering Award State 2012

Local Government Act 2009

Local Government Industry Award State 2017

Queensland Anti-Discrimination Act 1991

Right to Information Act 2009

South Burnett Regional Council Certified Agreements

Human Rights Act 2019

Section 4(b) of the *Human Rights Act 2019* (the 'Act') requires public entities to act and make decisions in away compatible with human rights. The Act requires public entities to only limit human rights in certain circumstances and after careful consideration. The human rights protected under the Act are not absolute. This means that the rights must be balanced against the rights of others and public policy issues of significance.

In the decision-making process, Council is to consider the 23 human rights:

1. Recognition and equality before the law;
2. Right to life;
3. Protection from torture and cruel, inhuman or degrading treatment;
4. Freedom from forced work;
5. Freedom of movement;
6. Freedom of thought, conscience, religion and belief;
7. Freedom of expression;
8. Peaceful assembly and freedom of association;
9. Taking part in public life;
10. Property rights;
11. Privacy and reputation;
12. Protection of families and children;
13. Cultural rights—generally;
14. Cultural rights—Aboriginal peoples and Torres Strait Islander peoples;
15. Right to liberty and security of person;
16. Humane treatment when deprived of liberty;
17. Fair hearing;
18. Rights in criminal proceedings;
19. Children in the criminal process;
20. Right not to be tried or punished more than once;
21. Retrospective criminal laws;
22. Right to education;
23. Right to health services.

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

No direct local law or delegation implications arise from this report

ASSET MANAGEMENT IMPLICATIONS

No direct asset management implications arise from this report.

REPORT

South Burnett Regional Council ('Council') aims to recruit and retain employees of the highest calibre.

Council's recruitment and selection process is guided primarily by the Merit Principle and Equal Employment legislation, as well as any industrial instruments relating to employment.

The Recruitment & Selection Policy serves to guide Council employees and its representatives in the application of appropriate, compliant recruitment and selection measures.

ATTACHMENTS

1. **South Burnett Regional Council Infrastructure Quality Policy-Statutory-029** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory-029

POLICY OWNER: Works

ECM ID: 2745006

ADOPTED: 16 December 2020

Infrastructure Quality Policy

NOTE: Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Social & Corporate Performance Branch. **A hard copy of this electronic document is considered uncontrolled.**

Table of Contents

1. POLICY STATEMENT	1
2. SCOPE	1
3. GENERAL INFORMATION	2
4. DEFINITIONS	3
5. LEGISLATIVE REFERENCE	3
6. RELATED DOCUMENTS.....	3
7. NEXT REVIEW	3
8. VERSION CONTROL	4

1. POLICY STATEMENT

South Burnett Regional Council's ('Council') Infrastructure Department ('Department') is committed to achieving the objectives set out in Council's Corporate Plan 2018/2019 to 2022/2023, being:

"The provision of quality services and infrastructure for our growing community that is planned, provided and managed on sound asset management principles."

In order to achieve this, we aim to provide the following activities and services:

- Provide and maintain road infrastructure in accordance with sustainable asset management practices;
- Provide and maintain financially sustainable utility infrastructure in accordance with asset management practices, and
- Provide and maintain other Council owned infrastructure to meet community needs in accordance with asset management practices.

2. SCOPE

This policy is relevant to services provided by the Infrastructure Planning (excluding the Materials Laboratory) and Works branches within Council. Activities performed by the Materials Laboratory are covered by the National Association of Testing Authorities ('NATA') accreditation.

This policy is established in accordance with the International Standard ISO 9001:2015 and provides the framework for the Department's Quality Management System ('QMS'). Council currently holds Organization for Standardization ('ISO') 9001:2015 certification. The scope of this certification covers the provision for design, construction and the maintenance of the South Burnett road network.

This policy's objectives are to:

- maintain a QMS in accordance with the ISO 9001:2015 Quality Management Systems – Requirements.
- plan and implement actions to address risks and opportunities and integrate these into the QMS.
- train staff and provide appropriate equipment and resources to ensure the continuous improvement of the QMS.

The ISO 9001:2015 Standard is published by the ISO, which is a worldwide federation of national standards bodies (ISO member bodies). 'This ISO provides the fundamental concepts, principles and vocabulary for QMS and proposes a well-defined QMS, based on a framework that integrates established fundamental concepts, principles, processes and resources related to quality, in order to help organisations realize their objectives.'¹

'This ISO employs the process approach, which incorporates the Plan-Do-Check-Act ('PDCA cycle'), and risk-based thinking.'² Council has determined the scope of the applicability of the QMS as the provision for design, construction and the maintenance of the South Burnett road network. Council has clearly defined processes needed for its QMS and has determined the inputs and the expected outputs, allocated resources, and assigned responsibilities for these processes, including monitoring against performance indicators to ensure these defined processes achieve their intended results.

Council has established a Corporate Risk Management Framework including Risk Registers/Treatment Plans that ensures the necessary processes and actions to identify, review and address corporate risks are undertaken in a timely manner. For the management review process, a two (2) tier structure comprising of an Infrastructure Management Group and an Infrastructure Working Group has been established. These working groups facilitate the identification of corporate risks and have the capability and authority to undertake suitable actions to address the corporate risks and take corrective action where required and identify opportunities for improvement so that the QMS can achieve its intended results.

In accordance with the quality management principles contained within the ISO 9001:2015 Standard, this policy aims to apply the following principles to improve the performance of the Department:

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management

3. GENERAL INFORMATION

Council's five (5) year Corporate Plan 2018/2019 to 2022/2023 has identified the following as the Strategic Priorities for the period of this Plan:

1. **Enhancing Our Communities** – *Building a vibrant, healthy, supportive and inclusive communities;*
2. **Growth & Opportunity** – *A strong and sustainable regional economy supported by diverse sectors and innovative planning mechanisms;*
3. **Our Environment** – *A sustainable environment, proactively and responsibly managed in partnership with the community for future generations;*
4. **Organisational Excellence** – *An organisation that is characterised by effective leadership, responsible management and quality service delivery; and*
5. **Infrastructure** – *The provision of quality services and infrastructure for our community that is planned, provided and managed on sound asset management principles*

In accordance with the *Local Government Act 2009*, Council adopts an Annual Operational Plan which identifies specific works to be undertaken and services to be provided in order to progress the long-term objectives set out in Council's Corporate Plan. An assessment of the Department's performance in implementing its Corporate and Annual Operational Plans will be monitored with quarterly Annual Operational Plan reviews and the progress reported in Council's Annual Report.

¹ <https://www.iso.org/obp/ui/#iso:std:iso:9000:ed-4:v1:en>

² ISO 9001:2015(E) p.7

3.1. Communication

Department divisional meetings are held on a quarterly basis, where the Infrastructure Management Group and Senior Executive Team ('SET') officers meet with the entire workforce of the Department to communicate planned actions to achieve improvements to current business processes, actions to address risks and opportunities, and inform the workforce on the impact of any major changes in the legislation. This ensures that the planned strategic direction is clearly communicated to officers at all levels and officers are aware of their roles and responsibilities in ensuring the intended results are achieved.

Communication of the Department's QMS objectives is also achieved through the Infrastructure Management Group and Infrastructure Working Group meetings, officer inductions and team meetings. Information to officers is also relayed via regular emails, awareness sessions and monthly newsletters which are accessible on the Council's intranet.

4. DEFINITIONS

Annual Operational Plan – The Annual Operational Plan details the activities and projects planned to achieve our goals on the Corporate Plan.

Corporate Plan 2018/209 to 2022/2023 – The Corporate Plan outlines South Burnett Regional Council's goals and strategies providing Council with the direction for the period of five (5) financial years.

NATA Accreditation – The National Association of Testing Authorities (NATA) is the national accreditation body for Australia. Accreditation provides a means of determining, formally recognising and promoting that an organisation is competent to perform specific types of conformity assessment activities.

ISO 9001:2015(E) – This is firmly established as the globally implemented Standard for providing assurance about the ability to satisfy quality requirements and to enhance customer satisfaction in supplier-customer relationships. This Standard was published by the International Organization for Standardization (ISO).

AS/NZS ISO 9001:2016 – This Standard is identical with and has been reproduced from ISO 9001:2015(E) Quality Management Systems - Requirements. This Australian/New Zealand Standard AS/NZS ISO 9001:2016 was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Systems, to supersede AS/NZS ISO 9001:2008.

5. LEGISLATIVE REFERENCE

Local Government Act 2009

ISO 9001:2015(E) Quality management systems – Requirements

AS/NZS ISO 9001:2016 Quality Management Systems – Requirements

6. RELATED DOCUMENTS

Employee Code of Conduct Policy

Infrastructure Quality Manual

Roads and Drainage - Construction Activities Manual

Roads and Drainage - Maintenance Activities Manual

Design and Technical Services – Procedures Manual

7. NEXT REVIEW

As prescribed by legislation or every two (2) years – December 2021

8. VERSION CONTROL

Version	Revision Description	Approval/Adopted Date	ECM Reference
1	New Policy	16 December 2020	2745006

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date: 16 December 2020

6.4 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL COMPUTER, INTERNET AND EMAIL USAGE POLICY-STRATEGIC-007**File Number:** 09 December 2020**Author:** Manager Social and Corporate Performance**Authoriser:** Chief Executive Officer**PRECIS**

Adoption of the South Burnett Regional Council Computer, Internet and Email Usage Policy-Strategic-007

SUMMARY

South Burnett Regional Council ('Council') is committed to ensuring the provision and availability of Information and Communications Technology (ICT) services to efficiently perform Council functions and improve the effectiveness with which Council serves the community. This will be achieved by:

- a) Delivering strategically aligned solutions in accordance with Council's Corporate Plan;
- b) Aligning the ICT architecture and plans with business priorities and ensuring ICT resources are deployed appropriately to fulfil approved demand for ICT services;
- c) Developing ICT services that provide sustainable value to the business by maximising benefits and minimising delivery risk;
- d) Following appropriate governance to ensure consistent and efficient service delivery;
- e) Administering controls to ensure that Council's data and information is effectively managed to maintain appropriate confidentiality, integrity and access;
- f) Ensuring ICT assets and their interrelationships are appropriately managed throughout their service lifecycle;
- g) Ensuring ICT services are designed, maintained and delivered in accordance with best practice service levels; and
- h) Ensuring remote access options are made available but maintained and appropriately managed to ensure security of Council information.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Computer, Internet and Email Usage Policy-Strategic-007 be adopted as presented.

FINANCIAL AND RESOURCE IMPLICATIONS

No direct impact on financial and resource implications arise from this report.

LINK TO CORPORATE/OPERATIONAL PLAN

Corporate Plan 2018/19 to 2022/23:

EXC2.1 - Deliver governance that provides sound organisational management and complies with relevant legislation

EXC2.2 - Appropriately resource the organisation to deliver Council's strategic objectives

EXC2.3 - Deliver corporate business solutions that meet corporate and customer needs

Annual Operational Plan 2020/21:

Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards.

Strategically upgrade and improve council information technology systems.

Deliver the priorities in the Information and Communication Technology (ICT) and Business Units (TechOne) Department.

Security Review including Cyber Security. Ensure the provision of appropriate security systems (including cyber security) and services to protect Council's data and information.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Internal consultation was initially undertaken by Social & Corporate Performance with the Manager ICT.

The draft Computer, Internet and Email Usage Policy was circulated for review by Councillors and Council's Senior Management Team.

Feedback was received with suggested changes considered and included in the policy.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Section 4(b) of the Human Rights Act 2019 (the 'Act') requires public entities to act and make decisions in away compatible with human rights. The Act requires public entities to only limit human rights in certain circumstances and after careful consideration. The human rights protected under the Act are not absolute. This means that the rights must be balanced against the rights of others and public policy issues of significance.

In the decision-making process, Council is to consider the 23 human rights:

1. Recognition and equality before the law;
2. Right to life;
3. Protection from torture and cruel, inhuman or degrading treatment;
4. Freedom from forced work;
5. Freedom of movement;
6. Freedom of thought, conscience, religion and belief;
7. Freedom of expression;
8. Peaceful assembly and freedom of association;
9. Taking part in public life;
10. Property rights;
11. Privacy and reputation;
12. Protection of families and children;
13. Cultural rights—generally;
14. Cultural rights—Aboriginal peoples and Torres Strait Islander peoples;
15. Right to liberty and security of person;
16. Humane treatment when deprived of liberty;
17. Fair hearing;
18. Rights in criminal proceedings;
19. Children in the criminal process;
20. Right not to be tried or punished more than once;
21. Retrospective criminal laws;
22. Right to education;
23. Right to health services.

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

No direct local law or delegation implications arise from this report

ASSET MANAGEMENT IMPLICATIONS

No direct asset management implications arise from this report.

REPORT

South Burnett Regional Council ('Council') is committed to ensuring the provision and availability of Information and Communications Technology (ICT) services to efficiently perform Council functions and improve the effectiveness with which Council serves the community. This will be achieved by:

- a) Delivering strategically aligned solutions in accordance with Council's Corporate Plan;
- b) Aligning the ICT architecture and plans with business priorities and ensuring ICT resources are deployed appropriately to fulfil approved demand for ICT services;
- c) Developing ICT services that provide sustainable value to the business by maximising benefits and minimising delivery risk;
- d) Following appropriate governance to ensure consistent and efficient service delivery;
- e) Administering controls to ensure that Council's data and information is effectively managed to maintain appropriate confidentiality, integrity and access;
- f) Ensuring ICT assets and their interrelationships are appropriately managed throughout their service lifecycle;
- g) Ensuring ICT services are designed, maintained and delivered in accordance with best practice service levels; and
- h) Ensuring remote access options are made available but maintained and appropriately managed to ensure security of Council information.

ATTACHMENTS

1. **South Burnett Regional Council Computer, Internet and Email Usage Policy-Strategic-007**  



POLICY CATEGORY - NUMBER: Strategic-007

POLICY OWNER: Information Computer & Technology

ECM ID: 2744923

ADOPTED: 16 December 2020

Computer, Internet and Email Usage Policy

NOTE: Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Social & Corporate Performance Branch. **A hard copy of this electronic document is considered uncontrolled.**

Table of Contents

1. POLICY STATEMENT	1
2. SCOPE	1
3. GENERAL INFORMATION	1
4. DEFINITIONS	2
5. LEGISLATIVE REFERENCE	2
6. RELATED DOCUMENTS.....	2
7. NEXT REVIEW	2
8. VERSION CONTROL	2

1. POLICY STATEMENT

South Burnett Regional Council ('Council') is committed to ensuring the provision and availability of Information and Communications Technology (ICT) services to efficiently perform Council functions and improve the effectiveness with which Council serves the community. This will be achieved by:

- Delivering strategically aligned solutions in accordance with Council's Corporate Plan.
- Aligning the ICT architecture and plans with business priorities and ensuring ICT resources are deployed appropriately to fulfil approved demand for ICT services.
- Developing ICT services that provide sustainable value to the business by maximising benefits and minimising delivery risk.
- Following appropriate governance to ensure consistent and efficient service delivery.
- Administering controls to ensure that Council's data and information is effectively managed to maintain appropriate confidentiality, integrity and access.
- Ensuring ICT assets and their interrelationships are appropriately managed throughout their service lifecycle.
- Ensuring ICT services are designed, maintained and delivered in accordance with best practice service levels.
- Ensuring remote access options are made available but maintained and appropriately managed to ensure security of Council information.

2. SCOPE

This policy applies to Council representatives who access ICT services provided by Council.

3. GENERAL INFORMATION

Council is committed to providing and maintaining a secure and effective ICT network encompassing the 'essential eight' strategies to mitigate cyber security incident. The Computer, Internet and Email Usage Procedure ('procedure') which sets out the parameters and requirements for Council representatives who are located both within Council facilities and operating remotely. The ICT Branch provides regular information surrounding common cyber threats, including current treatments as well as guidance to Council representatives on general practice such as usage of emails accounts

and password good governance.

All Council representatives who use ICT provided by Council are responsible for reading, understanding and complying with this policy and the procedure. Supervisors should make their teams aware of the requirements of this policy and the procedure. Where a Supervisor requires clarification, they should direct their inquiry in the first instance to the ICT Manager.

Failure to comply with this policy and the procedure may result in the referral of the matter to People & Culture for disciplinary action or for more serious offences or breaches, referral to an external agency for investigation.

4. DEFINITIONS

Council representative – all Councillors and Council employees including permanent, casual and temporary employees, contractors, volunteers, apprentices, trainees and work experience students.

External agency – An agency that has authority to act in the capacity relevant to the referral such as the Crime and Corruption Commission (Queensland) and the Office of the Independent Assessor.

ICT – Information Communication Technology

5. LEGISLATIVE REFERENCE

Information Privacy Act 2009

Local Government Act 2009

Right to Information 2009

6. RELATED DOCUMENTS

Australian Cyber Security Centre (ACSC) Certified Cloud Services List

Australian Cyber Security Centre Strategies to Mitigate Cyber Security Incidents

Queensland Audit Office – Managing Cyber Security Risks Report 3: 2019-20

South Burnett Regional Council Annual Operational Plan

South Burnett Regional Council Computer, Internet and Email Usage Procedure - Procedure-008

South Burnett Regional Council Corporate Plan

South Burnett Regional Council Councillor Code of Conduct Policy - Statutory-001

South Burnett Regional Council Employee Code of Conduct Policy - Statutory-011

7. NEXT REVIEW

As prescribed by legislation or every two (2) years – December 2022

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	New Policy	15 October 2008	504103
2	Policy Review	11 August 2015	1602892
3	Review of Policy	16 December 2020	2744923

Mark Pitt PSM

CHIEF EXECUTIVE OFFICER

Date:

6.5 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL ARTS CULTURE & HERITAGE POLICY-STRATEGIC-009

File Number: 09 December 2020

Author: Manager Social and Corporate Performance

Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Arts, Culture and Heritage Policy – Strategic-009

SUMMARY

South Burnett Regional Council ('Council') acknowledges that arts and heritage form an important part of sustainable regional economies. Council is committed to working with our community to pursue arts and heritage development in our region, whilst preserving the unique features of our heritage, culture and artistic endeavours.

Council's key role in supporting the arts, culture and heritage activity in the region is as a facilitator therefore the purpose of this policy is to provide a framework by which Council supports arts, culture and heritage.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the draft South Burnett Regional Council Arts, Culture and Heritage Policy – Strategic-009 be adopted for external consultation.

FINANCIAL AND RESOURCE IMPLICATIONS

Dependent on agreed service levels supporting arts, culture and heritage activity in the region, it is expected that there will be varying degrees of direct impact on Council's finances and resources.

LINK TO CORPORATE/OPERATIONAL PLAN

Corporate Plan 2018/19 to 2022/23:

EXC2.1 - Deliver governance that provides sound organisational management and complies with relevant legislation

EC3.5 – Recognise and embrace the region's cultural diversity

Annual Operational Plan 2020/21:

Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards.

South Burnett Arts Development Strategy - To progress an Arts Development Strategy to encourage and foster the arts in the South Burnett community

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

External consultation was initially undertaken with the local arts community through workshops and meetings predominantly held during 2019.

The draft Arts, Culture and Heritage Policy was prepared by Social & Corporate Performance and circulated for review by Councillors and Council's Senior Management Team.

The process of tabling the draft policy at the Standing Committee will release the draft policy into the Community for external consultation prior to tabling at an Ordinary Meeting of Council (anticipated January 2021).

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Section 4(b) of the *Human Rights Act 2019* (the 'Act') requires public entities to act and make decisions in away compatible with human rights. The Act requires public entities to only limit human rights in certain circumstances and after careful consideration. The human rights protected under the Act are not absolute. This means that the rights must be balanced against the rights of others and public policy issues of significance.

In the decision-making process, Council is to consider the 23 human rights:

1. Recognition and equality before the law;
2. Right to life;
3. Protection from torture and cruel, inhuman or degrading treatment;
4. Freedom from forced work;
5. Freedom of movement;
6. Freedom of thought, conscience, religion and belief;
7. Freedom of expression;
8. Peaceful assembly and freedom of association;
9. Taking part in public life;
10. Property rights;
11. Privacy and reputation;
12. Protection of families and children;
13. Cultural rights—generally;
14. Cultural rights—Aboriginal peoples and Torres Strait Islander peoples;
15. Right to liberty and security of person;
16. Humane treatment when deprived of liberty;
17. Fair hearing;
18. Rights in criminal proceedings;
19. Children in the criminal process;
20. Right not to be tried or punished more than once;
21. Retrospective criminal laws;
22. Right to education;
23. Right to health services.

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

No direct local law or delegation implications arise from this report

ASSET MANAGEMENT IMPLICATIONS

No direct asset management implications arise from this report.

REPORT

South Burnett Regional Council ('Council') acknowledges that arts and heritage form an important part of sustainable regional economies. Council is committed to working with our community to pursue arts and heritage development in our region, whilst preserving the unique features of our heritage, culture and artistic endeavours.

Council's key role in supporting the arts, culture and heritage activity in the region is as a facilitator therefore the purpose of this policy is to provide a framework by which Council supports arts, culture and heritage.

ATTACHMENTS

1. **South Burnett Regional Council Arts, Culture and Heritage Policy-Strategic-009** [↓](#) 



POLICY CATEGORY - NUMBER: Strategic-009
POLICY OWNER: Community
ECM ID: 2745005
ADOPTED:

Arts, Culture and Heritage Policy

NOTE: Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Social & Corporate Performance Branch. **A hard copy of this electronic document is considered uncontrolled.**

Table of Contents

1. POLICY STATEMENT	1
2. SCOPE	1
3. GENERAL INFORMATION	1
4. DEFINITIONS	3
5. LEGISLATIVE REFERENCE	3
6. RELATED DOCUMENTS.....	3
7. NEXT REVIEW	3
8. VERSION CONTROL	3

1. POLICY STATEMENT

The purpose of this policy is to provide a framework for South Burnett Regional Council ('Council') to support arts, culture and heritage engaging with and enriching the lives of our residents and visitors, whilst creating a community focus on arts, culture and heritage.

2. SCOPE

This policy applies to Council Representatives and demonstrates Council's intent when engaging with arts/cultural/heritage groups and residents of our region.

3. GENERAL INFORMATION

3.1. Council's role as a Facilitator

Council acknowledges that arts and heritage form an important part of sustainable regional economies and commits to working with our community to pursue arts and heritage development in the region, whilst preserving the unique features of our heritage, culture and artistic endeavours enhancing its character and its strengths.

Council's key role in supporting the arts, culture and heritage activity in the region is as a facilitator rather than as a deliverer of these activities. Council understands the importance of providing resources that link our community, bringing people together to plan for our collective future.

In this role of facilitator, Council works towards:

- Providing leadership to the sectors through advocacy, promotion and development / maintenance of Council's arts, cultural and heritage assets;
- Identifying and responding to community needs through strategic planning;
- Assisting with local coordination of activities;
- Assisting in the stimulation of the arts, culture and heritage-based enterprises;
- Encouraging collaboration across sectors; and
- Displaying Council's collection across its facilities.

3.2. Arts, Culture and Heritage as Sectors

The South Burnett region, with its strengths in tourism and its proximity to South East Queensland, has a significant opportunity to build its economy through the arts, culture and heritage sectors. Council's role in supporting these sectors includes:

- Building competitive advantage for the region based on its unique cultural heritage and the engagement of artists to interpret and respond to this;
- Building opportunities for the arts and cultural expression into tourism activities and campaigns;
- Understanding the skills development needs of the sector and assisting to deliver on these needs;
- Encourage the development of place-based arts, cultural and heritage projects to support the promotion of the region; and
- Provide access to arts, cultural and heritage activities through Council owned infrastructure.

3.3. Participation

3.3.1. Equity and Access

Council understands that building the capacity of the community and of the arts, culture and heritage sectors means that activities and facilities need to be accessible to all. The region has significant Indigenous heritage and Council respects and acknowledges the Traditional Owners of the region through its arts, cultural and heritage practices. Council also acknowledges the cultural and linguistic diversity of the region and supports the provision of services that are readily accessible. Providing access to arts, culture and heritage resources means that Council will:

- Consult with the community in ways that are appropriate and equitable;
- Provide facilities that are broadly accessible to all segments of the community;
- Encourage the arts, cultural and heritage activities that provide social interaction and participation by a range of segments of the community to promote social cohesion; and
- Emphasise the importance of collaboration and partnerships, not only between different sectors of the arts, culture and heritage, but in linking these sectors with the broader community through the establishment of an advisory committee to Council.

3.3.2. Community Engagement

Engaging the community in the arts, cultural and heritage activities is vital to the success of the sectors and of all facets of Council's Arts, Culture and Heritage Policy. A strongly engaged community is a community that comes together to celebrate successes and to plan for the future. Council seeks to support:

- Audience development through the encouragement of participation in arts, cultural and heritage activities in the region by the broader community;
- Collection of stories to record the arts, culture and heritage of the region;
- Connections with, and support of, the needs of the education sector; and
- Planning for, and delivering, public art that tells significant stories of the region.

3.4. Partnerships

The strength of the arts, culture and heritage sectors comes through its connections within and outside the region. Council's role in supporting these connections is to facilitate:

- Maintaining and developing funding partnerships with State and Federal governments (e.g. the Regional Arts Development Fund);
- Connections with arts, cultural and heritage organisations from within and outside the region; and
- Partnerships and collaborations between artists, cultural and heritage organisations from inside and outside the region.

Council considers the benefits to the community of supporting partnerships with arts, culture and

heritage sectors as lifestyle / attractiveness / aesthetics, creating opportunities, broadening perspectives, offering alternative/external views to challenge/debate issues, promoting innovation, celebrating diversity, evolving community spirit, enhancing health and wellbeing.

Council recognises the cross-portfolio nature of the arts, culture and heritage sectors. While currently sitting in the Community Department, it is understood that these sectors have an impact on Departments within Council. It is understood that working across departments is essential in achieving efficiency and sustainability in the delivery of outcomes of this Policy.

4. DEFINITIONS

Arts refers to all art forms, and includes visual arts, crafts, music, theatre, entertainment, community festivals and events, cultural traditions, and designs for public spaces. Art includes man-made or natural objects that have aesthetic value or express symbolic meaning.

Culture refers to all the traditions, history, customs and activities that constitute lifestyle, identity, heritage, celebration, and spiritual nourishment, as well as all the creative and innovative aspects of the arts that define a community.

Heritage refers to what we inherit. It includes customs, language and values.

5. LEGISLATIVE REFERENCE

Whilst there is no legislative authority governing the implementation of this Arts, Culture and Heritage Policy, Council aligns its arts, culture and heritage approach to State and Federal strategic plans such as the Queensland Government's "Creating Queensland's Future: 10-Year Roadmap for the arts, cultural and creative sector consultation"

6. RELATED DOCUMENTS

Regional Arts Development Fund Guidelines and Procedures
 South Burnett Regional Council Annual Operational Plan
 South Burnett Regional Council Community Plan
 South Burnett Regional Council Corporate Plan

7. NEXT REVIEW

As prescribed by legislation or every two (2) years – December 2022

8. VERSION CONTROL

Version	Revision Description	Approval/Adopted Date	ECM Reference
1	New Policy	16 December 2020	2745005

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

6.6 CUSTOMER AND COUNCILLOR REQUESTS

File Number: 09-12-2020

Author: Manager Social and Corporate Performance

Authoriser: Chief Executive Officer

PRECIS

Customer and Councillor Requests Summary

SUMMARY

Council operates several platforms for the receipt and processing of requests for service from our customers. The primary platform is the Property & Rating module ('P&R') within our business system. The attached statistics extracted from P&R provide a degree of insight into the services provided and the demands on the day to day operations of Council.

Councillors submit, as per Council's Acceptable Requests Guidelines Policy, requests for information to help Councillors to carry out their responsibilities under the *Local Government Act 2009*. The attached summary provides a list of the Requests for Information since the commencement of the register.

OFFICER'S RECOMMENDATION

That the Customer and Councillor Requests Summary be received for information.

BACKGROUND

Nil

ATTACHMENTS

1. **Customer Request Statistics**  
2. **Councillor Requests for Information Summary**  

Over the past 11 months Council has received 13,831 requests from the community across 46 groups. The top ten groups for requests being:

1	Rates / Valuations	2,438	6	Waste Collection	679
2	Animals	1,656	7	Planning Issue	617
3	Water Supply	1,548	8	Mowing	588
4	Roads	1,301	9	Parks & Gardens	438
5	Building Issue	801	10	Trees	419

Each group is comprised of categories requiring varied resources and timeframes for processing governed by legislation, policy and procedures.

The top three (3) groups and associated categories are listed as follows:

1	Rates / Valuations	Change of Address - 987 Pensioner - 487 Rates Instalment - 478 Levy Change -476 Debt Recovery - 6 Complaint – 4
2	Animals	Nuisance – 497 Feral Animal – 283 Livestock – 196 Animal Collection – 158 Change of Details – 125 Animal Attack – 116 Registration – 99 Number on property – 64 Dispute – 43 Dead Animal – 41 Wildlife - 19 Breeders – 10 Animal Cruelty – 5
3	Water Supply	Water Other – 535 Water Service Meter – 447 Main Leak – 327 Pressure Flow – 107 Water Quality – 67 HV Leak – 65

Currently there are 1,394 open requests across 41 groups within P&R. The top 10 groups are as follows:

1	Roads	138	6	Animals	79
2	Water Supply	100	7	Waste collection	70
3	Environmental Health	92	8	Public Health	65
4	Parks & Gardens	91	9	Plumbing Issue	65
5	Trees	80	10	Waste	58

Councillors submit, as per Council's Acceptable Requests Guidelines Policy, requests for information to help Councillors to carry out their responsibilities under the *Local Government Act 2009*.

This summary provides a list the Requests for Information by Councillors since the commencement of the register:

ID	Date	Councillor	Topic Summary	Action
2723118	18/09/2020	Mayor Brett Otto	Seeking information as to the advertised position of Executive Assistant (Mayor) - Level and salary range – comparison to the Executive Assistance position classification level.	Response provided
2731515	29/09/2020	Cr Kirstie Schumacher	Tracking of Council corporate overhead allocation	Response provided
2731516	29/09/2020	Cr Kirstie Schumacher	Budgets overrun over - the mechanisms for accountability and ensuring the consequences of this are visible	Response provided
2731517	29/09/2020	Cr Kirstie Schumacher	Does Council apply bottom up budgeting methodology?	Response provided
2731518	29/09/2020	Cr Kirstie Schumacher	Council's current Financial Sustainability Plan mapping the achievement of Council's corporate plan objectives in the medium to longer term.	Response provided
2736858	1/11/2020	Cr Danita Potter	The resourcing and information relating to Right to Information.	Response provided
2736217	2/11/2020	Mayor Brett Otto	Why is XYZ organisation is ineligible under the Community Grants Program Policy ('Policy') for in-kind support having received cash funding for the same event and the history of this criteria.	Response provided
2734793	28/10/2020	Mayor Brett Otto	Council's computer system and the capacity to identify the debt (Infrastructure Charges) against the property ID in rates if a Solicitor requested a rates search	Response provided
2734630	29/09/2020	Cr Kirstie Schumacher	Council's finance competency framework that covers all budget holders, delegates and other roles across all employment levels	Response provided
2739114	26/10/2020	Cr Roz Frohloff	Resident has stated that their builder has been waiting to receive the go ahead on a building for over 6 weeks. There are a number of issues. They would like an answer as to a tight timeframe.	Response provided
2739117	22/09/2020	Cr Scott Henschen	Requesting if any Infrastructure charge reduction has been looked into since last communication with resident	Response provided

2739119	28/09/2020	Cr Kirstie Schumacher	Progress update of CRM, with regard to the Organisation's request for service.	Response provided
2720679	13/09/2020	Cr Kathy Duff	Request for percentage of water from standpipes compare with the percentage of water used by consumers on Council's water system from June 2019 to June 2020 and how long our region has been officially drought declared	Response provided
2742036	26/10/2020	Cr Kathy Duff	Requesting copy of the Kingaroy Revitalisation project funding submission that was approved through the grant including the amount that Council agreed to contribute in the funding application and the detail of what was proposed in the grant. Requesting a detailed breakdown of the proposed expenditure that has fallen outside the funding approval.	Response provided
2742006	20/11/2020	Cr Kirstie Schumacher	External review/third party report of the estimated budget for the Kingaroy Transformation Project (KTP), providing the whole of life costing for the Project	Response provided, awaiting outcome
2741996	20/11/2020	Cr Kirstie Schumacher	Final spend on Alford Street carpark and original budget.	Response Provided
2741997	20/11/2020	Cr Kirstie Schumacher	DTMR and Ergon Energy contributions to KTP confirmed? Confirmation expected outcome and contingency plan.	Response provided
2741945	3/11/2020	Cr Kirstie Schumacher	Provision of key messages, relevant fact sheets and maps to be shared and used in public consultation and discussion, when talking with constituents in Division 4 about the proposed KTP project.	Response provided
2741942	28/10/2020	Mayor Brett Otto	Possibility of Infrastructure charges being put as a debt against the land and not paid for until the works commence	Response provided
2741919	26/10/2020	Cr Kathy Duff	Plans for the existing town entry signs such as position/timeframe/plans.	Response provided
2741916	30/06/2020	Mayor Brett Otto	Travel and hospitality expenses policy from other Councils	Response provided
2741913	11/11/2020	Mayor Brett Otto	LGIP discount accounting treatment RE: Discussion paper > Development Incentive Program. Re: application of discounts to the LGIP charges.	Response provided

2742078	13/11/2020	Mayor Brett Otto	External funding budget details: Request for revised spreadsheet that has the updated project funding and project status details following the Council workshop including detailed breakdown of costings.	Response provided
2742073	6/10/2020	Cr Danita Potter	Request regarding Coolabunia Saleyards income breakdown over period of years as identified.	Response provided
2742077	24/09/2020	Cr Kirstie Schumacher	Request for list of the property addresses and size of Council owned land in and around Kingaroy	Response provided
2742070	25/09/2020	Cr Kirstie Schumacher	Request for further information/details relating to a customer request relating to overgrown section of the park.	Response provided
2742069	24/09/2020	Cr Kirstie Schumacher	Request for a summary of the planning and building development statistics as listed, including current customer service standards for planning enquiries and outcomes.	Response provided (Further reporting to be provided)
2742074	26/10/2020	Cr Kathy Duff	Request for plans Council has in place to keep the parks and gardens and cemeteries maintained over the Christmas & New Year holiday period and particularly if in storm season and need for additional resources.	Response provided
2742001	26/10/2020	Cr Kathy Duff	Request to know plans for planting empty garden beds in CBD's and maintenance of gardens. Intervention service levels for parks & gardens.	Response provided (future service levels workshop)
2742081	25/09/2020	Cr Kirstie Schumacher	Request for cost of maintaining our parks and gardens and our cemetery per hectare following information for financial year 2018, 2019, 2020, including register of parks and gardens / mowing program details / register of toilet amenities and associated operational costs with service levels.	Response provided
2743543	16/11/2020	Cr Kirstie Schumacher	Request for details on the program or process for repainting median strips, including intervention levels.	Response provided
2724835	24/09/2020	Cr Kirstie Schumacher	Request further information as to when Council will workshop the KPI's with Visit South Burnett as part of the partnership agreement terms endorsed by resolution at the August Council Meeting.	Response provided

2743008	9/09/2020	Deputy Mayor Gavin Jones	Request for information relating to potential sites for the construction of the Maidenwell Transfer Station so that this information can be given to interested community residents for feedback.	Response provided
2742993	1/05/2020	Mayor Brett Otto	Request for reports: schedule of payments made to suppliers in the value range of \$2,000 to \$2,500 for the period specified; schedule of payments exceeding \$2,000 (incl GST) made to suppliers with postcodes outside of the South Burnett region for the period specified; any issues, including administrative costs or matters pertaining to the Tender Consideration Plan that may be caused by amending policy regarding pre-qualified suppliers register; any issues or concerns with amending dates for the opening and closing of the review process for the various panel arrangements for suppliers on the PQS register; any legislative or other policy restrictions on amending policy, being the Purchasing Quotation Table.	Response provided
TBA	13/11/2020	Mayor Brett Otto	Request for central register through which to manage submitted customer requests by the Mayor.	Response provided
2742989	20/11/2020	Cr Kirstie Schumacher	What is needed from cash reserves for the KTP project if Council allocates the extra budget and how does this risk our financial position (listing a number of scenarios)	Response provided
2743572	8/09/2020	Mayor Brett Otto	CEO performance review process	Response provided
2743000	26/10/2020	Cr Kirstie Schumacher	Request of information regarding property at XYZ, and the hardship faced by resident – requesting briefing on history of matter.	Response Provided
2742999	10/11/2020	Mayor Brett Otto	Request for design and costings for proposed additional disabled parking bays at the front of the South Burnett Aquatic Centre, Nanango.	Response provided
2743287	11/11/2020	Mayor Brett Otto	Processes regarding detailed review of xyz documents which gave rise to an increased deficit in the prior and current year's budgets Request for independent review as to the veracity of the data and as to the underlying assumptions which gave rise to the values and depreciation expense determined.	Response provided

2741995	27/08/2020	Mayor Brett Otto	Information relating to specified rates notices in xyz and comparison of charges request from customer.	Response provided
----------------	------------	------------------	---	-------------------

7 PORTFOLIO – ECONOMIC DEVELOPMENT

7.1 ECONOMIC DEVELOPMENT PORTFOLIO REPORT

File Number: 09-12-2020

Author: Councillor

Authoriser: Chief Executive Officer

PRECIS

Economic Development Portfolio Report

SUMMARY

Cr Schumacher presented her Economic Development Portfolio Report to Council

OFFICER'S RECOMMENDATION

That Cr Schumacher's Economic Development Portfolio Report to Council be received for information.

As a Council, it's our job to work at every level, both inside and outside our region, understanding, learning and setting our shared strategic direction - with a constant eye on the horizon. It's pleasing for this Council to bring in the new year with the draft corporate plan for community consultation and adoption, that will inform further work on our economic development strategy in 2021.

Over this past nine months, we've all been at the table, listening to our local businesses, farmers and operators, learning more about their operations, and how we as a Council could work with them to achieve better outcomes in our region. I believe this time has helped us to set our strategic tone – a core focus on population growth and improved aspects of liveability that will encourage people to call the South Burnett home. I'm excited by the many projects we have underway that will help us to deliver on these desired outcomes.

I look forward to the year ahead and building on some of the early discussions that I've had with the Mayor and some of you around how we may progress Council's approach and framework for Economic Development into the New Year. I'm also keen for Council to consider renaming my portfolio title to Regional Development, largely because the way I see it, is similar to the many other regions who recognise economic benefits are only one of the key drivers when it comes to the growth and prosperity of our region. I look forward to more discussions with you about this into the New Year.

It's my view we have a great opportunity to leverage the knowledge and expertise of existing groups and bodies who are focused on building the resilience of our region and boosting the confidence in our diverse economy. These groups and community organisations share a passion for sustaining what we have and improving and growing what we can. I would like to have BIEDO, Red Earth Community Foundation, Visit South Burnett, the Kingaroy Chamber of Commerce, the Murgon Business and Development Association, NaTDA and other town and village based business groups at the table, sharing their knowledge and expertise, and being represented by key leaders and movers and shakers in our community, in the conversations that we have as a Council. I see these stakeholder groups engage passionate individuals and businesses who are everyday opening their doors, paying wages, navigating supply chains, and it's my view these groups already provide:

- A strong voice in local matters
- A firsthand understanding of the issues and barriers our region faces to growth and regional development; and

- Have a shared interest due to their significant investment in the South Burnett Region.

As discussed in last week's Infrastructure committee meeting, there are plenty of funding opportunities available to our region, however it seems our top draw of projects for funding needs attention. It's my view we need a draw full of well thought out concepts and designs. This draw full of ideas that are shovel ready, and means that we have the confidence when funding becomes available that we are ready and what we as a Council are going after has the full backing and support of the business leaders and entrepreneurs of our region.

I'm talking about a project pipeline and I would like to work with my fellow Councillors to establish a Regional Development Advisory Group who channel the views, feedback and ideas of the established groups and networks I've mentioned. Council's Regional Development Advisory Group would do the homework and would bring the ideas and concepts to this Council Chamber for thrashing out in committee meetings and making a recommendation for consideration by Council at the General Meetings. I envisage, the Regional Development Advisory Group would work with our General Managers, and other bodies including the Department of State Development, Tourism and Innovation and Regional Development Australia to brainstorm the projects for the project pipeline, to draw on the learnings of others regions, and based on the information they bring from their networks and operations to this group, make recommendations via these Committee Meetings, for Council's consideration. In some cases, Council may decide to allocate the funds needed to undertake the business case and groundwork to get the project proposed to shovel ready status, or the recommendation may be for Council to endorse an application for funding to undertake specific projects or initiatives informed by the Council's Regional Development Advisory Group. The group who will bring everybody together in a cohesive and collaborative way. While these groups may have different agendas and purposes, they are all very passionate about the South Burnett – as am I – and I know you are too.

This concept is still very much in its infancy, however, would support this Council's approach and view of empowering local industries, businesses, entrepreneurs and individuals, and supporting them in what they need to be successful. It's my view that we are stronger when we work together, that we will continue to be impacted by droughts, floods and hailstorms and that we have some incredible people in our region doing incredible things every day. As a small business owner and farmer – I know firsthand that in business, the need to keep your people employed, to run your operations, to streamline activities, to continue to support your family and find savings and efficiencies is the culture of the many businesses, agricultural enterprises, tradies and operators in our region.

I see there could be much for this Council to gain, from listening to their ideas and learnings and using these in a way that informs our region's project pipeline – the pipeline that Council is will be the custodian and facilitator of on behalf of the people of our region.

Put simply we just don't know what we don't know, what we aren't living every day – and the concept of a Regional Development Advisory Group would inform the discussions and the advocacy of this Council at the many tables in which it sits. I'm very keen to continue these discussions with my fellow Councillors into the New Year, particularly as we look to set the budget and the Economic Development, or as I'd like to say – Regional Development Strategy for the years ahead. I'm confident from the discussions and workshops this Council has held, our shared focus on improving the liveability of our region will help to attract more families to live here. I am confident that the South Burnett will be the next growth story – we just can't underestimate how important our project pipeline is in driving growth and maximising every funding opportunity.

It's certainly been a big year for everyone, and big in so many ways but I see, there is nothing but opportunity on our horizon and these are just some of the clear indicators as to why:

Council's newly adopted Development Incentives Program:

- The feedback from Council's newly adopted Development Incentives Program has been positive, with many local builders and developers looking to progress their projects because of this.
- Last financial year, Council received 64 planning applications, and as of last week we were sitting at 24 for this year.
- I'm confident this boost will be the kick start that our region needed and it will mean more projects and essentially jobs as these developments get off the ground.

Building applications on track:

- While first home buyer grants will end later this month, tradies are run off their feet with new builds underway and if you drive around our region you will note, plenty of house pads ready to go.
- This year we have received 187 applications and 232 building certificates issued, and I am confident we will see this exceed the 364 building applications received last year.

Water security is our highest priority:

We eagerly await the state governments response to enable the second phase of the feasibility studies to progress the planning and development of new or improved water infrastructure for the South Burnett as part of the National Water Infrastructure Development Fund (NWIDF).

Our visitor economy has grown

- It's great to hear at Visit South Burnett's recent AGM that the tourism industry has a renewed focus as a collective, working together in the spirit of strong collaboration and cohesion, which has brought almost 90 members to the table this year.
- The investment this Council has made in Lake Boondooma and Yallakool Park is delivering a return for our region, with visitors to Lake Boondooma up in November by 153 visitors on the previous year – a total of 653 occupants from 1 November to 18 November and for Yallakool Park an increase of 447 visitors from the previous year, being a total of 695 visitors during this period.
- Major events are about to re-emerge in our region, with events including BaconFest planning for how they will adapt and flex to make the next festival a reality.
- The Kingaroy Visitor Information Centres has welcomed 1459 visitors through their doors this year, Wondai another 924, Nanango 711 visitors and Murgon 509 visitors. I'd like to give an enormous thank you to the 296 volunteers who make this happen, and have attributed more than 1,680 hours to our centres. Thank you.

Our region is thinking big:

- The KCCI recently held a strategic planning workshop to consider its role into the future, and how it can advocate and support our business community to lead the changes and improvements that our business community need to be successful.
- The CEO, Mayor Otto and I have met with Red Earth Community Foundation, the BIEDO Board and Stanwell to discuss and share ideas and strategies as to how we can collectively build the resilience and capacity of our region into the future.

- Council has been engaging in conversations to lobby and advocate for QCN fibre in the centre of Kingaroy's CBD which would transform the jobs and opportunities for professionals to be based in the South Burnett.

- The Blackbutt District Tourism and Heritage Association recently showed Councillors on their tag along tour the Bora ring sites around Blackbutt and are keen to collaborate with South Burnett Regional Council and Cherbourg Aboriginal Council to share the stories of our region's indigenous culture during 2021 being the year of Indigenous Tourism. I know there are similar discussions that have been held at the Bunya Mountains and I look forward to working with my fellow Councillors to find ways to acknowledge these sites of cultural significance in a meaningful way, hand in hand with our Traditional Owners.

This is just a short snapshot and I look forward to serving my community and continuing to work with our community to reshape Council's strategy and approach to achieving economic development, or as I'd like to say regional development outcomes that maximise every opportunity and set us up for the future.

BACKGROUND

Nil

ATTACHMENTS

Nil

7.2 ECONOMIC DEVELOPMENT AND TOURISM MONTHLY UPDATE

File Number: 09-12-2020

Author: Coordinator Executive Services

Authoriser: Chief Executive Officer

PRECIS

Economic Development and Tourism update for the month of November 2020.

SUMMARY

This report provides an update on the South Burnett Regional Council's Economic Development and Tourism section for the month of November 2020.

OFFICER'S RECOMMENDATION

That the Economic Development and Tourism monthly Update for November 2020 be received for information.

BACKGROUND

In November 2020 the Economic Development and Tourism team progressed the following:

Events / happenings:

10-11-20 Kingaroy VIC carpet renewal



23-11-20 Kingaroy Heritage Museum - Museum exterior painting

<https://www.southburnett.qld.gov.au/news/article/1226/maintenance-works-to-the-kingaroy-heritage-museum>



24-11-20 Christmas Hampers – Support Local Businesses - Are you looking for a unique, locally produced Christmas gift this year? Discover South Burnett local produce at our Visitor Information Centre Network, Kingaroy with Christmas Hampers once again available for sale.

<https://www.southburnett.qld.gov.au/news/article/1229/support-local-businesses-this-christmas>



Monthly Statistics:

Visitor Information Centres – Monthly Statistics 2020-21							
2020	Jul	Aug	Sep	Oct	Nov	Dec	
Sales	B - \$0 K - \$6292 M - \$598 N - \$1318 W - \$3330	B - \$0 K - \$8000 M - \$473 N - \$1093 W - \$2697	B - \$0 K - \$6760 M - \$993 N - \$2373 W - \$4184	B - \$0 K - \$7408 M - \$863 N - \$2698 W - \$4623	B - \$0 K - \$4938 M - \$7170 N - \$1871 W - \$		
Coach Tours	B - 0 K - 2 M - 0 N - 1 W - 0	B - 0 K - 1 M - 0 N - 0 W - 0	B - 0 K - 0 M - 0 N - 2 W - 0	B - 0 K - 5 M - 0 N - 1 W - 2	B - 0 K - 0 M - 0 N - 2 W - 0		
Volunteer Numbers	B - 0 K - 141 M - 25 N - 0 W - 40	B - 0 K - 154 M - 42 N - 25 W - 39	B - 0 K - 139 M - 43 N - 57 W - 35	B - 0 K - 147 M - 41 N - 61 W - 47	B - 0 K - 118 M - 41 N - 54 W - 51		

Volunteer Hours	B - 0 K - 857 M - 141 N - 0 W - 203	B - 0 K - 879 M - 189 N - 339 W - 0	B - 0 K - 719 M - 181 N - 340 W - 11	B - 0 K - 846 M - 197 N - 392 W - 250	B - 0 K - 664 M - 215 N - 223 W - 76	
Days Open	N/A	N/A	N/A	B - 0 K - 29 M - 27 N - 30 W - 26	B - 0 K - 20 M - 26 N - 30 W - 26	
2021	Jan	Feb	Mar	Apr	May	Jun
Sales						
Coach Tours						
Volunteer Numbers						
Volunteer Hours						
Days Open						

Media Releases:

- 12-11-20 A Day At The Dam featuring Troy Cassar-Daley - Tickets Sold Out
- 16-11-20 BIEDO Update
- 24-11-20 Maintenance works to the Kingaroy Heritage Museum
- 24-11-20 Support local business this Christmas

Media Releases 20-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	N/A	N/A	N/A	N/A	4	
2021	Jan	Feb	Mar	Apr	May	Jun

Social Media Posts:

Social Media:						
2020	Jul	Aug	Sep	Oct	Nov	Dec
SB VIC Network	29	17	12	19	29 Likes 645 Followers 752	
Discover South Burnett	7	1	3	6	5 Likes 3835	

					Followers 3925	
Kilkivan to Kingaroy Rail Trail	1	0	0	0	3 Likes 988 Followers 1075	
Drive Inland	0	0	0	0	3 Likes 799 Followers 856	
WBB – The Perfect Place	0	0	0	0	3 Likes 2450 Followers 2499	
2021	Jan	Feb	Mar	Apr	May	Jun
SB VIC Network						
Discover South Burnett						
Kilkivan to Kingaroy Rail Trail						
Drive Inland						
Wide Bay- Burnett – The Perfect Place						

Printed Advertising / Graphical Design:

- Brochures updated / printed –
 - Kilkivan to Kingaroy Rail Trail brochure X 2,000
 - South Burnett Walking Map x 2,000
 - South Burnett Free Map brochure x 5,000
 - Wondai Heritage Museum brochure x 1,000
 - Wondai Vic & Timber Museum brochure x 2,000
- South Burnett Today – Mud Maps
 - South Burnett Energy Centre - Nanango VIC
 - Bjelke-Petersen Dam
 - Lake Boondooma
 - Wondai VIC
 - Murgon VIC

Activities:

- Tourism Brochures updated x 6
 - South Burnett Dog Friendly Businesses
 - Photographers Trail for the South Burnett
 - South Burnett Energy Centre & Visitor Information Centre – Nanango
 - South Burnett Wineries
 - Wooroolin Wetlands
 - Tipperary Flat brochure

- Procedure, Training & Operational Manuals updated – Kingaroy & Nanango
- Volunteer Christmas Party organised
- Christmas Hampers (23x sold November) and Christmas stock replenished

ATTACHMENTS

1. **Southern Queensland Country - South Burnett Monthly Report - Oct 2020** [↓](#) 
2. **Tourism Sentiment Report - Oct 2020** [↓](#) 



Key Points from October 2020



South Burnett's occupancy rate for October 2020 was 69%, a 26.24% increase year on year, and remains the highest occupancy rate in the SQC region for the fourth consecutive month.

This data comes from Booking.com, Air Bnb, Trip Advisor and VRBO.



As well as occupancy performing strongly year on year, Average Daily rate is also up more than 30% year on year.

This data comes from Booking.com, Air Bnb, Trip Advisor and VRBO.

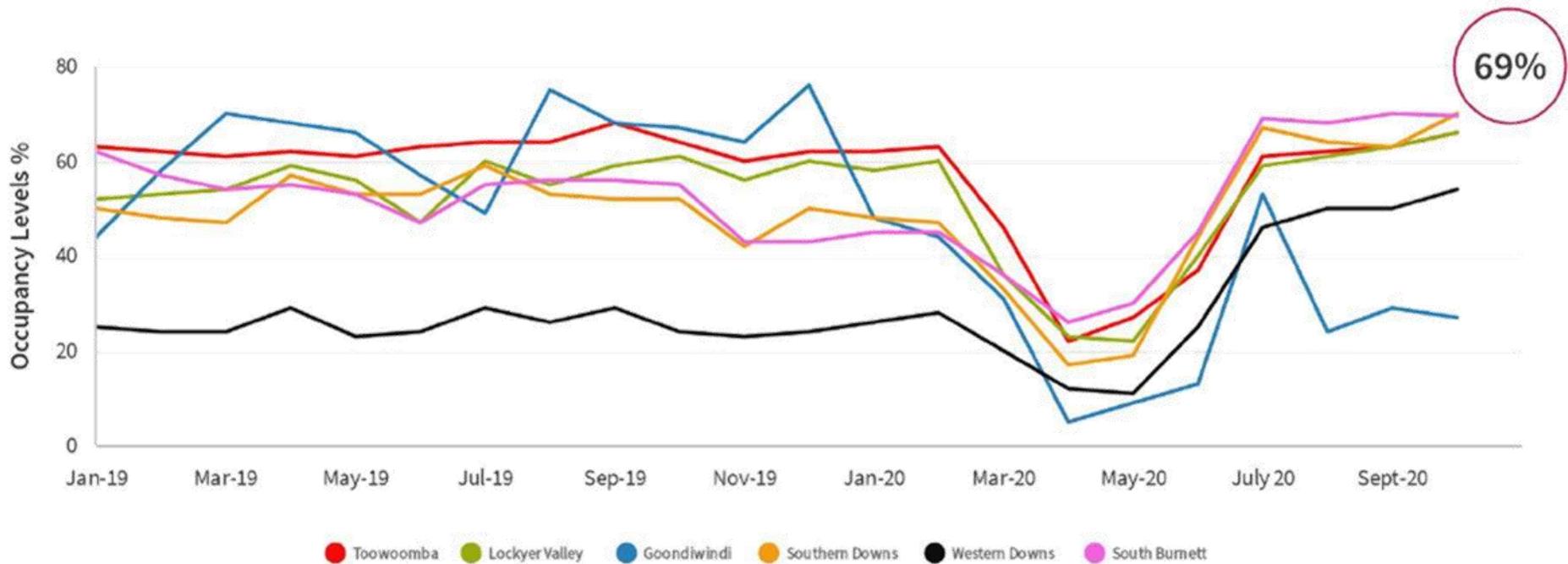


Visitors from Brisbane, Moreton Bay and Toowoomba LGA's made up 37.54% of the visitation in October 2020 with Brisbane making up the majority of this figure.

This includes devices that were just driving through, day trippers and over nighters.



South Burnett's occupancy rate for October 2020 was 69%, a 26.24% increase year on year, and remains the highest occupancy rate in the SQC region for the fourth consecutive month.

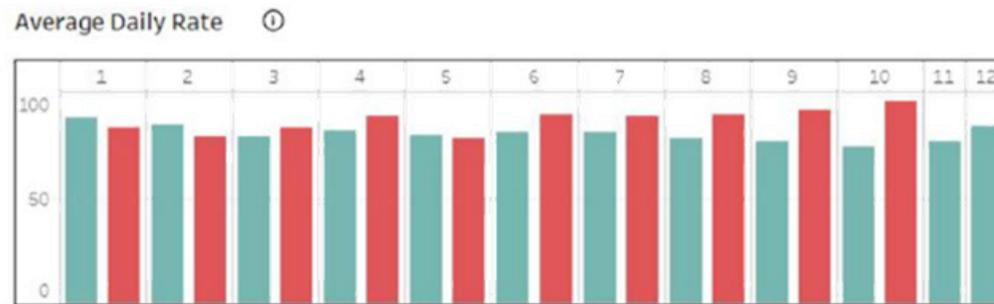
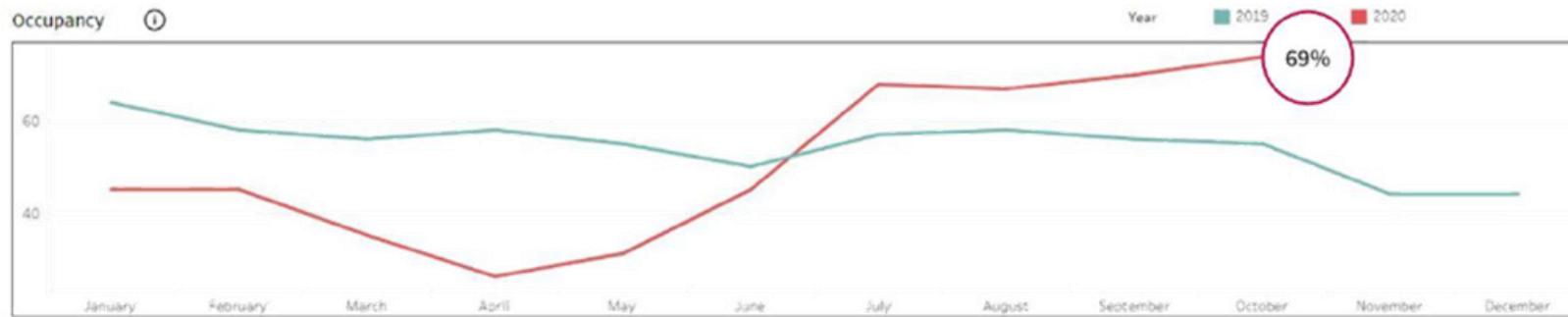


Data for this graph comes from Booking.com, Trip Advisor, Air BnB and VRBO



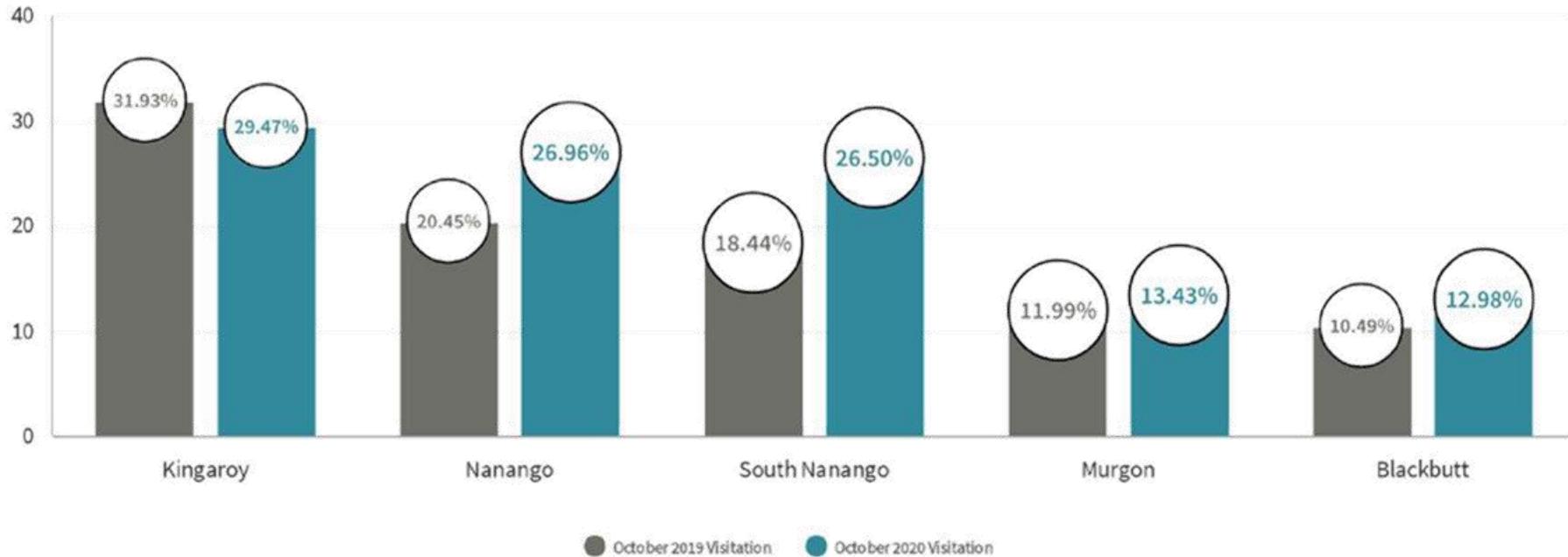
South Burnett continues it's strong performance with regard to accommodation key performance indicators. Year on year, occupancy was up 26.24% while Average Daily Rate was up 30.08%.

This data is collected from Air BnB, Trip Advisor, Booking.com and VRBO.



The graph below shows the percentage of visitors who travelled to a particular suburb from the total number of visitors to that region.

For example, in October 2020, 29.47 % of all visitors to South Burnett visited Kingaroy.

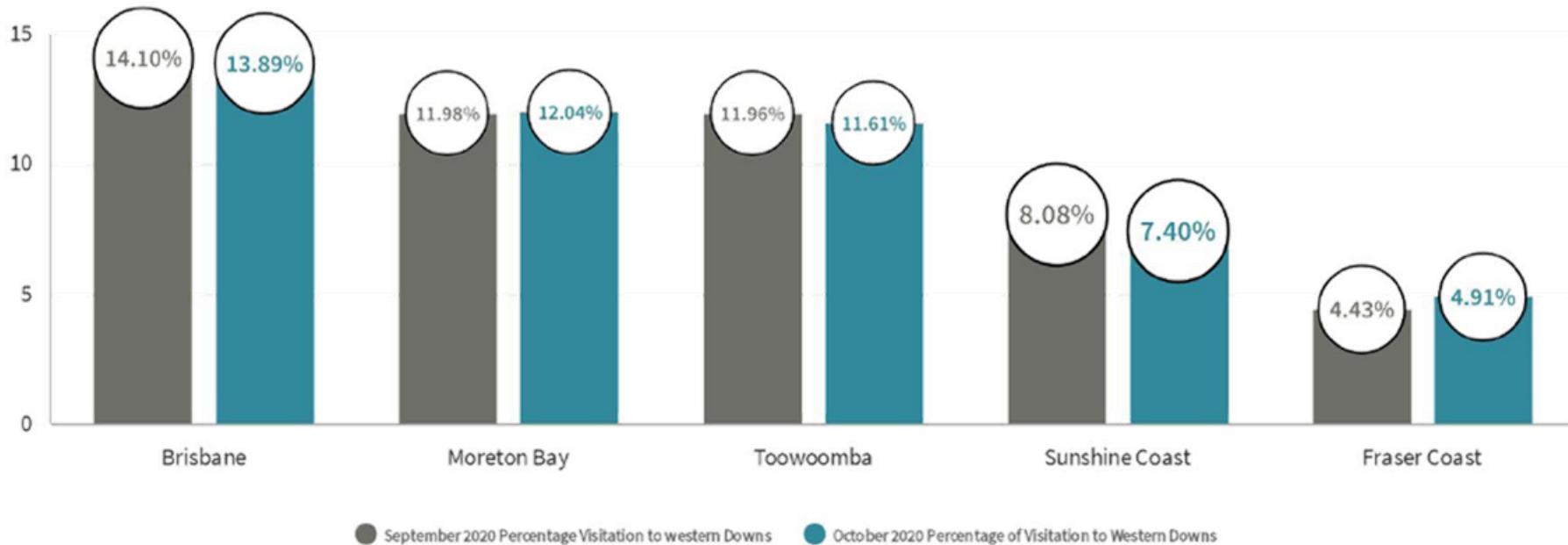


Data for this graph comes from mobility data



Visitors from Brisbane, Moreton Bay and Toowoomba LGA's made up 37.54% of October visitation, with Brisbane making up the majority of this figure.

The graph below shows the percentage of visitation from a certain source market. For example, 7.4% of the visitors to South Burnett LGA in October 2020 were from the Sunshine Coast.



Data for this graph comes from mobility data



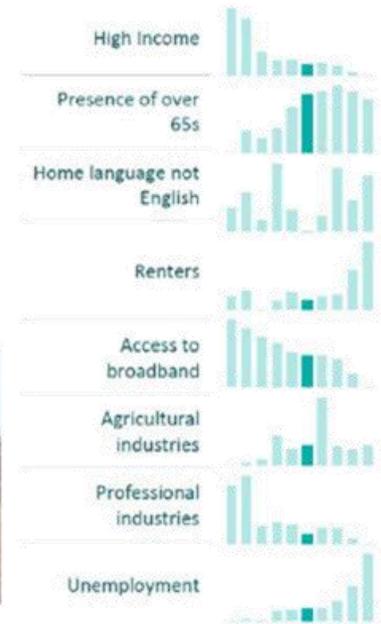
“Aspiring Out of Towners” is the dominant segment that makes up visitation to South Burnett with 13% of all visitors coming from this segment.

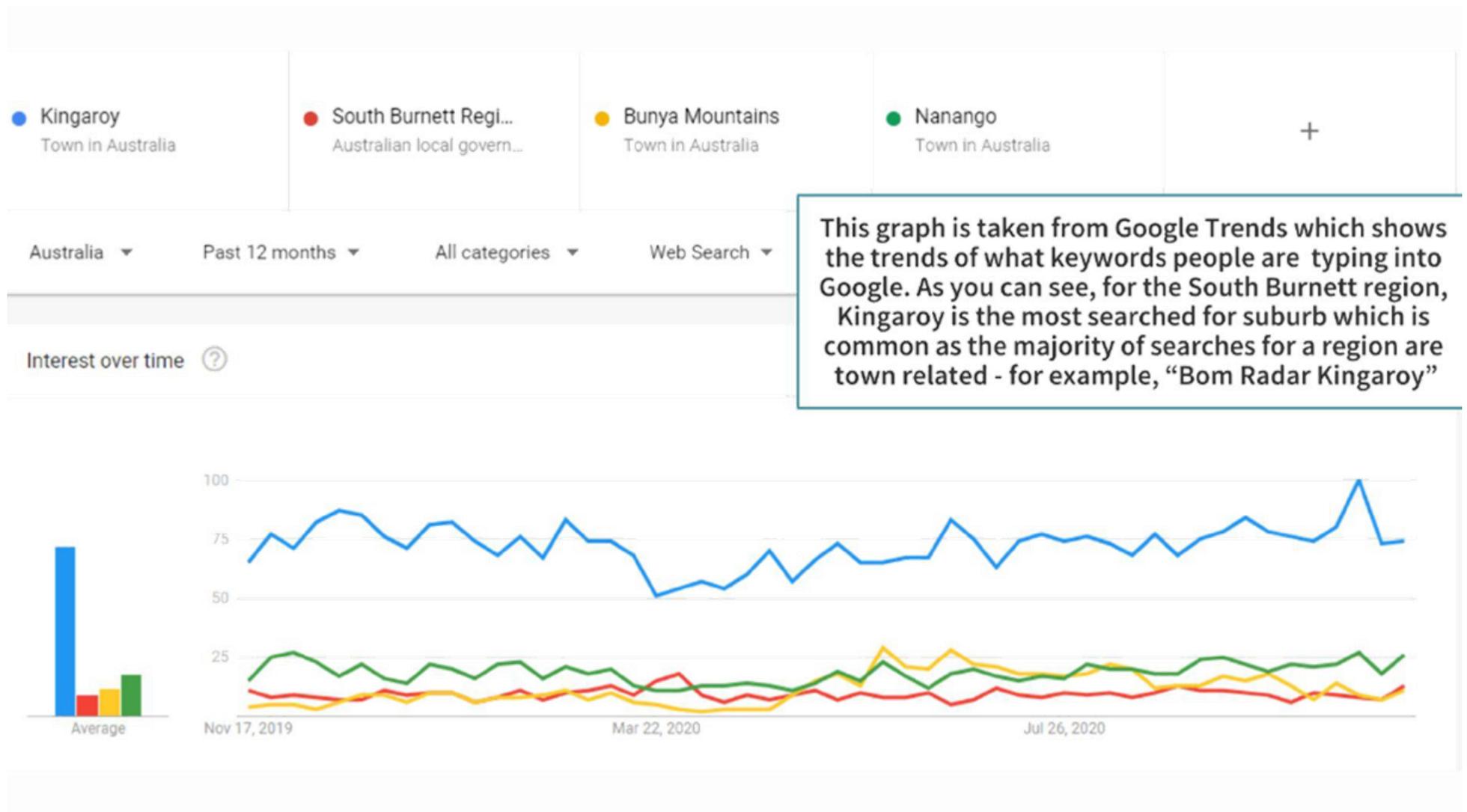
The majority of “Aspiring Out of Towners” come from Moreton Bay, Toowomba and Logan.

“With younger renters as well as home-owning retired households, workers in this varied group are often employed in primary and blue-collar industries.”

Typical Features:

- Middle income households
- Suburban and smaller town locations
- Non-family households as well as older families and retired couples
- Below average presence of children
- Mixed property types and tenure
- Rent and mortgage payments below the national average
- Below average educational attainment
- Trade, manufacturing and agricultural professions
- Below average internet usage





This graph is taken from Google Trends which shows the trends of what keywords people are typing into Google. As you can see, for the South Burnett region, Kingaroy is the most searched for suburb which is common as the majority of searches for a region are town related - for example, "Bom Radar Kingaroy"



Tourism Sentiment Index

South Burnett

© Think! X Innovations, 2019. All rights reserved. No part of the Tourism Sentiment Index report may be modified and reproduced in any form or manner without the prior written permission of Think! X Innovations.

DESTINATION **Think!**

The graphic features a circular progress indicator with segments in light blue, dark blue, and orange, set within a speech bubble shape. The text 'Tourism Sentiment Index' is centered within the circle. To the right, a vertical line separates the title from the location name 'South Burnett'. The background is a dark teal color, and the right side of the slide has a light grey gradient.

This report provides a comprehensive analysis of what people are saying about your destination online. Insights from this data should guide strategic planning, marketing and destination development to enable you to shape the way people talk about the South Burnett in the Future.



Method + Metrics

How your Tourism Sentiment Score™ is calculated

DESTINATION**Think!**

Calculating your score

Focusing on conversations driving tourism

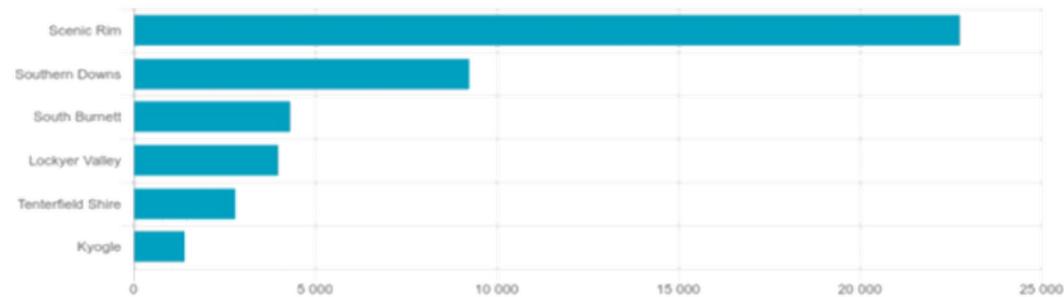
Tourism Sentiment Score™ is a measure of a destination's ability to generate positive word of mouth about its tourism offering. It is an aggregate score that focuses solely on online conversations that reference or affect a potential traveller's perceptions of a destination's tourism offering. To do this, we start by collecting all the conversations around your destination and then filter to those conversations that are driven by your destination's tourism experiences or products.

5

Understand Size and Scale

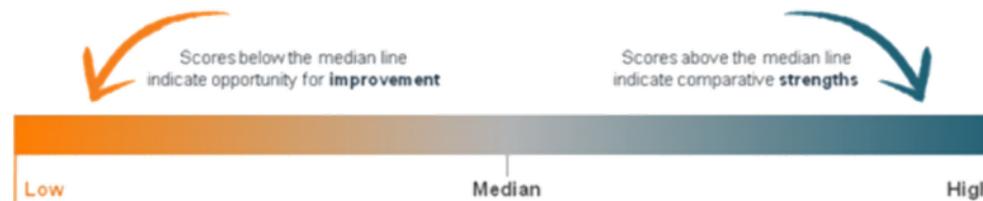
Understanding Volume

Volume of conversations is an indicator of overall awareness. The higher the volume of conversations for a destination, the more people are talking about it, bringing a greater chance that people read or hear about the destination. Volume does not represent quality. It represents opportunity. Based on the destinations in this report, we see a distribution of conversation volume as follows.



Reading the scale

Throughout the report, you will see your destination's scores displayed on a scale. The scale is defined by the relative scores of the comparative destination set. The median line on each scale is defined by the middle point between the 3rd and 4th ranked destinations. Therefore, creating a midpoint amongst the comparative destination set to compare to.





The graphic features a stylized speech bubble on the left, composed of a light blue tail and a circular head. The circular head is divided into four segments: a grey segment at the top, a teal segment on the right, a light blue segment at the bottom, and an orange segment on the left. Inside the speech bubble is a white icon of a computer monitor displaying a dashboard with three horizontal lines and a mouse cursor arrow pointing to the right.

Tourism Sentiment Dashboard

The overall health and performance of South Burnett

DESTINATION **Think!**

Methodology

Parameters

The Tourism Sentiment Index gives you a view that no customer survey or focus group can provide. Your report scanned, monitored and analyzed:

What: 339 761+ online conversations from around the world

When: 1 January to 30 September, 2020

How: This analysis applies a custom, text- and image-based algorithm focused on conversations about South Burnett and its connected tourism region. To provide further context for the results, five comparative destinations were included in the analysis:

- Kyogle
- Tenterfield Shire
- Lockyer Valley
- Southern Downs
- Scenic Rim

Sources

More than 500,000 different sources were included in the analysis, including online media sites, forums, reviews and social media networks (Twitter, Facebook, Instagram, Tumblr, YouTube and TripAdvisor)

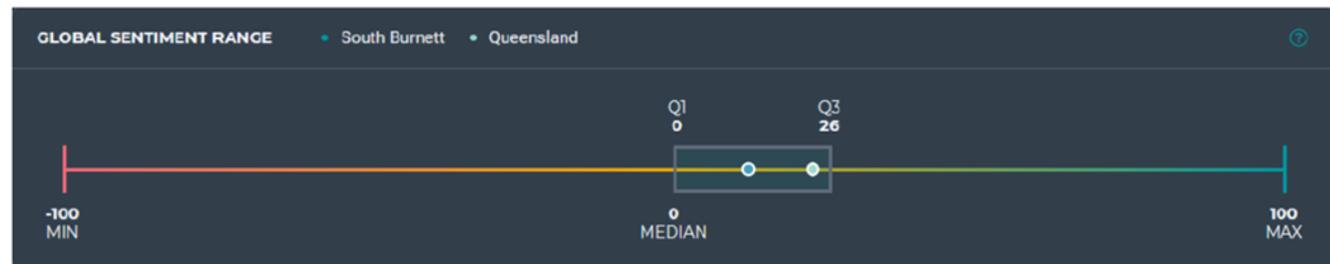
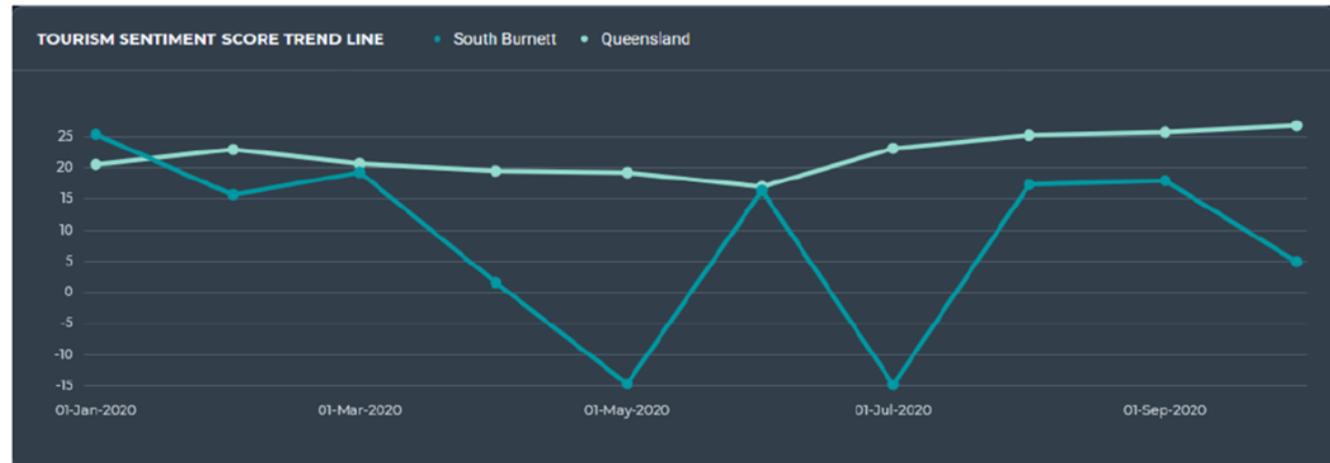
Tourism Performance of South Burnett

At a glance, you can see the current performance of your destination and people's attitudes towards the tourism offering of South Burnett relative to Queensland.

KEY PERFORMANCE INDICATORS	SOUTH BURNETT	QUEENSLAND
Tourism Sentiment Score® ?	<p>12 -100 100</p> <p>▲ 100% 472 Total Conversations</p>	<p>23 -100 100</p> <p>▲ 100% 282912 Total Conversations</p>
Global Tourism Sentiment Comparison ?	AVERAGE	AVERAGE
Emotional Tone of Conversation ?	Joy	Joy
Topics Driving Positive Sentiment ?	Winery + Vineyards Breweries + Pubs	Beaches Nature Photography
Topics Driving Negative Sentiment ?	Golfing Natural Disaster	Health Accommodation

Sentiment Analysis: How well South Burnett performs

The Tourism Sentiment Score® measures attitudes toward the tourism offering of South Burnett. Tracking this score over time will provide insight into the ability of South Burnett to build on its positive reputation and minimize challenges.



Topic Analysis: What drives the Tourism Sentiment Score® of South Burnett

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▲ Safety		26% ▲ 26%	Fear	-1 Average	17% ▲ 17%	Sadness	-4 Average
▲ Outdoor Activities		30% ▲ 30%	Joy	11 Average	27% ▲ 27%	Joy	27 Average
▲ Amenities + Entertainment		18% ▲ 18%	Joy	7 Average	10% ▲ 10%	Joy	22 Average
▲ Food + Culinary		20% ▲ 20%	Joy	25 Average	9% ▲ 9%	Joy	25 Average
▲ Culture + History		3% ▲ 3%	Sadness	35 High	4% ▲ 4%	Joy	24 Average
▲ Destination Services		2% ▲ 2%	Joy	31 Average	9% ▲ 9%	Joy	30 Average
▲ Relaxation + Wellness		1% ▲ 1%	Sadness	22 Average	13% ▲ 13%	Joy	33 Average
▲ Access + Transportation		<1% ▲ 0%	Sadness	-24 Average	11% ▲ 11%	Joy	9 Average

By understanding what drives conversations about tourism as it relates to South Burnett, you can learn what is top of mind for your community. Through the side-by-side comparison with Queensland, you can see the current strengths of South Burnett and where it faces challenges. Filter the data by Category, Sentiment or Source to dive deeper into the details.



Tourism Assets

The following section is a detailed look at the 50 tourism assets that comprise your destination's Tourism Sentiment Score™

Safety

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Safety		100% ▲ 100%	Fear	-1 Average	100% ▲ 100%	Sadness	-4 Average
Health		76% ▲ 76%	Anger	7 Average	79% ▲ 79%	Sadness	-3 Average
Natural Disaster		24% ▲ 24%	Fear	-15 Average	21% ▲ 21%	Fear	-5 Average

SOUTH BURNETT SAMPLE CONTENT: SAFETY

<p>...returning traveller in the South Burnett (last week) One returning traveller in Toowoomba (confirmed March 19) currently in self-isolation A couple returning from trav</p> <p>Posted: 21-Mar-2020 Source: News</p>	<p>South Burnett border crossing couple in quarantine.</p> <p>Posted: 05-Aug-2020 Source: News</p>	<p>South Burnett border crossing couple in quarantine Warwick Daily News.</p> <p>Posted: 05-Aug-2020 Source: News</p>	<p>South Burnett border crossing couple in quarantine Gatton Star.</p> <p>Posted: 05-Aug-2020 Source: News</p>
---	--	---	--

Outdoor Activities

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
- Outdoor Activities		100% + 100%	Joy	11 Average	100% + 100%	Joy	27 Average
Biking + Cycling		14% + 14%	Sadness	19 Average	8% + 8%	Joy	18 Average
Golfing		14% + 14%	Anger	-19 Average	9% + 9%	Joy	21 Average
Nature Photography		38% + 38%	Joy	16 Average	22% + 22%	Joy	33 Average
Fishing		7% + 7%	N/A	8 Average	8% + 8%	Joy	17 Average
Surfing		2% + 2%	N/A	0 N/A	13% + 13%	Joy	42 High
Diving + Snorkeling		4% + 4%	N/A	0 N/A	6% + 6%	Joy	33 High
Motorsports		6% + 6%	N/A	-43 Low	5% + 5%	Anger	14 Average
Camping		4% + 4%	N/A	0 N/A	7% + 7%	Joy	21 Average
Wildlife Viewing		7% + 7%	Joy	19 Average	14% + 14%	Joy	19 Average
Hiking + Rock Climbing		2% + 2%	Joy	48 High	3% + 3%	Joy	20 Average
Sailing + Yachts		<1% + 0%	N/A	0 N/A	2% + 2%	Joy	30 Average
Sky Diving / Bungee / Ziplining		<1% + 0%	N/A	0 N/A	1% + 1%	Joy	27 Average
Paddle Sports		<1% + 0%	N/A	0 N/A	1% + 1%	Joy	24 Average
Windsports		<1% + 0%	N/A	0 N/A	<1% + 0%	Joy	27 Average

Access & Transportation

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
Access + Transportation		100% ▲ 100%	Sadness	-24 Average	100% ▲ 100%	Joy	9 Average
Air Travel		100% ▲ 100%	Sadness	-24 Average	78% ▲ 78%	Joy	9 Average
Cruises		<1% ▲ 0%	N/A	0 N/A	12% ▲ 12%	Joy	11 Average
Ground Transportation		<1% ▲ 0%	N/A	0 N/A	9% ▲ 9%	Joy	14 Average
Taxis - Ride Sharing		<1% ▲ 0%	N/A	0 N/A	1% ▲ 1%	Joy	10 Average

Relaxation & Wellness

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
Relaxation + Wellness		100% ▲ 100%	Sadness	22 Average	100% ▲ 100%	Joy	33 Average
Shopping		81% ▲ 81%	N/A	13 Average	15% ▲ 15%	Joy	23 Average
Beaches		19% ▲ 19%	Sadness	55 High	82% ▲ 82%	Joy	34 High
Spa + Wellness		<1% ▲ 0%	N/A	0 N/A	2% ▲ 2%	Joy	28 Average

SOUTH BURNETT SAMPLE CONTENT: RELAXATION + WELLNESS

The LDMG continues to encourage residents to shop local in the South Burnett area...

Posted: 25-Apr-2020
Source: News

...small businesses, this South Burnett florist says she isn't going to just sit back and let it destroy her shop and has come up with an ingenious way to provide the com

Posted: 01-Apr-2020
Source: News

List all this month's events...
OR SEARCH FOR... Monday, 07 September 2020 Add your event Meeting With The Mayor - Bunya Mountains Postponed: South Burnett Mayor Brett Ot

Posted: 31-Aug-2020
Source: News

Amenities & Entertainment

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Amenities + Entertainment		100% ▲ 100%	Joy	7 Average	100% ▲ 100%	Joy	22 Average
Festival + Events + Concerts		57% ▲ 57%	Joy	7 Average	40% ▲ 40%	Joy	25 Average
Spectator Sports		13% ▲ 13%	Joy	4 Average	17% ▲ 17%	Sadness	17 Average
Nightlife		26% ▲ 26%	Joy	1 Average	28% ▲ 28%	Joy	17 Average
Attractions		3% ▲ 3%	Sadness	51 High	15% ▲ 15%	Joy	24 Average

SOUTH BURNETT SAMPLE CONTENT: AMENITIES + ENTERTAINMENT

<p>...Stags fundraiser match a lifeline for struggling club Rugby League After a tough year for South Burnett rugby league clubs, the Nanango Stags have raised thousands of</p> <p>Posted: 30-Sep-2020 Source: News</p>	<p>(Picture: Contributed) Music Burnett musicians hit hard by industry destroyed by pandemic FOR South Burnett country music duo Alan and Trace, travelling the country packi</p> <p>Posted: 14-Aug-2020 Source: News</p>	<p>(Picture: File) Music South Burnett students to perform with aria nominated group STUDENTS from Moffatdale, Cloyna and Winda State Schools will have the chance to play</p> <p>Posted: 29-Oct-2020 Source: News</p>	<p>South Burnett students to perform with aria nominated group.</p> <p>Posted: 29-Oct-2020 Source: News</p>
--	---	--	---

Destination Services

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
Destination Services		100% ▲ 100%	Joy	31 Average	100% ▲ 100%	Joy	30 Average
Tours		20% ▲ 20%	N/A	22 Average	16% ▲ 16%	Joy	42 High
Accommodation		29% ▲ 29%	N/A	50 High	55% ▲ 55%	Joy	21 Average
Conference + Conventions		26% ▲ 26%	N/A	29 Average	10% ▲ 10%	Joy	15 Average
Weddings		24% ▲ 24%	Joy	26 Average	19% ▲ 19%	Joy	32 Average

SOUTH BURNETT SAMPLE CONTENT: DESTINATION SERVICES

<p>LOW COST BUT LOVELY: Tracey Edmondstone Hadley said they managed to keep their South Burnett wedding under \$10,000 just by shopping around, keeping an open mind and takin</p> <p>Posted: 10-Jan-2020 Source: News</p>	<p>Students from three South Burnett schools will help launch the music tour of an aria nomianted group.</p> <p>Posted: 29-Oct-2020 Source: News</p>	<p>VISITING COMMUNITIES: South Burnett Mayor Keith Campbell with councillors and council staff at Maidenwell as part of the 2019 Listening Tour.</p> <p>Posted: 30-Jan-2020 Source: News</p>	<p>The conference dinner – featuring local foods and South Burnett wines – will be held in Kingaroy Town Hall.</p> <p>Posted: 12-Mar-2020 Source: News</p>
---	--	---	--

Food and Culinary

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
Food + Culinary		100% ▲ 100%	Joy	25 Average	100% ▲ 100%	Joy	25 Average
Restaurant / Dining / Takeaway		52% ▲ 52%	N/A	22 Average	51% ▲ 51%	Joy	26 Average
Winery + Vineyards		18% ▲ 18%	Joy	30 Average	4% ▲ 4%	Joy	24 Average
Breweries + Pubs		25% ▲ 25%	N/A	6 Average	28% ▲ 28%	Joy	17 Average
Farmers Markets + Food Producers		4% ▲ 4%	N/A	17 Average	15% ▲ 15%	Joy	25 Average
Distilleries + Spirits		<1% ▲ 0%	N/A	0 N/A	2% ▲ 2%	Joy	27 Average

Culture and History

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Culture + History		100% ▲ 100%	Sadness	35 High	100% ▲ 100%	Joy	24 Average
Street + Public Art		90% ▲ 90%	N/A	35 High	29% ▲ 29%	Joy	29 Average
Museum + Galleries		10% ▲ 10%	Sadness	29 Average	14% ▲ 14%	Joy	23 Average
Architecture		<1% ▲ 0%	N/A	0 N/A	48% ▲ 48%	Joy	22 Average
Indigenous Cultural Attractions		<1% ▲ 0%	N/A	0 N/A	7% ▲ 7%	Joy	23 Average
Religious Attractions		<1% ▲ 0%	N/A	0 N/A	1% ▲ 1%	Joy	20 Average

8 CONFIDENTIAL SECTION

9 CLOSURE OF MEETING