

# Development Services

Highlights and Significant Issues Report  
For the Month of November 2011

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## Executive Summary

### ***Customer Contact and Business Improvement.***

In the month of November, there were 188 customers visiting the Development Services Business Centre. Of this total, 60 represented enquiries, 80 represented application lodgements and the remainder were facilitating meetings and deliveries. We received 107 Duty Planner enquiries of which 71% responded within the expected turnaround time of 10 days.

### ***Development Assessment***

The number of planning applications rose about 30% since October. The number of applications per month is slightly above average since July 2008.

In general, applications were decided in IDAS time frames or better – except for Negotiated decision notices which continue to take longer than they should – many have been in abeyance pending council resolution on the calculation of infrastructure contributions outside the PIP areas.

### ***Development Engineering***

For the month of November we received 21 Operational Works applications – compared to the previous 3 month average of 20 and historic average of 12 (refer to Section 2.1.2). The Operational Works Decision Making target, of 85% within 40 days, was not met with only 60% assessed within the target time frame. Eighteen Plan Sealing applications were received in the month compared to the previous 3 month average of 13 and historic average of 16 (refer to Section 2.1.2). The percentage of plan sealing approvals within 15 days of application, was 62% compared with the target of 85%. The percentage of minor works approvals, within 10 days of application, was 80% compared with the target of 85%.

### ***Health and Regulatory Services***

Councils Local Laws Officers have been requested to respond to numerous complaints in relation to car parking in the residential area adjacent to the Base Hospital as a consequence of construction work at that facility as well as in the Paget / Mackay Airport precinct.

Advice is being circulated to Mackay businesses which have been licensed by Council under the Dangerous Goods Safety Management Act 2001 (Flammable & Combustible Liquids Permits) that this legislation is being replaced by the new Work Health and Safety Act 2011 as of 1<sup>st</sup> January 2012 under the control of Workplace Health & Safety Queensland.

### ***Strategic Planning***

The draft Mackay Region 200k Planning Scheme was the main focus for the month. A peer review will be conducted from January – March prior to submitting the draft planning scheme to State Interest Review. State agency consultation on the draft planning scheme commenced in preparation of the formal state interest review next year. Consultant proposals have been requested for the storm-tide study and external peer review of the draft planning scheme.

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## 1. INDUSTRY CONSULTATION AND PUBLIC CONTACT

### 1.1 Views of PD Online Web Page

| Description | Current Month | Average Hits - Previous 3 Months | Monthly Average Since January 2011 |
|-------------|---------------|----------------------------------|------------------------------------|
| Page Views  | 660           | 654                              | 621                                |

### 1.2.1 Industry Contact/Meetings

| Description            | Current Month |
|------------------------|---------------|
| Pre-Lodgement Meetings | 4             |
| Engineering Meetings   | 22            |
| Environmental Services | 0             |
| Compliance             | 3             |
| Local Laws             | 6             |
| Environmental Health   | 0             |
| Developer Meetings     | 20            |

### 1.2.3 Work Groups

- Smart Housing Committee meeting held on 24 November 2011.

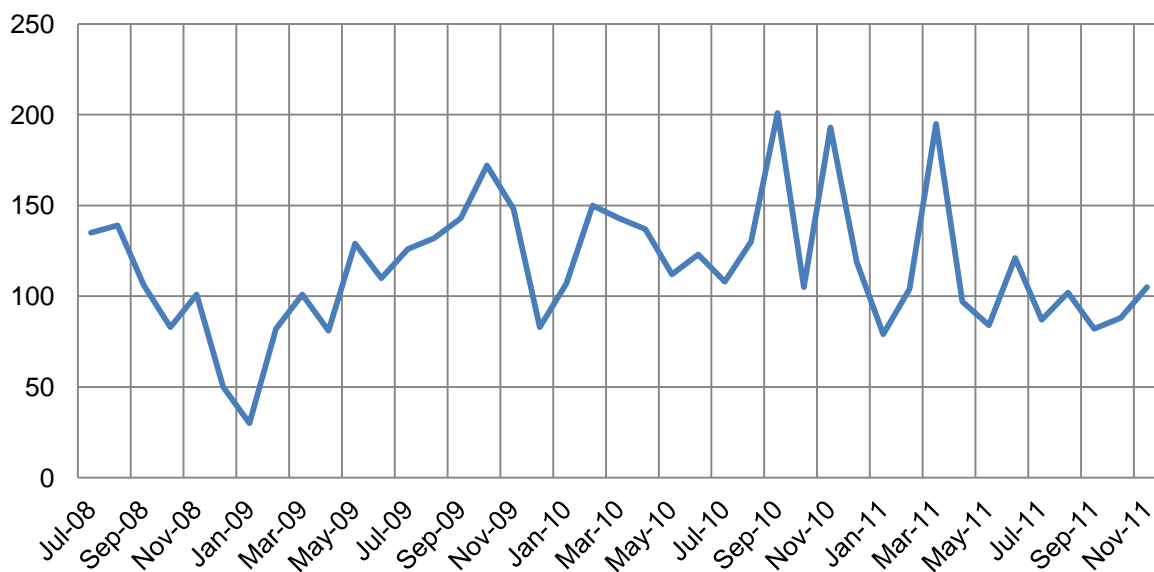
### 1.2.2 Planning Scheme Consultation

- Attended a workshop on 2 November hosted by the Queensland Government on the Way to grow/ Queensland Regionalisation Strategy and related feedback based on the submissions made;
- A meeting was held on 3 November with the Department of Transport and Main Roads on the preparation of a State Planning Instrument (SPI) for Development Near Ports;
- Attended a meeting on the inception of the Active Towns project (10 November)
- Workshop was held on 11 November with Development Services officers on zonings for the new planning scheme;
- The final Heritage Advisory Committee meeting for 2011 was held on 11 November 2011;
- The final monthly workshop with DLGP on the preparation of the new Planning Scheme was held on 22 November. A meeting was also held with DERM on the proposed planning scheme and responses to previous submissions made by DERM;
- A Council briefing was held on the new planning scheme (16 November 2011);
- Meeting held with DTMR on the future Ooralea Local Plan (23 November 2011);
- Attended a workshop hosted by DTMR on the Mackay Ring Road Study - Stakeholder issues and Constraints (24 November 2011);
- A meeting was held in conjunction with the timber plantation working group with the Minister for Agriculture, Food and Regional Economies and representatives of DEEDI on council's policy position paper on "Protecting land suitable for sugar cane production". (25 November 2011);
- Attended a workshop hosted by DTMR on the transport model development (28 November 2011);
- Meeting held on the City Centre Local Plan development with key internal stakeholders (29 November 2011)
- Mackay Region 200 K Planning Scheme eNewsletter #5 distributed;
- Ooralea Local Plan Urban Design Principles document released on the project webpage;

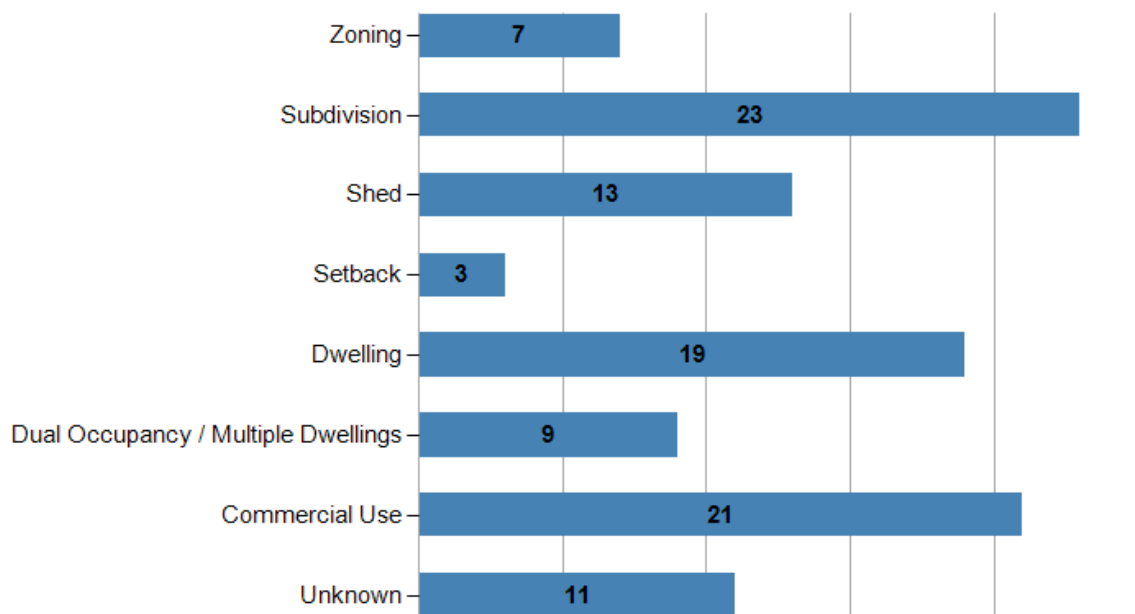
### 1.3 Duty Planner

| Description                       | Current Month | Previous 3 Months Average | Average Since July 2008 |
|-----------------------------------|---------------|---------------------------|-------------------------|
| Responses to Email & Fax Requests | 105           | 91                        | 115                     |

#### 1.3.2 Duty Planner Responses Provided Since July 2008



#### 1.3.3 Number of Duty Planner Responses by Type

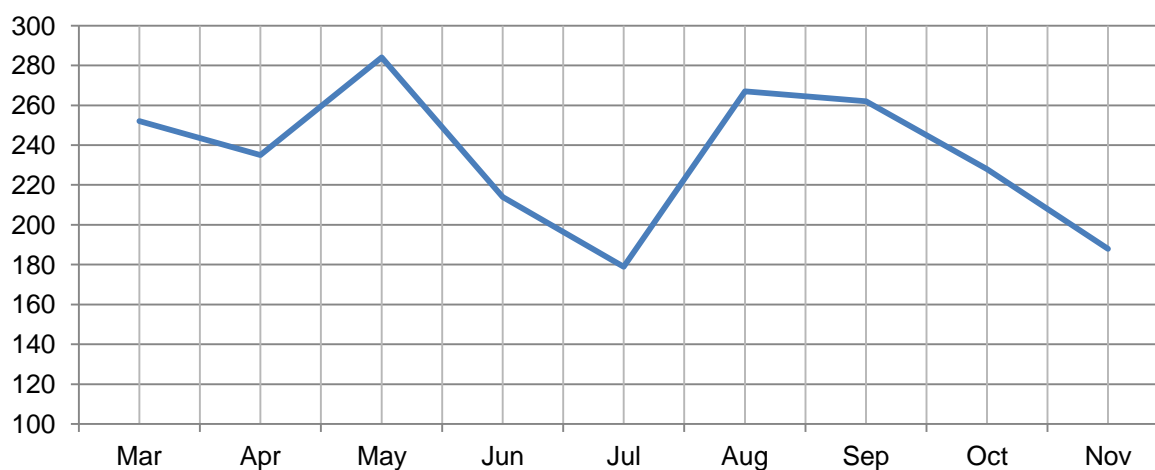


**1.4.1 Development Services Business Centre Customer Contact**

| Description            | Current Month | Previous 3 Months Average | Average Since March 2011 |
|------------------------|---------------|---------------------------|--------------------------|
| Enquiries              | 60            | 186                       | 83                       |
| Meeting                | 34            | 126                       | 60                       |
| Deliveries             | 14            | 19                        | 12                       |
| Application Lodgements | 80            | 247                       | 79                       |
| <b>TOTAL</b>           | <b>188</b>    | <b>579</b>                | <b>234</b>               |

**1.4.2 Application Lodgement by Business Type**

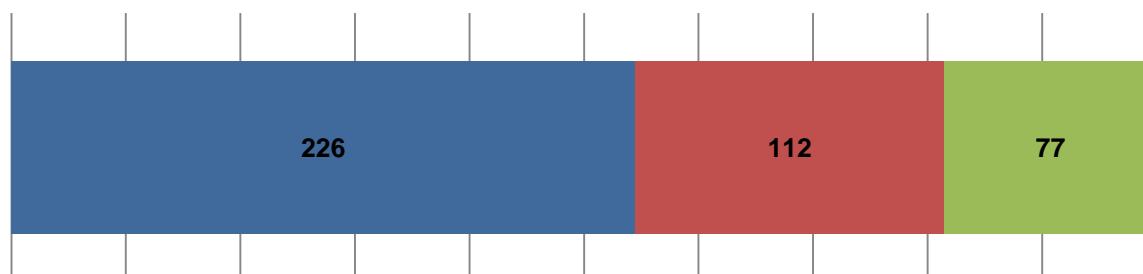
| Description                  | Current Month | Previous 3 Months Average | Average Since March 2011 |
|------------------------------|---------------|---------------------------|--------------------------|
| Development Engineering      | 12            | 8                         | 8                        |
| Development Assessment       | 21            | 23                        | 23                       |
| Water & Waste                | 43            | 70                        | 47                       |
| Health & Regulatory Services | 4             | 4                         | 8                        |
| <b>TOTALS</b>                | <b>80</b>     | <b>105</b>                | <b>81</b>                |

**1.4.3 Number of Enquiries Received**


## 2. ALL SPA/IPA APPLICATIONS RECEIVED

### 2.1.1 Assessment of All Applications

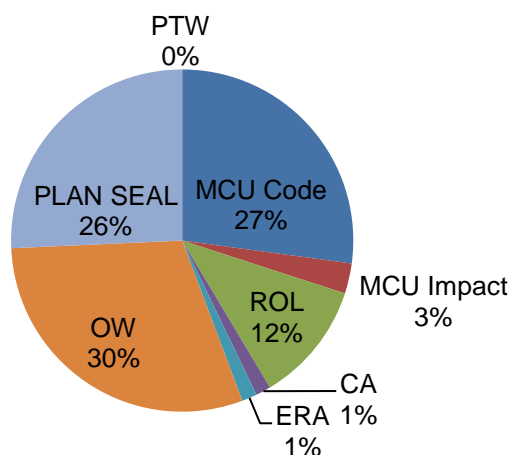
■ Active Requests (Beginning of Month) ■ Requests Received ■ Requests Decided

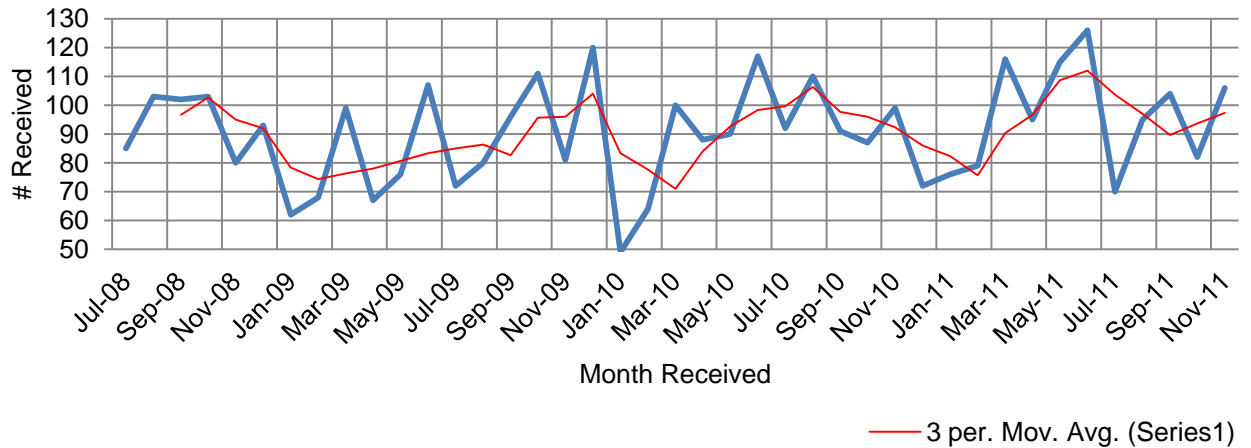


### 2.1.2 Applications Received

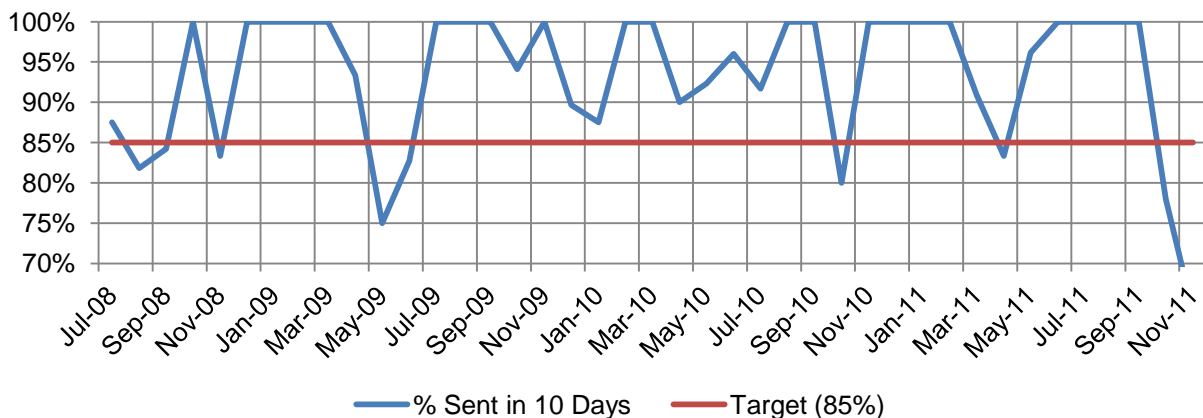
| Application Type      | New Application Received | Amendments Received | Total All Received | Previous 3 Months Average | Average Since July 2008 |
|-----------------------|--------------------------|---------------------|--------------------|---------------------------|-------------------------|
| ROIs > 6 lots         | 0                        | 0                   | 0                  | 1                         | 1                       |
| ROIs < 6 lots         | 8                        | 0                   | 8                  | 5                         | 9                       |
| Combined Applications | 0                        | 1                   | 1                  | 3                         | 3                       |
| Concurrency Agency    | 42                       | 0                   | 42                 | 28                        | 15                      |
| Operational Works     | 20                       | 1                   | 21                 | 20                        | 12                      |
| MCU - Code            | 15                       | 4                   | 19                 | 20                        | 23                      |
| MCU - Impact          | 2                        | 0                   | 2                  | 3                         | 5                       |
| ERAs                  | 1                        | 0                   | 1                  | 1                         | 2                       |
| Plans Sealed          | 18                       | 0                   | 18                 | 9                         | 15                      |
| PTW                   | 0                        | 0                   | 0                  | 0                         |                         |
|                       | <b>106</b>               | <b>6</b>            | <b>112</b>         | <b>90</b>                 | <b>85</b>               |

### 2.1.3 IPA/SPA APPLICATIONS RECEIVED

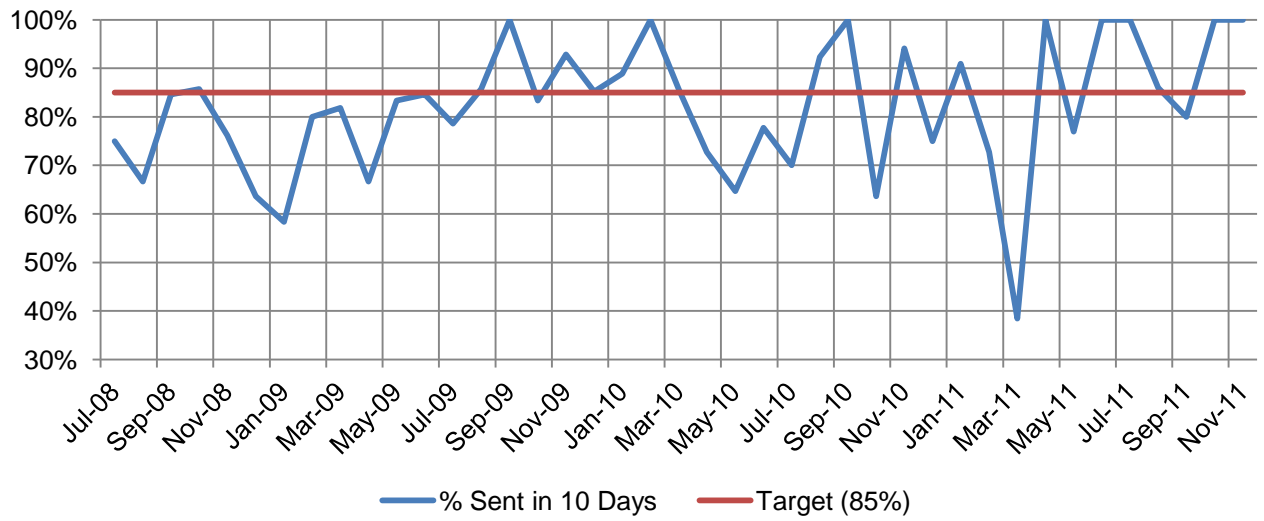


**2.1.4 Applications Received Since July 2008**

**2.1.5 Acknowledgement Notice & Information Request**

| Description                                 | Current Month | Previous 3 Months Average | Average Since July 2008 | Target          |
|---|---------------|---------------------------|-------------------------|-----------------|
| Number of Acknowledgement Notices Sent      | 11            | 11                        | 16                      |                 |
| Average Days to Send Acknowledgement Notice | 7             | 7                         | 6                       | 85 % in 10 Days |
| Number of Information Requests Sent         | 7             | 8                         | 14                      |                 |
| Average Days to Send Information Requests   | 6             | 9                         | 8                       | 85 % in 10 Days |

**2.1.6 % of Acknowledgement Notices Sent Within 10 Days**  
(KPI-85% in 10 Days)


### 2.1.7 % of Information Requests Sent Within 10 Days (KPI-85% in 10 Days)

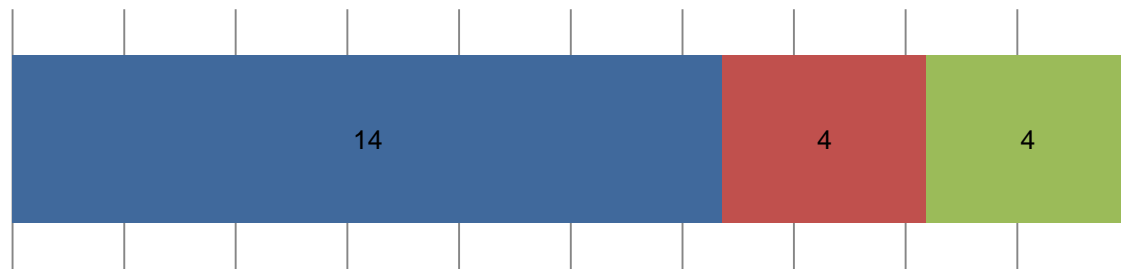


### 2.1.8 Appeals

| Description                | Current Month | Previous 3 Months Average | Average Since July 2008 |
|----------------------------|---------------|---------------------------|-------------------------|
| Notices of Appeal Received | 0             | 1                         | 1                       |

### 2.1.9 Assessment of Amended Applications

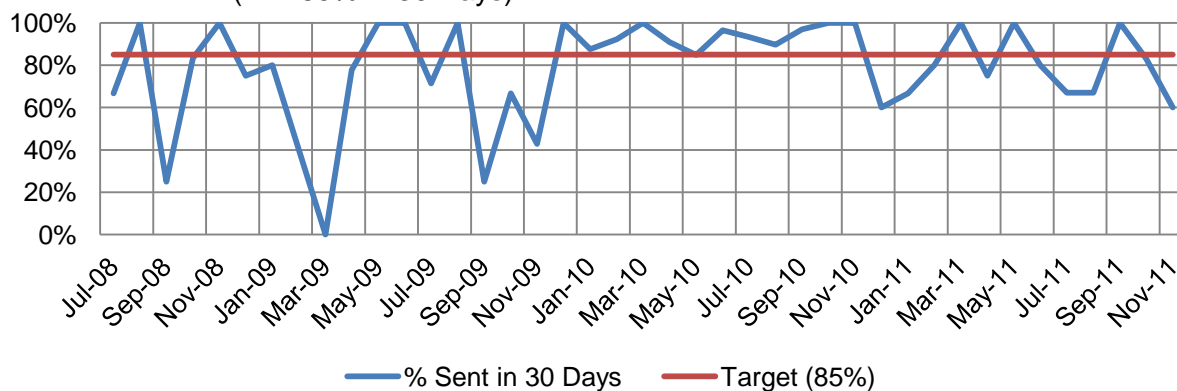
■ Active Requests (Beginning of Month) ■ Requests Received ■ Requests Decided



### 2.1.10 Change of Approval, Change of Conditions & Extension of Currency Period

| Description       | Current Month | Previous 3 Months Average | Average Since July 2008 | Target         |
|-------------------|---------------|---------------------------|-------------------------|----------------|
| Requests Received | 4             | 6                         | 9                       |                |
| Requests Decided  | 3             | 4                         | 8                       |                |
| Days to Decide    | 47            | 27                        | 25                      | 85% in 30 Days |

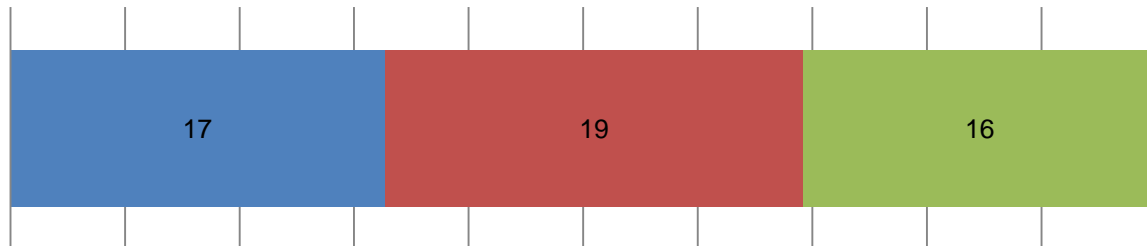
### 2.1.11 % of Amended Applications Decided in 30 Days (KPI-85% in 30 Days)



## 2.2 APPLICATIONS – MCU – CODE

### 2.2.1 Assessment of MCU-Code Applications

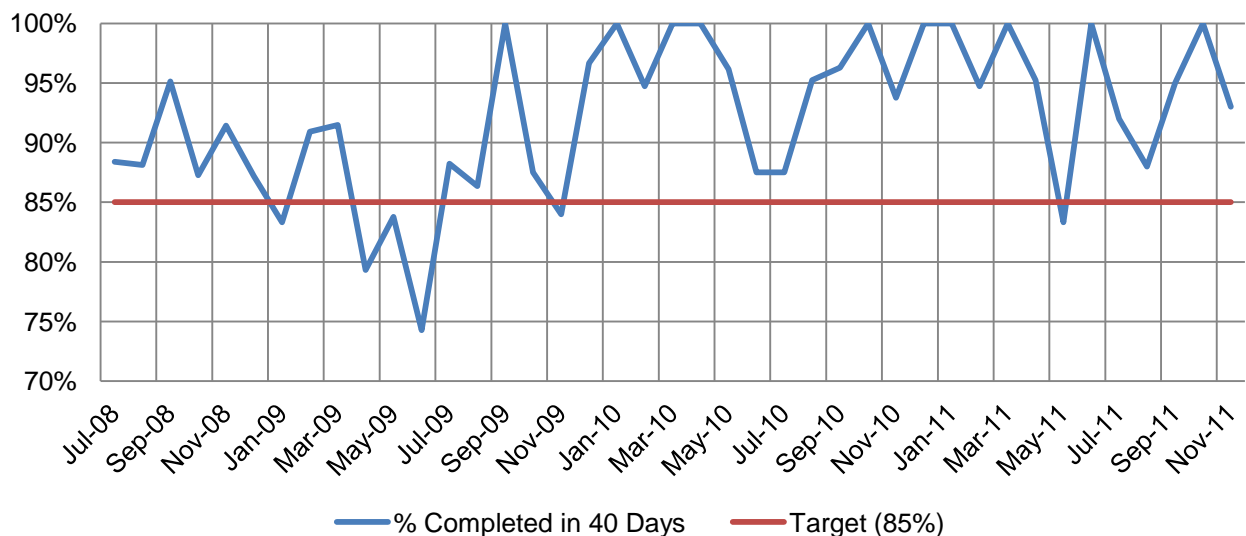
■ Active Requests (Beginning of Month) ■ Requests Received ■ Requests Decided



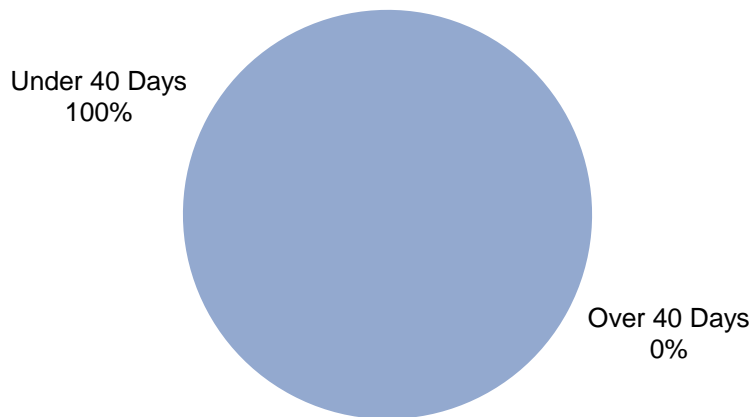
### 2.2.2

| Description                            | Current Month | Previous 3 Months Average | Average Since July 2008 | Target         |
|--|---------------|---------------------------|-------------------------|----------------|
| New Applications Received              | 19            | 20                        | 23                      |                |
| Applications in Decision Making Period | 8             | 15                        | 29                      |                |
| Average Days in Decision Making Period | 17            | 18                        | 20                      | 85% in 40 Days |
| Number of Applications Decided         | 14            | 16                        | 26                      |                |
| Average Days to Decide                 | 50            | 71                        | 58                      | 85% in 80 Days |

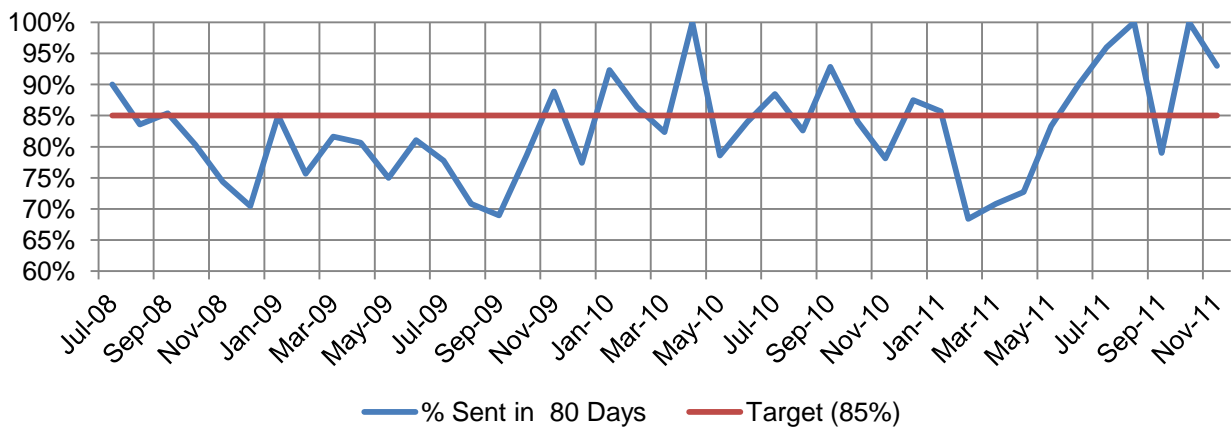
### 2.2.3 % Days in Decision Making Period under 40 Days (KPI-85% in 40 Days)



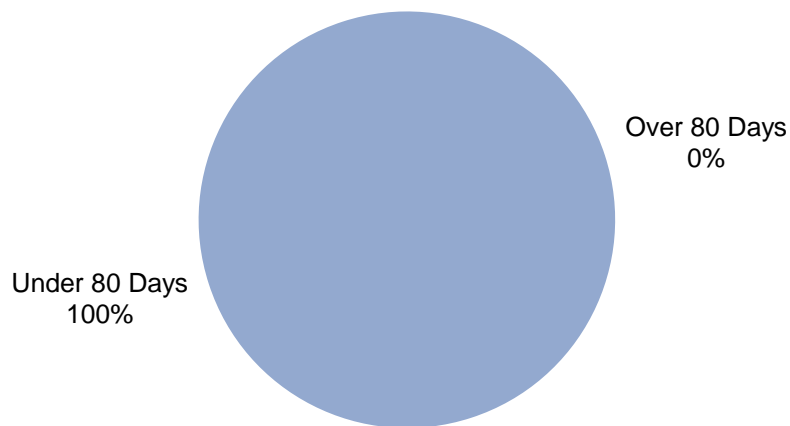
**2.2.4 Decision Making Period Completed Under 40 Days**



**2.2.5 % Days to Process an Application - under 80 Days (KPI-85% in 80 Days)**



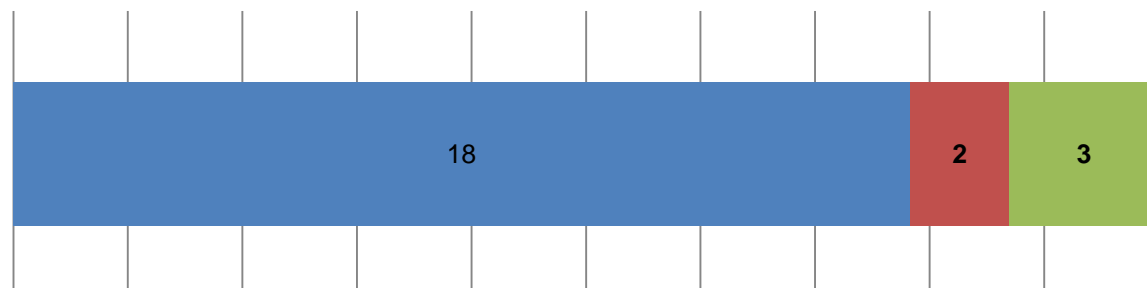
**2.2.6 Application Decided under 80 Days**



## 2.3 APPLICATIONS – MCU – IMPACT

### 2.3.1 Assessment of MCU-Impact Applications

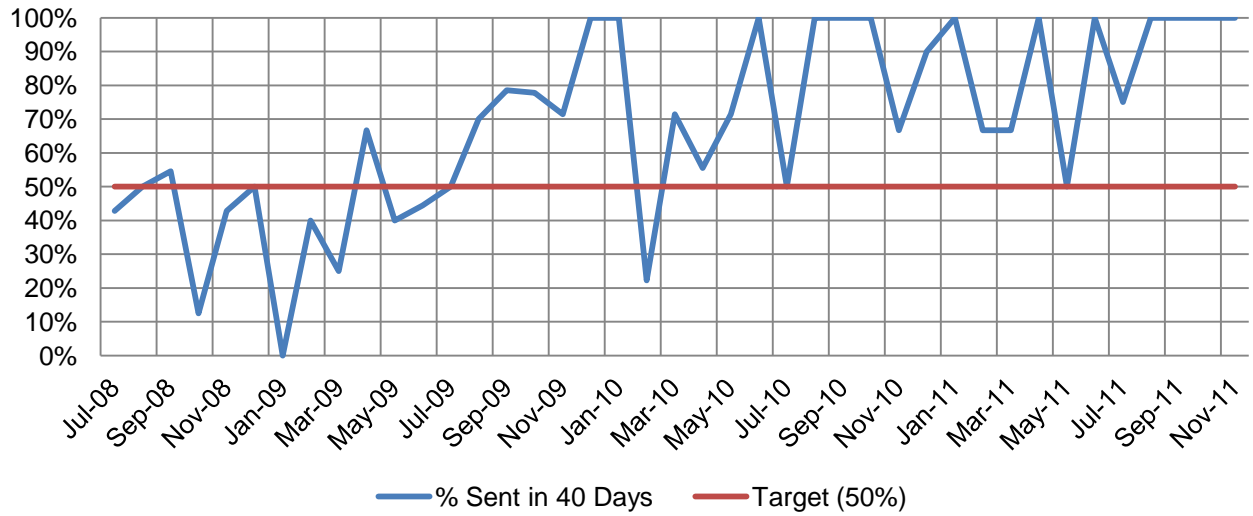
■ Active Requests (Beginning of Month)  
 ■ Requests Received  
 ■ Requests Decided



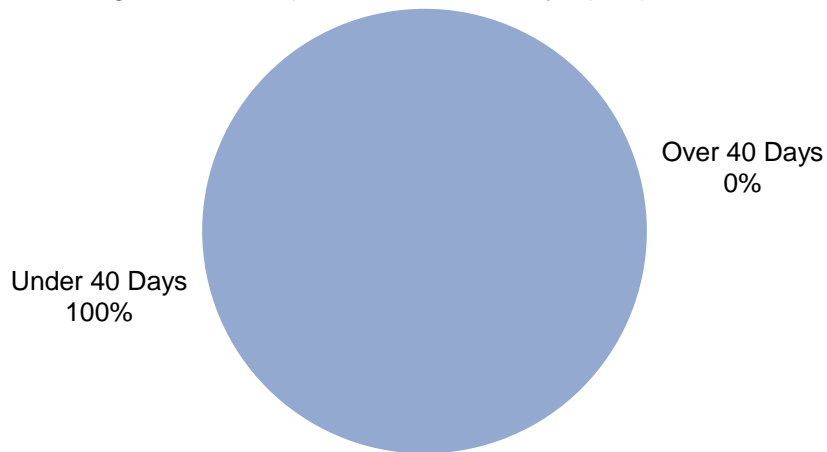
### 2.3.2

| Description                            | Current Month | Previous 3 Months Average | Average Since July 2008 | Target          |
|--|---------------|---------------------------|-------------------------|-----------------|
| New Applications Received              | 2             | 3                         | 5                       |                 |
| Applications in Decision Making Period | 4             | 4                         | 6                       |                 |
| Number of Applications Decided         | 4             | 3                         | 6                       |                 |
| Average Days in Decision Making Period | 27            | 32                        | 43                      | 50% in 40 Days  |
| Average Days to Decide                 | 114           | 104                       | 154                     | 85% in 230 Days |

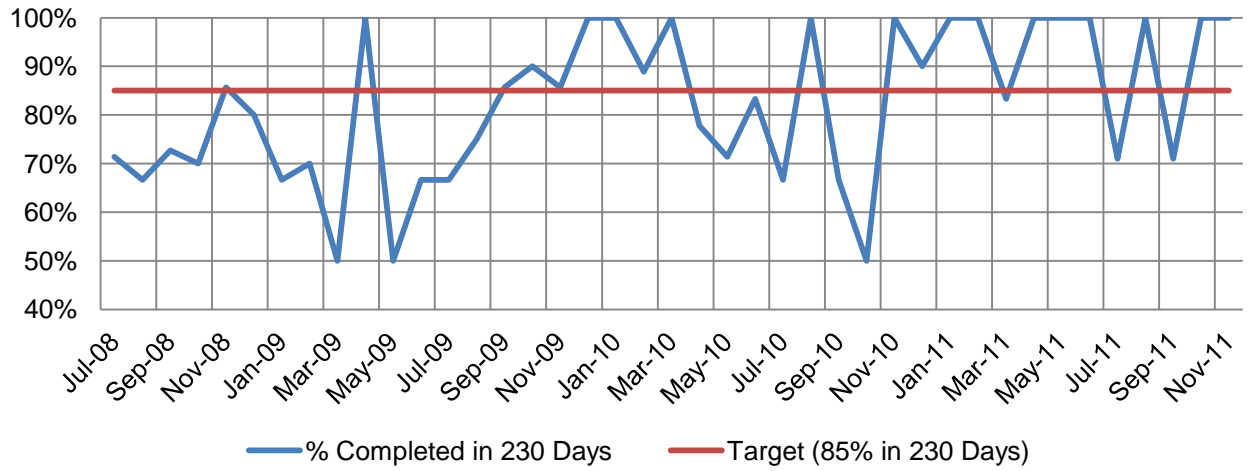
**2.3.3 % Days in Decision Making Period under 40 Days 50%**  
(KPI-50% in 40 Days)



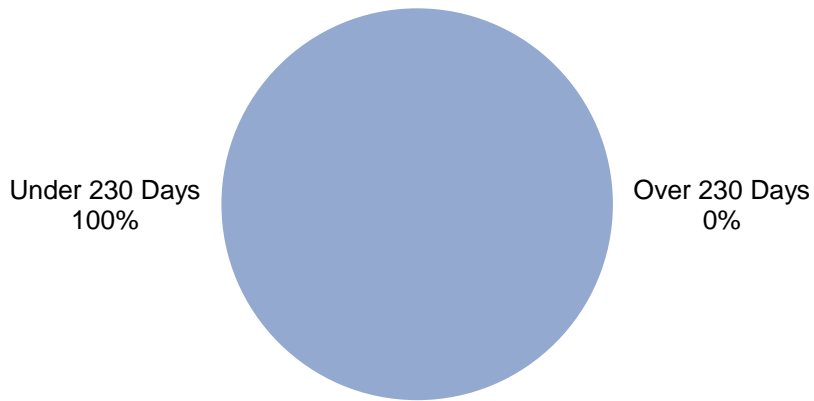
**2.3.4 Decision Making Period Completed Under 40 Days (KPI)**



**2.3.5 % Days to Decide an Application - under 230 Days**  
(KPI-85% in 230 Days)



**2.3.6 Applications Decided - Under 230 Days (KPI)**

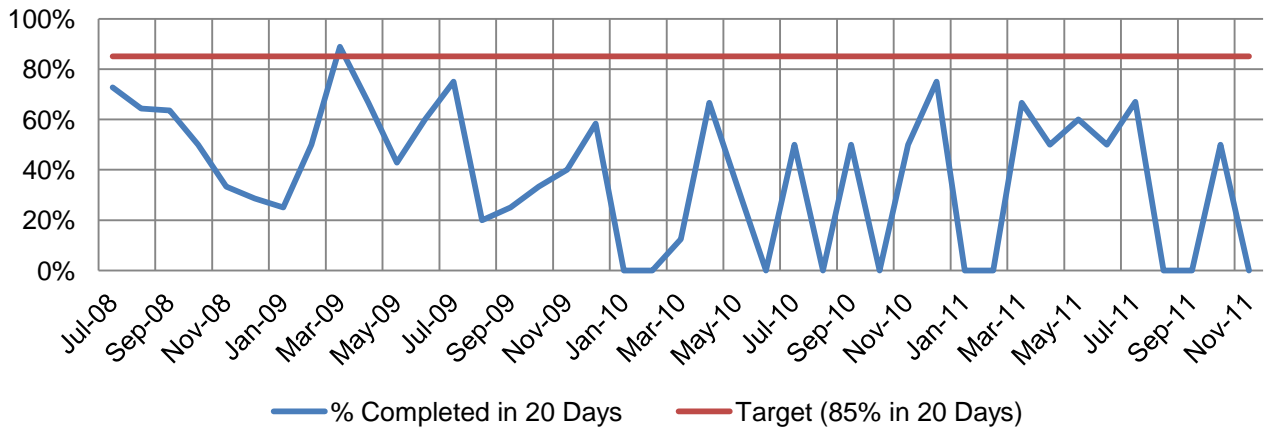


## 2.4 APPLICATIONS – Negotiated Decision Notices

### 2.4.1

| Description                        | Current Month | Previous 3 Months Average | Average Since July 2008 | Target            |
|------------------------------------|---------------|---------------------------|-------------------------|-------------------|
| Applications Received              | 4             | 5                         | 6                       | No More than 20 % |
| Applications Decided               | 3             | 4                         | 5                       |                   |
| Average Days to Decide Application | 0             | 1                         | 3                       | 85% in 20 Days    |

### 2.4.2 % Days in Decision Making Period under 20 Days 85% (KPI-85% in 20 Days)



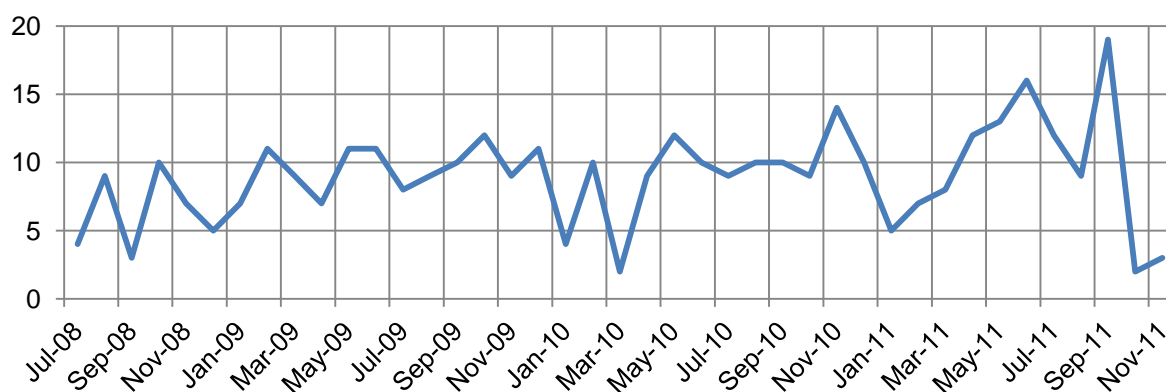
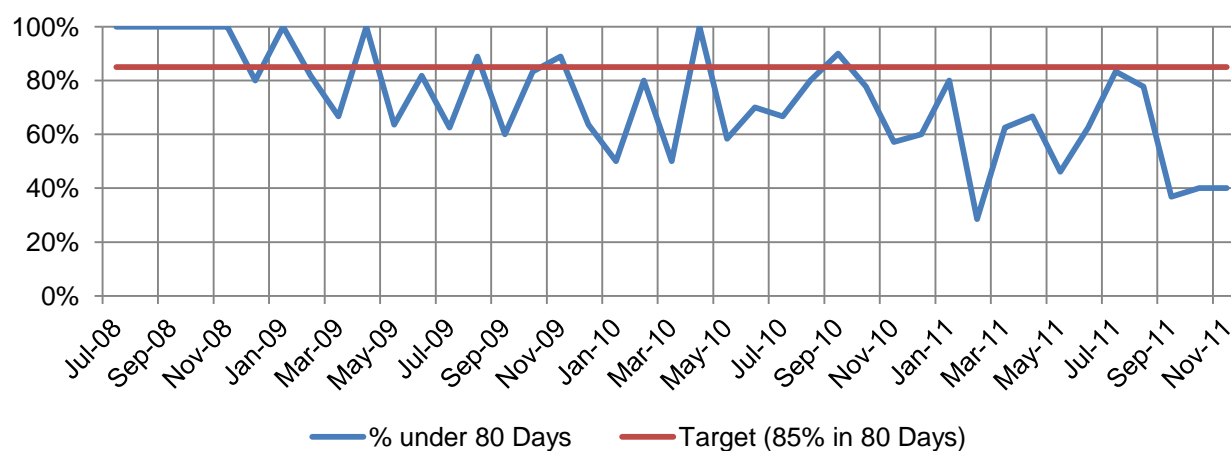
### 2.4.3 Negotiated Decision Notice Decided Less than 20 Days (KPI)

Decided More  
than 20 Days  
0%

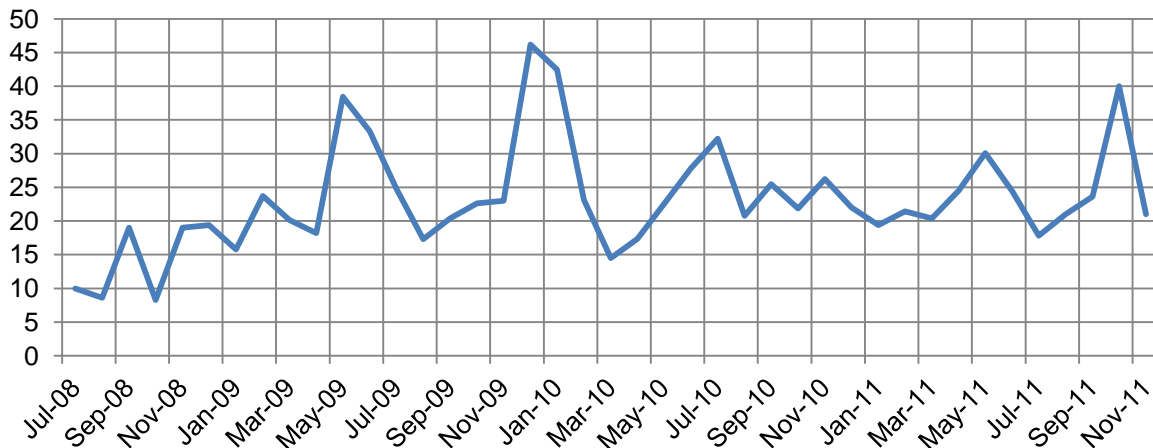
Decided Less than  
20 Days  
0%

**2.5.1 APPLICATIONS - Reconfiguration of Lot Applications**

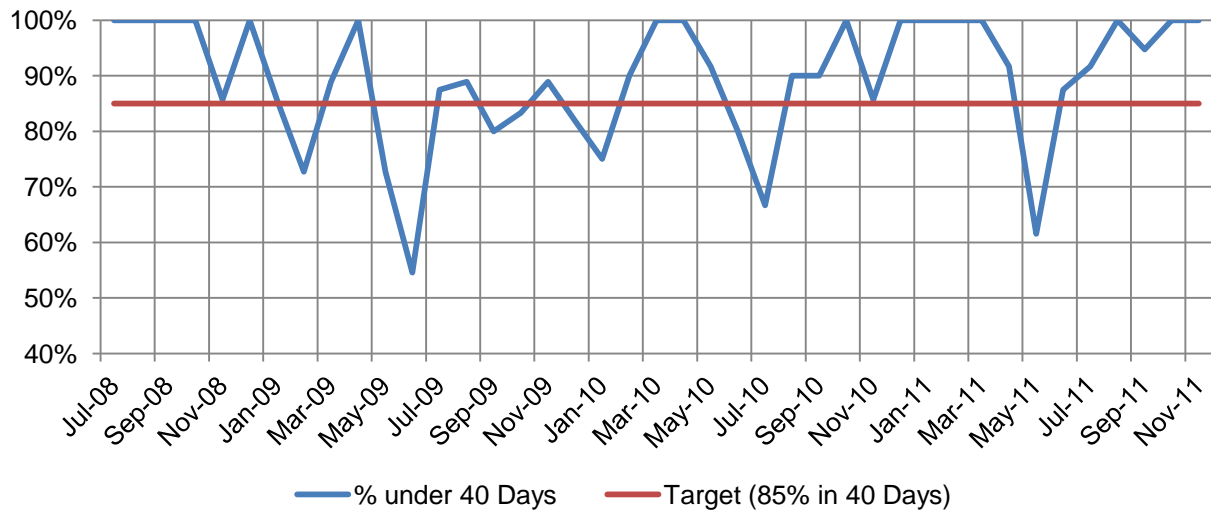
| Description                             | Current Month | Previous 3 Months Average | Average Since July 2008 | Target         |
|---|---------------|---------------------------|-------------------------|----------------|
| New Applications Received               | 8             | 6                         | 10                      |                |
| Number of Applications Decided          | 3             | 10                        | 12                      |                |
| Average Days from Lodgement to Decision | 109           | 106                       | 108                     | 85% in 80 Days |
| Average Days in Decision Making Period  | 21            | 26                        | 33                      | 85% in 40 Days |
| Number of Lots Approved                 | 35            | 26                        | 10                      |                |

**2.5.2 Average Number of Applications Decided by Month**

**2.5.3 % of Applications Decided under 80 Days (Target 85% in 80 Days)**


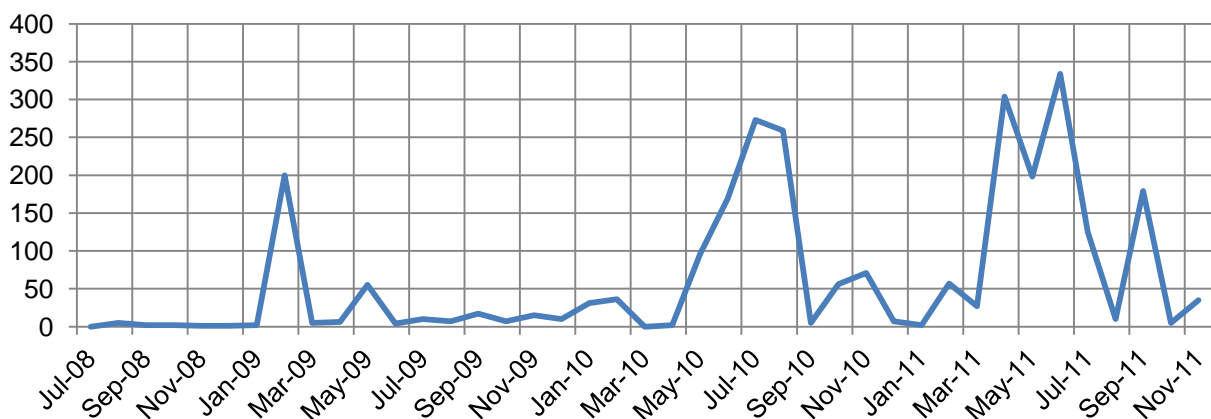
### 2.5.4 Average Days in Decision Making Period



### 2.5.5 % Days in Decision Making Period under 40 Days 85% (KPI-85% in 40 Days)



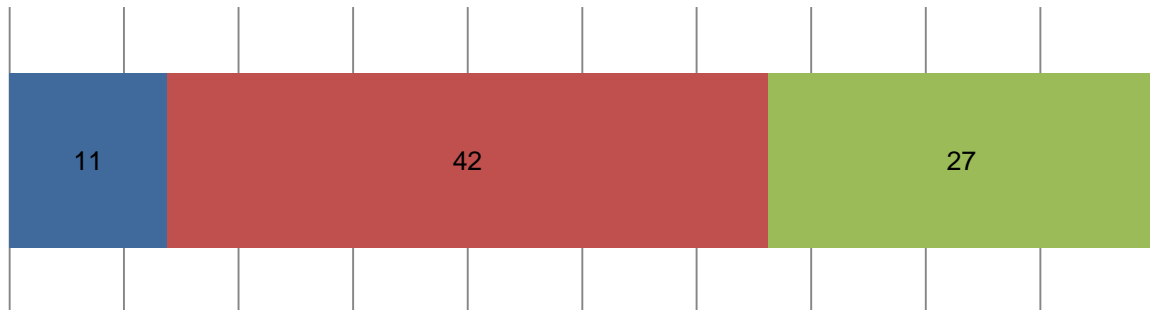
### 2.5.6 Number of Lots Approved



## 2.6 Concurrence Agency Applications

### 2.6.1 Assessment of Concurrence Agency Applications

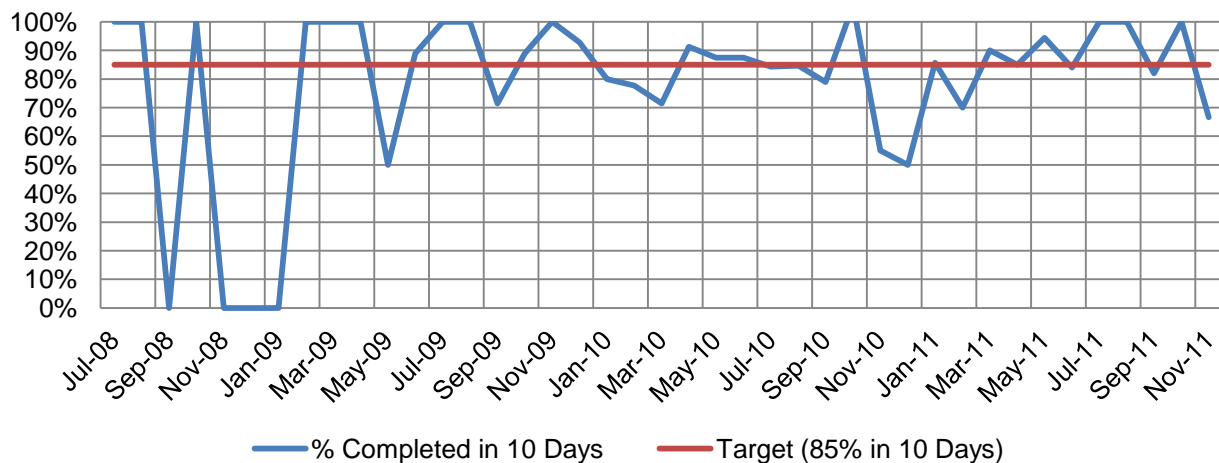
■ Active Applications (Beginning of Month) ■ Received Applications ■ Decided Applications



### 2.6.2

| Description               | Current Month | Previous 3 Months | Average Since July 2008 | Target         |
|---------------------------|---------------|-------------------|-------------------------|----------------|
| New Applications Received | 42            | 28                | 15                      |                |
| Applications Decided      | 27            | 27                | 15                      |                |
| Average Days to Decide    | 8             | 10                | 11                      | 85% in 10 Days |

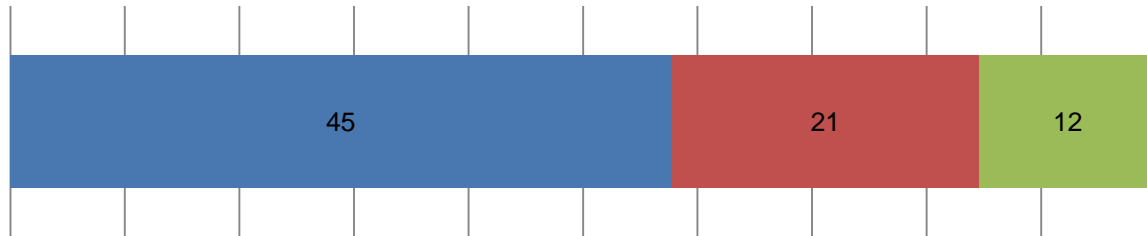
### 2.6.3 % Days to Decide an Application - under 10 Days (KPI-85% in 10 Days)



## 2.7 Operational Works

### 2.7.1 Assessment of Operational Works Request

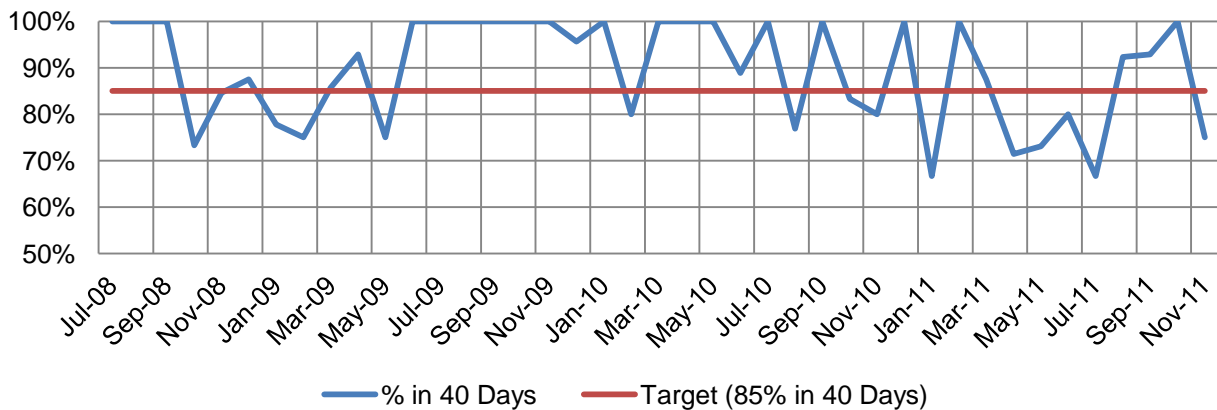
■ Active Applications (Beginning of Month) ■ Received Applications ■ Decided Applications



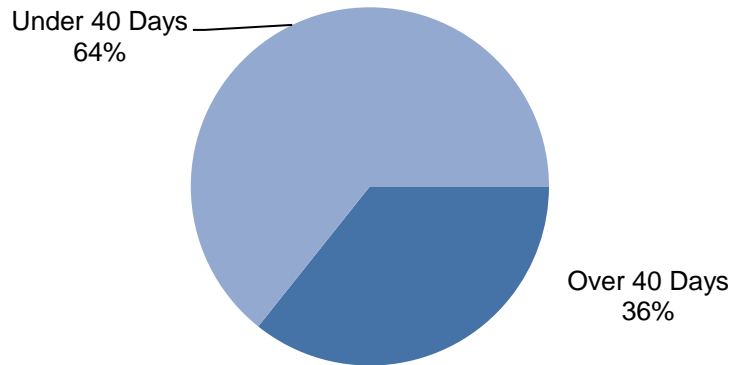
### 2.7.2

| Description                                | Current Month | Previous 3 Months | Average Since July 2008 | Target            |
|--|---------------|-------------------|-------------------------|-------------------|
| New Request Received                       | 21            | 20                | 12                      |                   |
| Applications Requiring Information Request | 10            | 15                | 5                       | No More than 50 % |
| Average Information Request Days           | 17            | 19                | 43                      | 85% in 40 Days    |
| Average Days in Decision Making Period     | 75            | 60                | 72                      | 85 % in 40 Days   |
| Average Days to Decide a Request           | 23            | 15                | 12                      | 85% in 80 Days    |

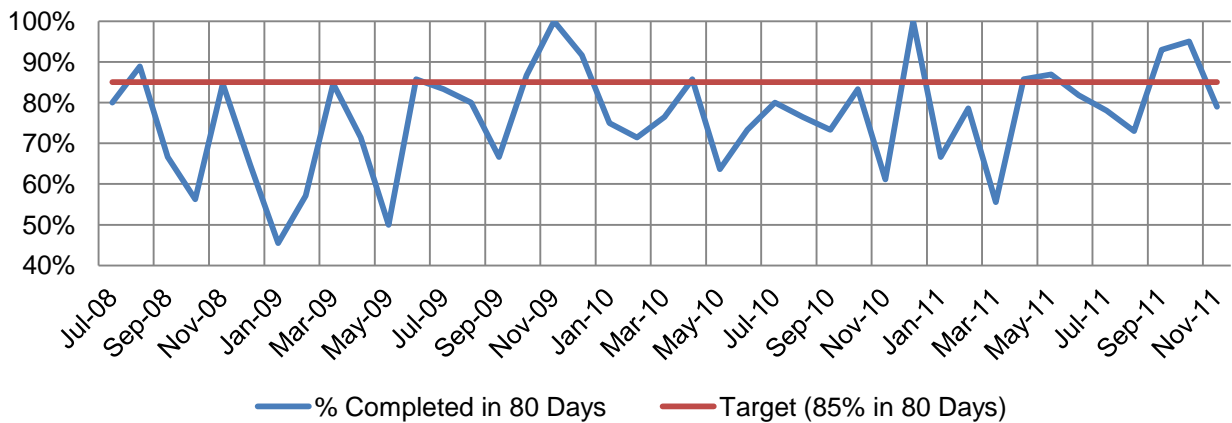
### 2.7.3 % Days in Decision Making Period under 40 Days 85% (KPI-85% in 40 Days)



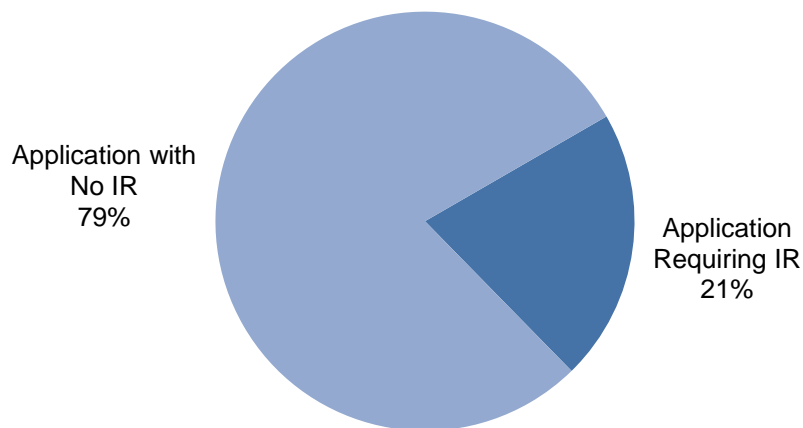
**2.7.4 Decision Making Period Completed Under 40 Days (KPI)**



**2.7.5 Days to Decide an Application - under 80 Days (KPI-85% in 80 Days)**



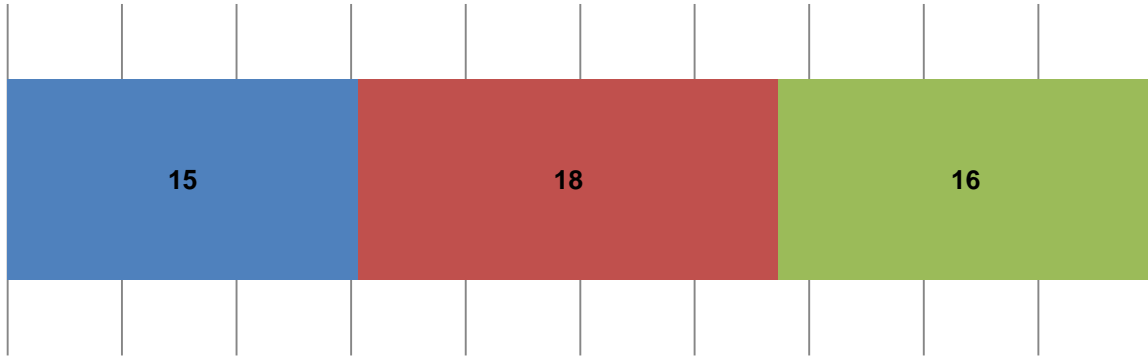
**2.7.6 Applications with Information Request (KPI <50%)**



## 2.8 Plan Sealing

### 2.8.1 Assessment of Plan Sealing Applications

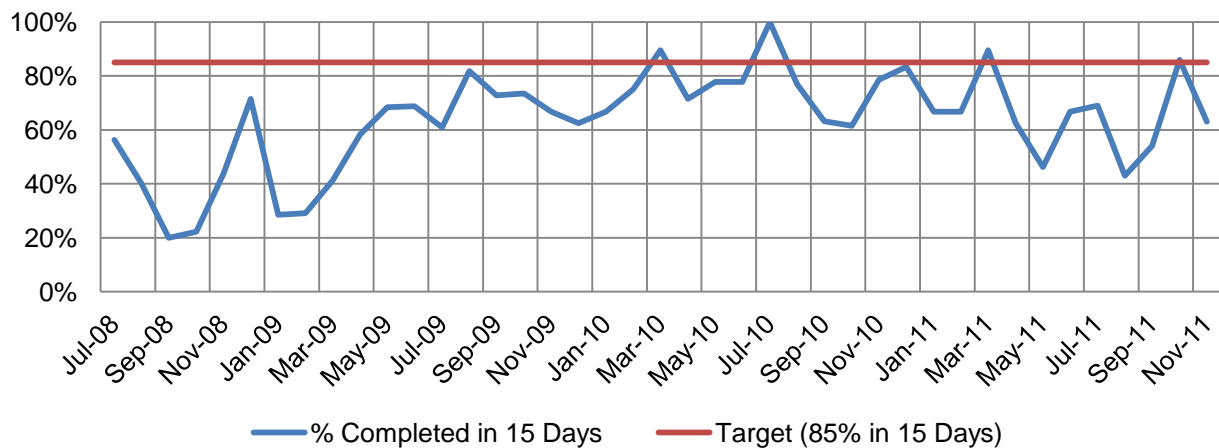
■ Active Applications (Beginning of Month) ■ Received Applications ■ Decided Applications



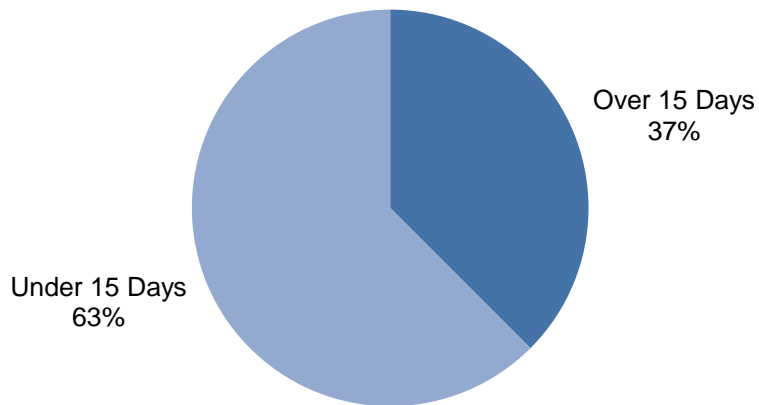
### 2.8.2

| Description             | Current Month | Previous 3 Months | Average Since July 2008 | Target         |
|-------------------------|---------------|-------------------|-------------------------|----------------|
| Applications Received   | 18            | 13                | 16                      |                |
| Plans Sealed            | 15            | 11                | 15                      |                |
| Average Days to Decide  | 16            | 29                | 30                      | 85% in 15 Days |
| Number of Lots Approved | 170           | 10                | 6                       |                |

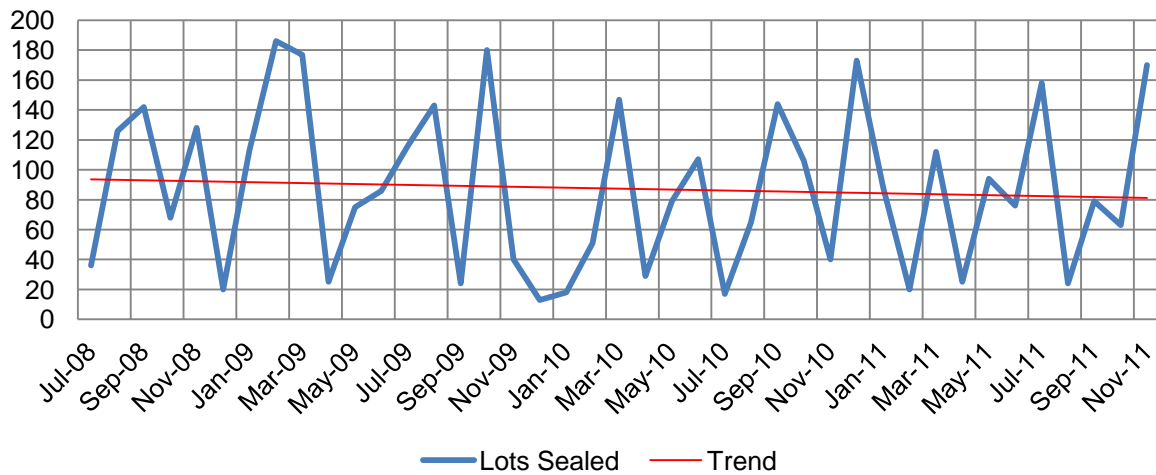
### 2.8.3 Days to Decide an Application - under 15 Days (KPI-85% in 15 Days)



**2.8.4 Time to Decide an Application Under 15 Days (KPI)**



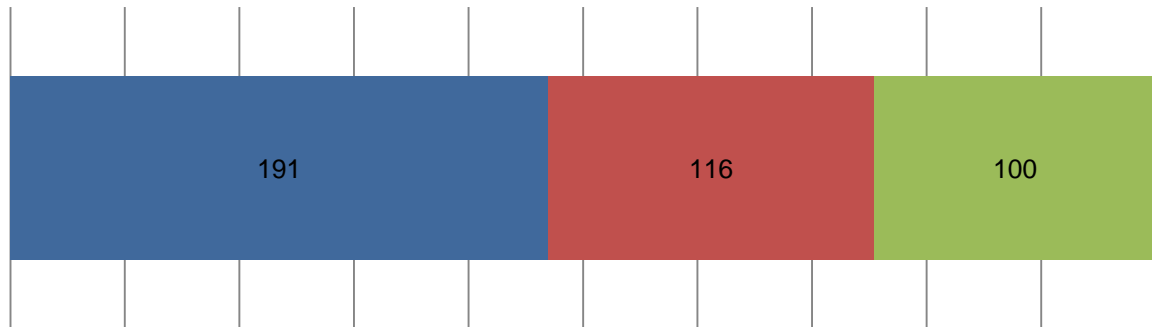
**2.8.5 Number of Lots Sealed**



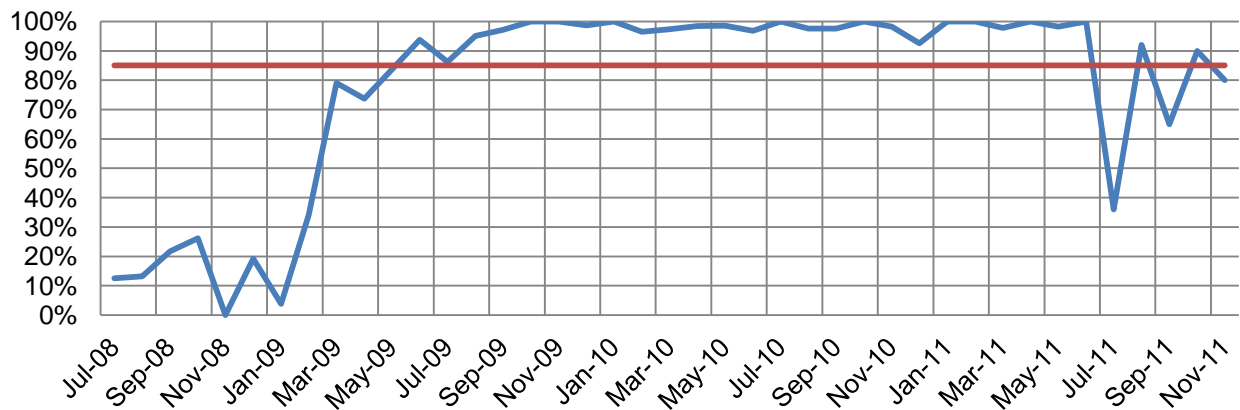
## 2.9 Minor Works Applications

### 2.9.1 Assessment of Minor Works Applications

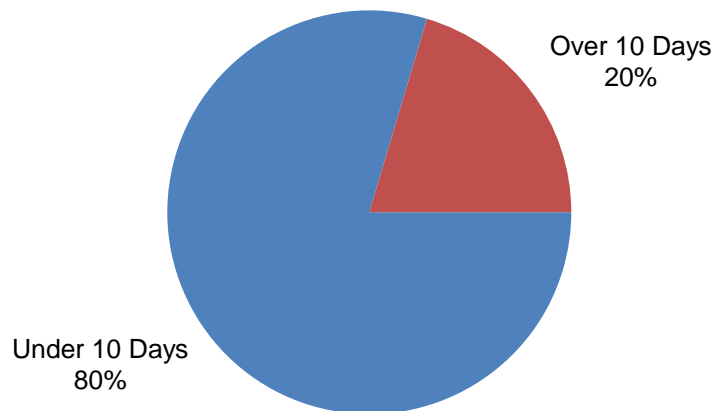
■ Active Applications (Beginning of Month) ■ Received Applications ■ Decided Applications



### 2.9.2 Days to Decide an Application - under 10 Days (KPI-85% in 10 Days)



### 2.9.3 Applications Decided under 10 Days (KPI)

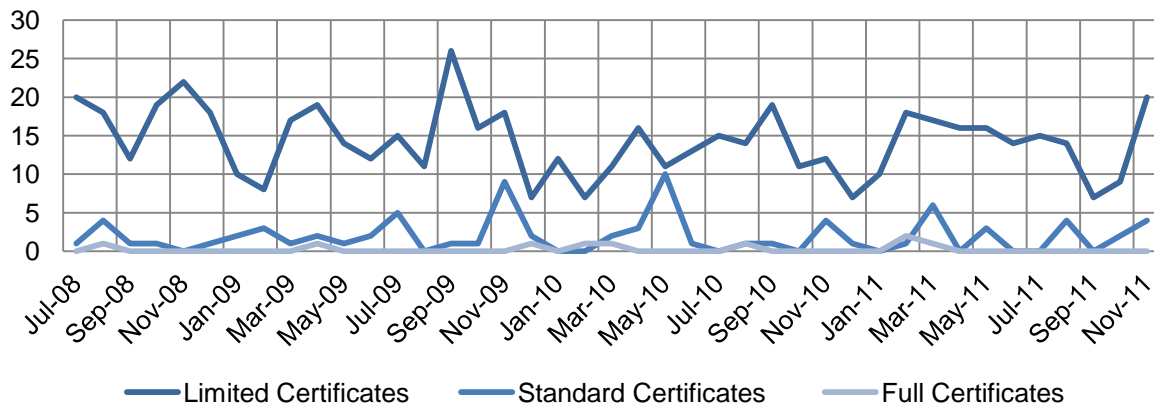


## 2.10 Planning Certificates

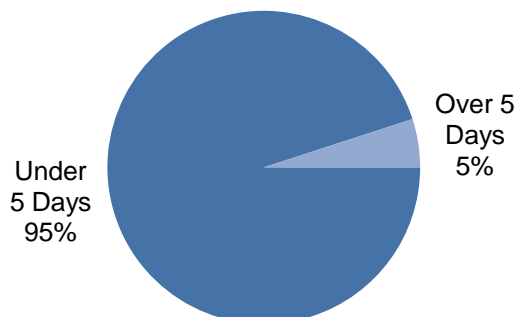
### 2.10.1 Planning Certificates Issued

| Description                   | Current Month | Previous 3 Months Average | Average Since July 2008 | Target         |
|-------------------------------|---------------|---------------------------|-------------------------|----------------|
| Limited Planning Certificate  | 20            | 10                        | 14                      | 85% in 5 Days  |
| Standard Planning Certificate | 4             | 2                         | 2                       | 85% in 10 Days |
| Full Planning Certificate     | 0             | 0                         | 1                       | 85% in 30 Days |

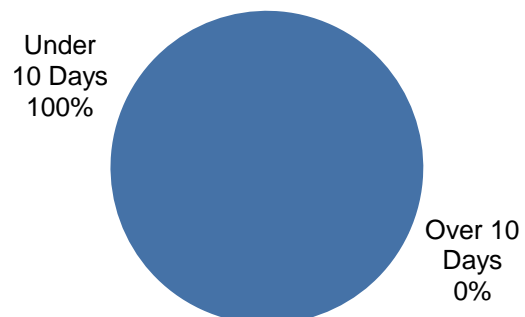
### 2.10.2 Planning Certificates Requests Received



### 2.10.3 Limited Certificates Issued under 5 Days (KPI)



### 2.10.4 Standard Certificates Issued under 10 Days (KPI)

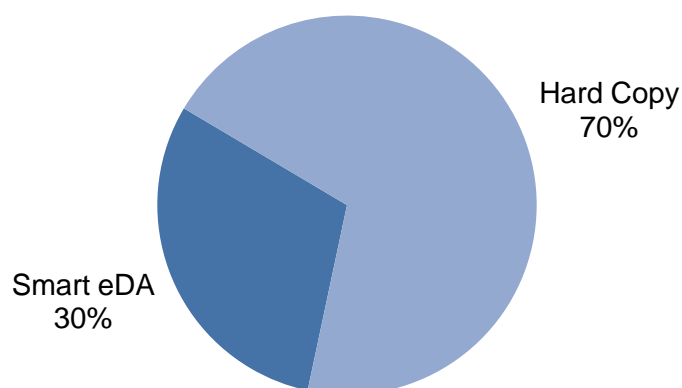


### 3. ePlanning

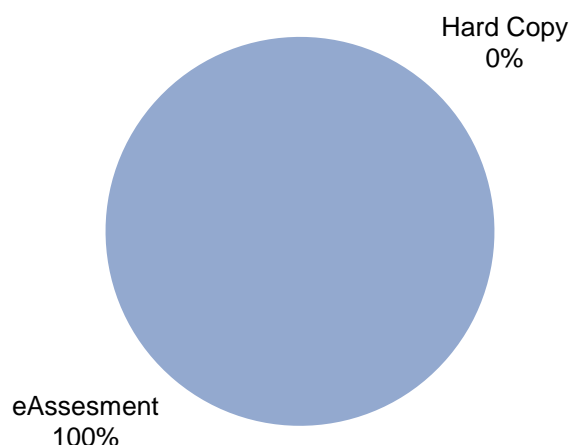
#### 3.1.1

| Description  | Current Month | Monthly Average - last 3 months | Monthly Average since Feb 2011 |
|--|---------------|---------------------------------|--------------------------------|
| Applications lodged through Smart eDA (MCU,ROL & OW) | 32            | 28                              | 28                             |
| Applications assessed electronically                 | 30            | 44                              | 44                             |

#### 3.5.2 Applications Lodged via Smart eDA (Less than 75% KPI)



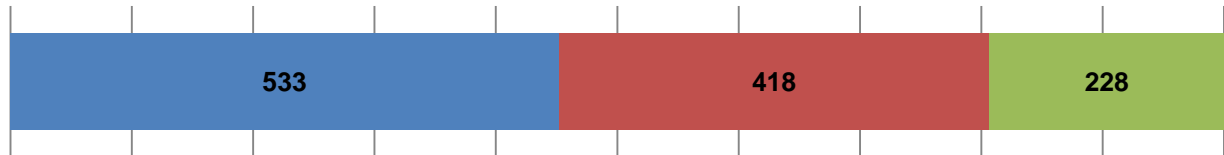
#### 3.5.3 Applications Assessed Electronically (More Than 90% KPI) - % of all Applications Received



## 4. Customer Requests

### 4.1.1 Customer Requests

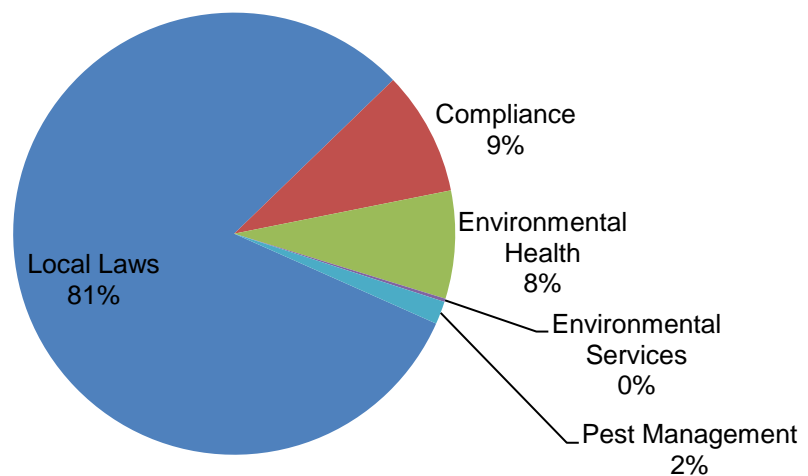
■ Active Requests (At Beginning of Month)
 ■ New Requests Received
 ■ Completed Requests



### 4.1.2 Requests Received

| Request Type           | Total | Previous 3 Months Average | Average Since July 2008 |
|------------------------|-------|---------------------------|-------------------------|
| Local Laws             | 339   | 373                       | 390                     |
| Compliance             | 38    | 57                        | 61                      |
| Environmental Health   | 33    | 27                        | 17                      |
| Environmental Services | 1     | 3                         | 5                       |
| Pest Management        | 7     | 7                         | 8                       |

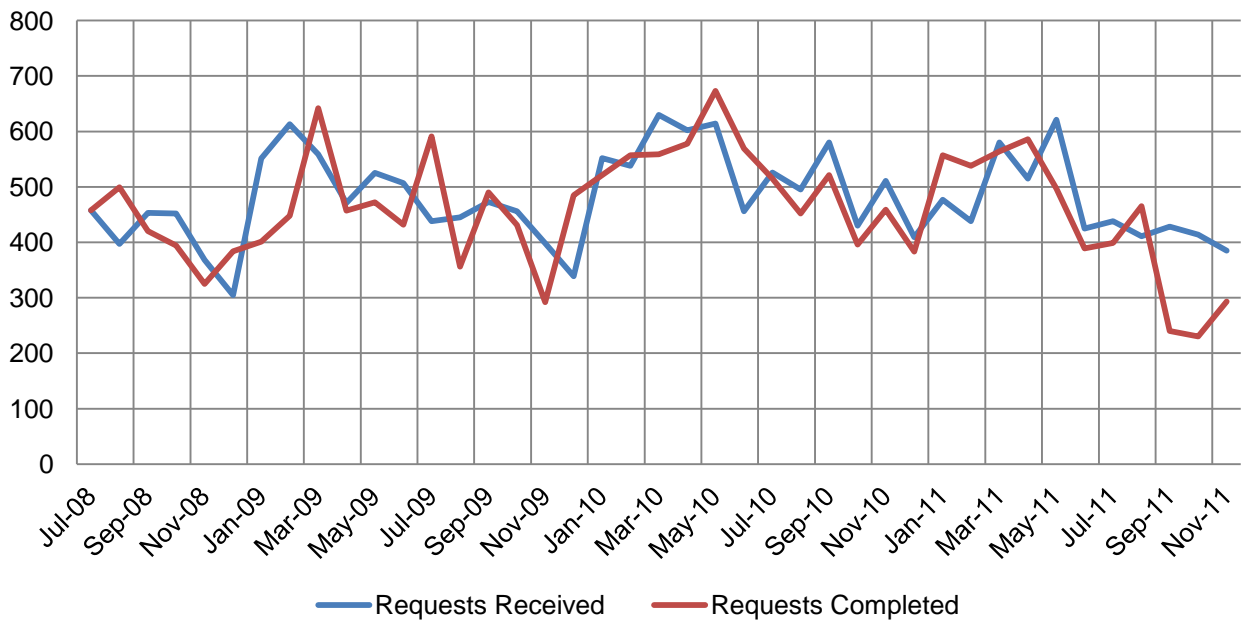
### 4.1.3 Percentage Requests Received by Area



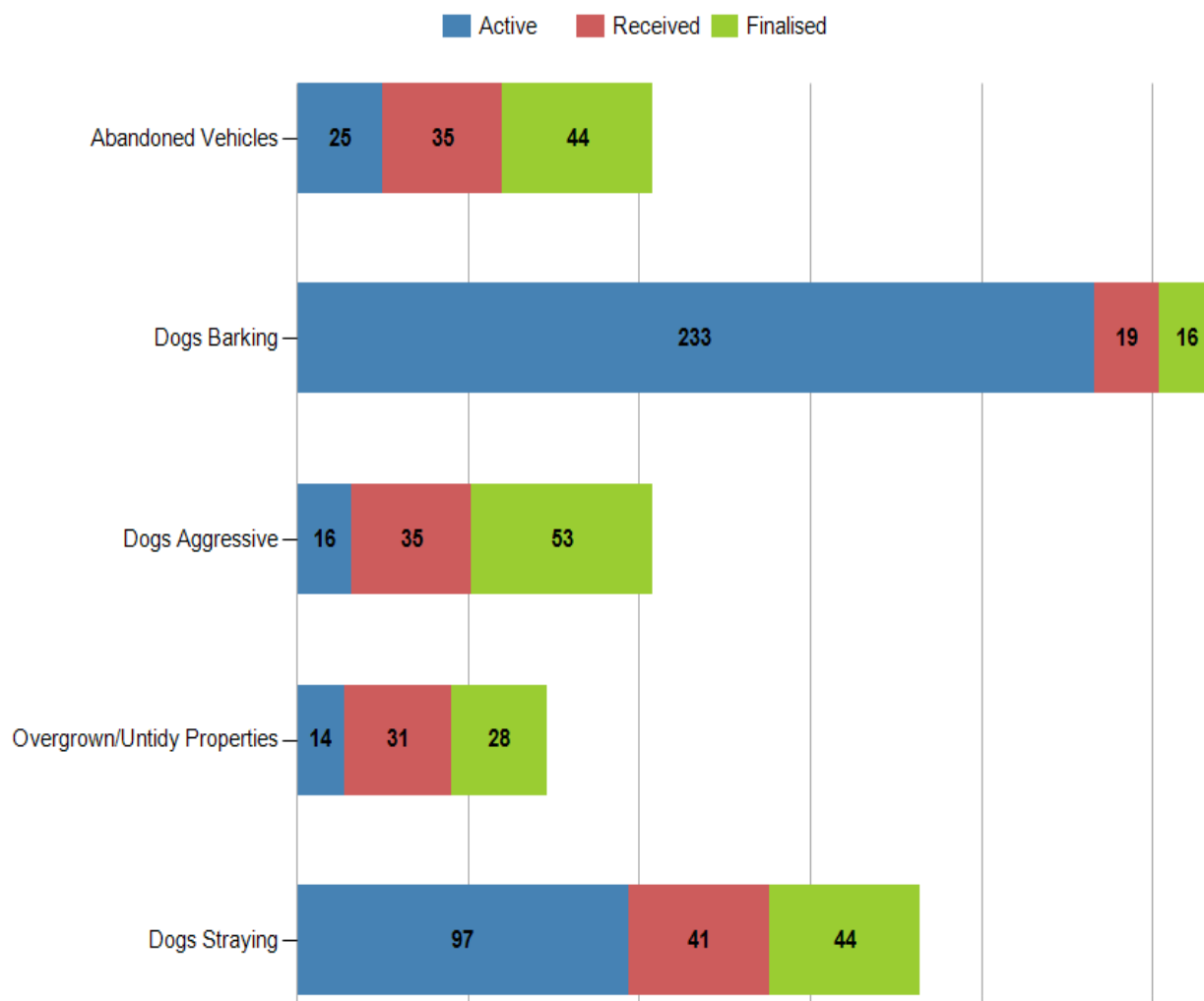
#### 4.1.4 Requests Completed

| Request Type           | Total | Average Days to Complete | Monthly Average Since July 2008 | Average Days to Complete Since July 2008 |
|------------------------|-------|--------------------------|---------------------------------|--|
| Local Laws             | 176   | 3                        | 373                             | 16                                       |
| Compliance             | 22    | 6                        | 59                              | 32                                       |
| Environmental Health   | 24    | 4                        | 16                              | 15                                       |
| Environmental Services | 1     | 0                        | 5                               | 41                                       |
| Pest Management        | 5     | 1                        | 1                               | 12                                       |

#### 4.1.5 Number of Requests Received vs Completed



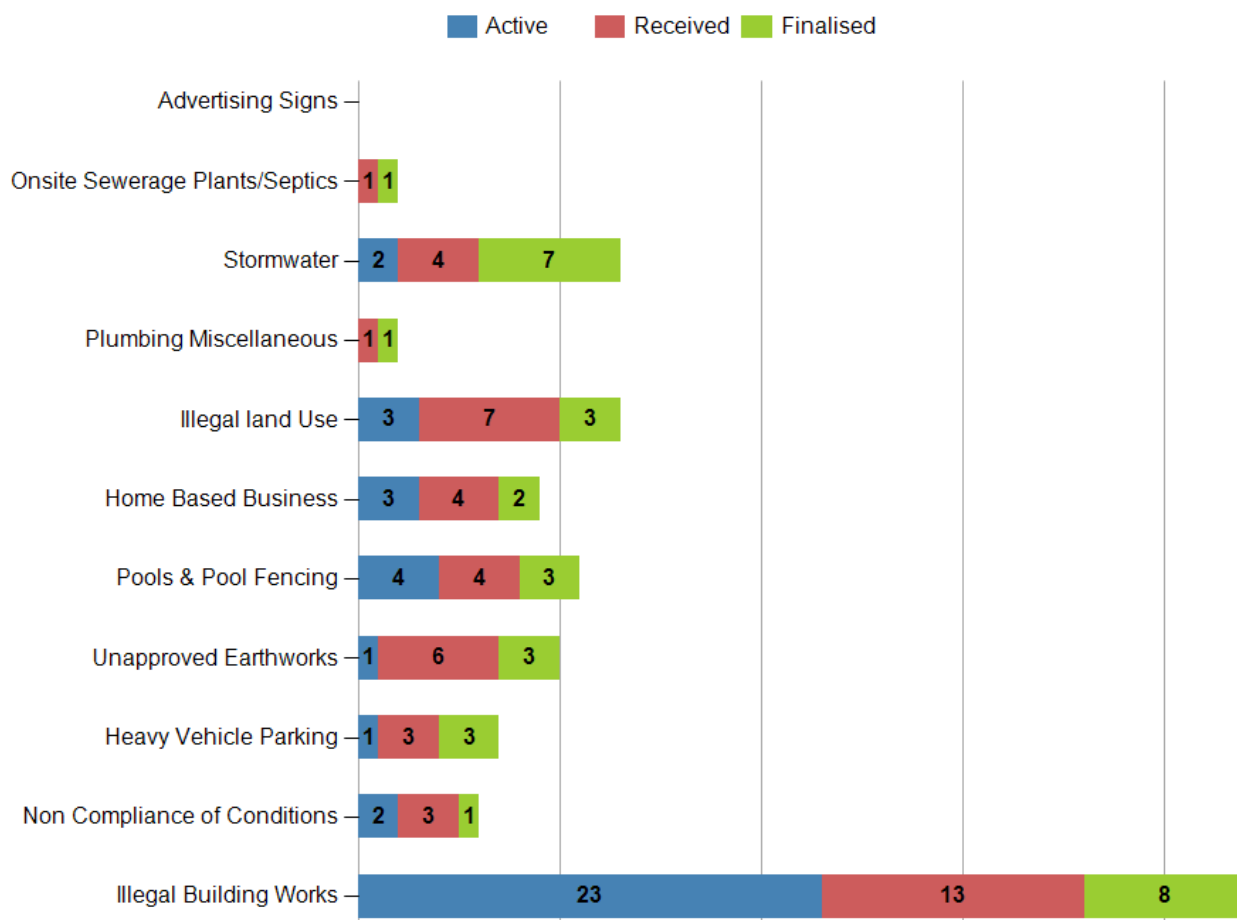
### 4.2.1 Progress of Local Laws Customer Requests



### 4.2.2 Local Laws Requests - Highlights

| Request Type                | Active | Received | Finalised |
|-----------------------------|--------|----------|-----------|
| Dogs Straying               | 97     | 41       | 44        |
| Overgrown/Untidy Properties | 14     | 31       | 28        |
| Dogs Aggressive             | 16     | 35       | 53        |
| Dogs Barking                | 233    | 19       | 16        |
| Abandoned Vehicles          | 25     | 35       | 44        |

### 4.3.1 Compliance Requests Highlights

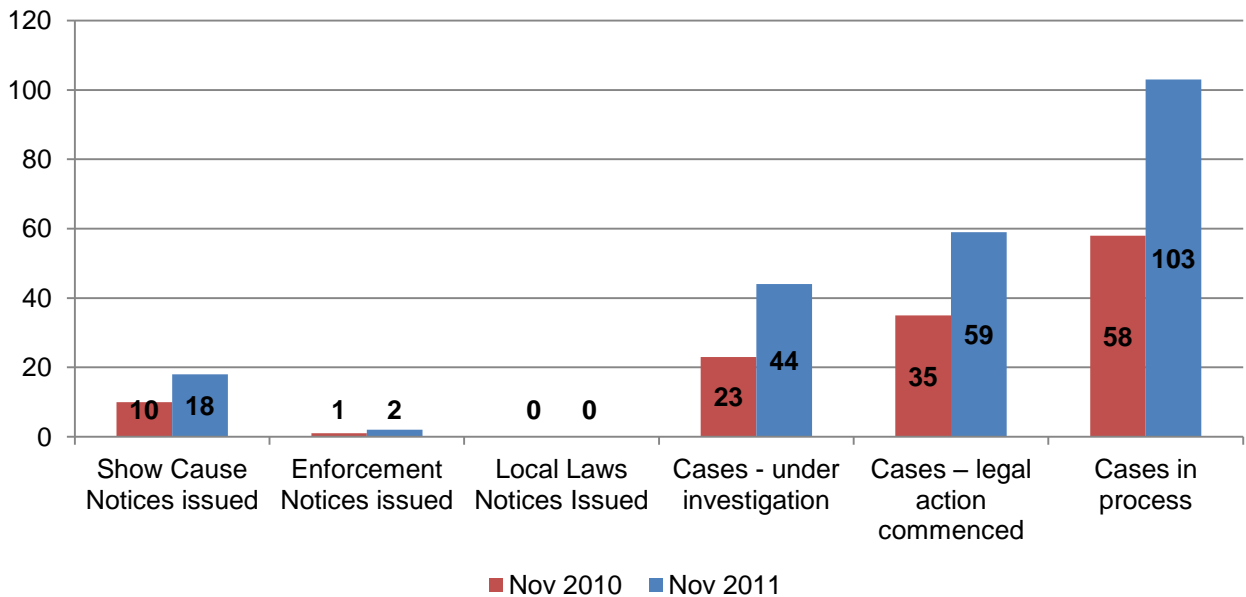


### 4.3.2 Compliance Requests Highlights

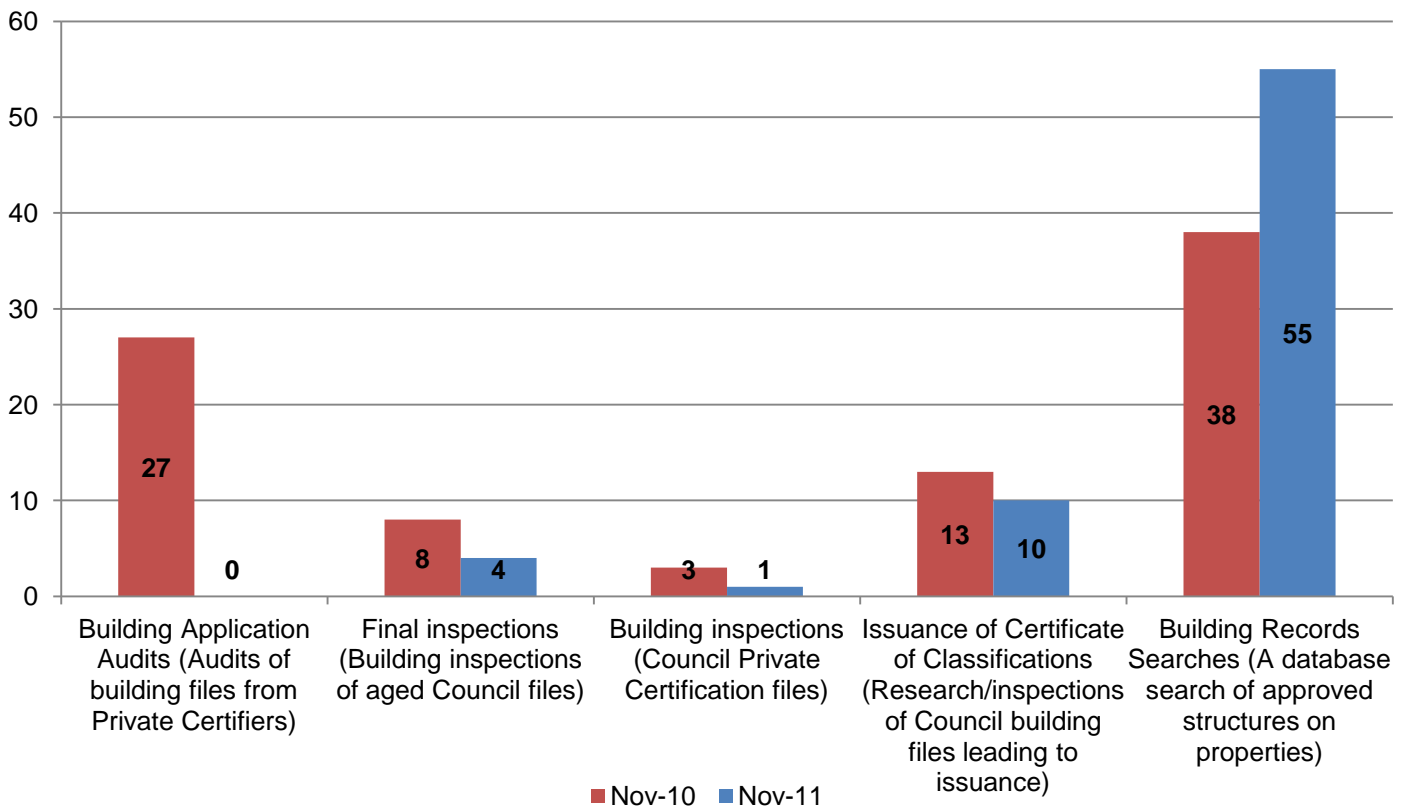
| Category                       | Active | Received | Finalised |
|--------------------------------|--------|----------|-----------|
| Illegal Building Works         | 23     | 13       | 8         |
| Non Compliance of Conditions   | 2      | 3        | 1         |
| Heavy Vehicle Parking          | 1      | 3        | 3         |
| Unapproved Earthworks          | 1      | 6        | 3         |
| Pools & Pool Fencing           | 4      | 4        | 3         |
| Home Based Business            | 3      | 4        | 2         |
| Illegal land Use               | 3      | 7        | 3         |
| Plumbing Miscellaneous         | 0      | 1        | 1         |
| Stormwater                     | 2      | 4        | 7         |
| Onsite Sewerage Plants/Septics | 0      | 1        | 1         |
| Advertising Signs              | 0      | 0        | 0         |

### 4.3 Status of Compliance Activities

#### 4.3.1 Compliance Activities

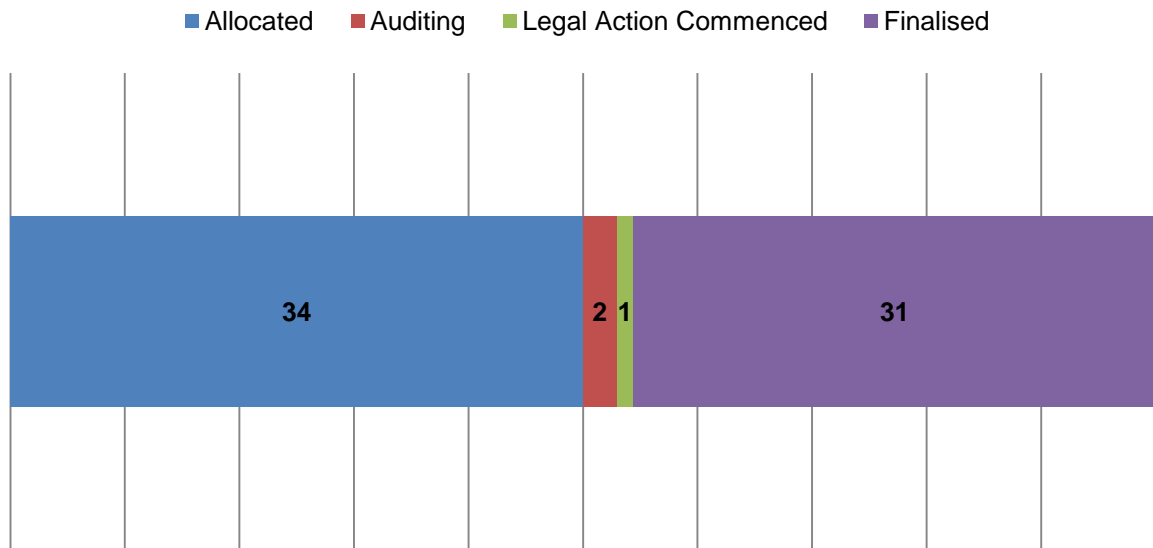


#### 4.3.2 Governance

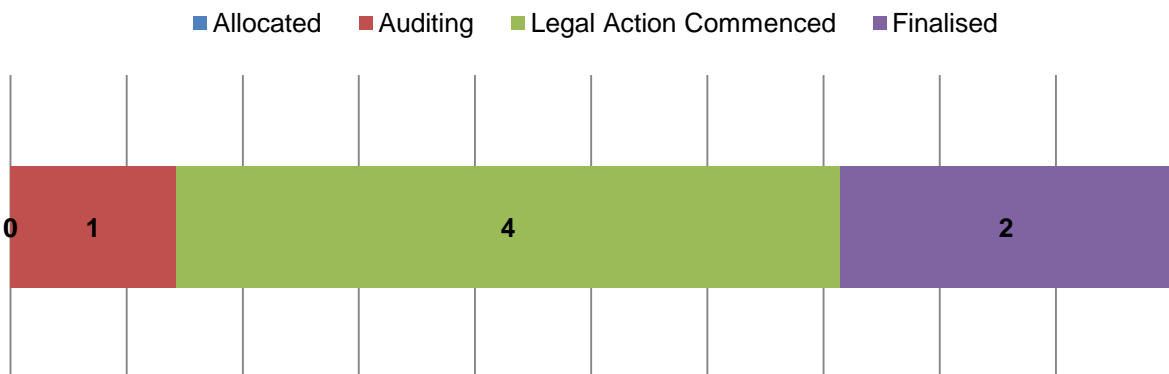


**4.3.3 Proactive Audits**

**Material Change of Use Audit**



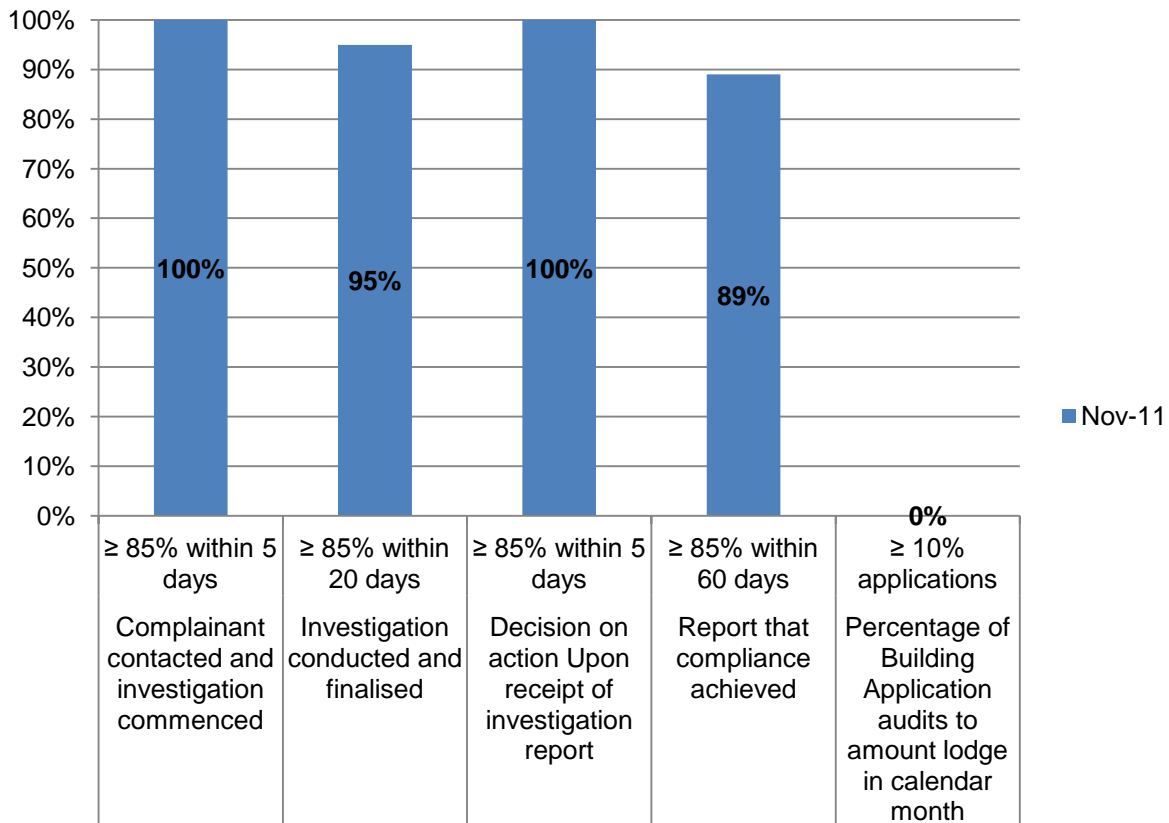
**Planning Audit**



**Lapsed Applications**

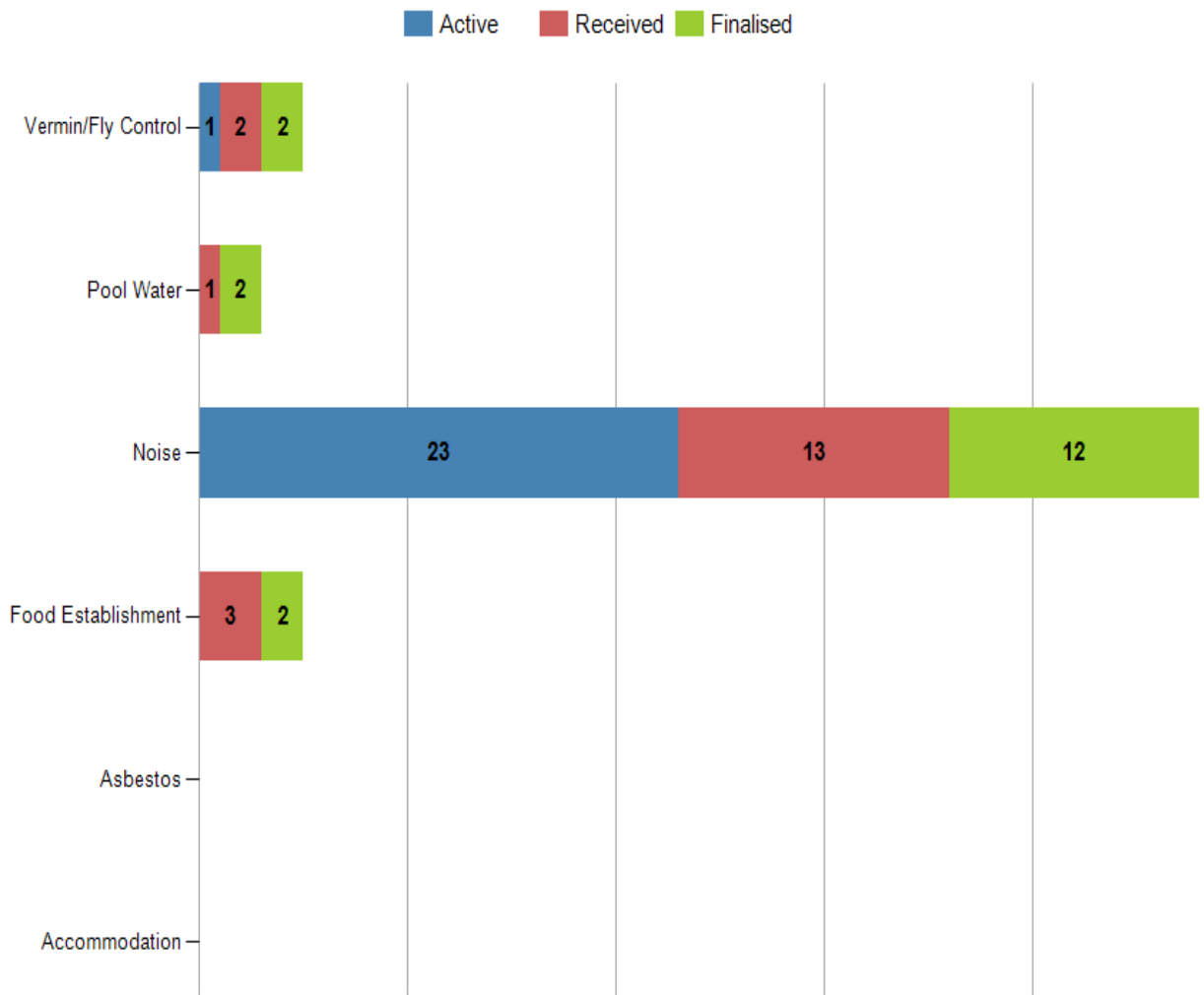


#### 4.4.4 Key Performance Indicators



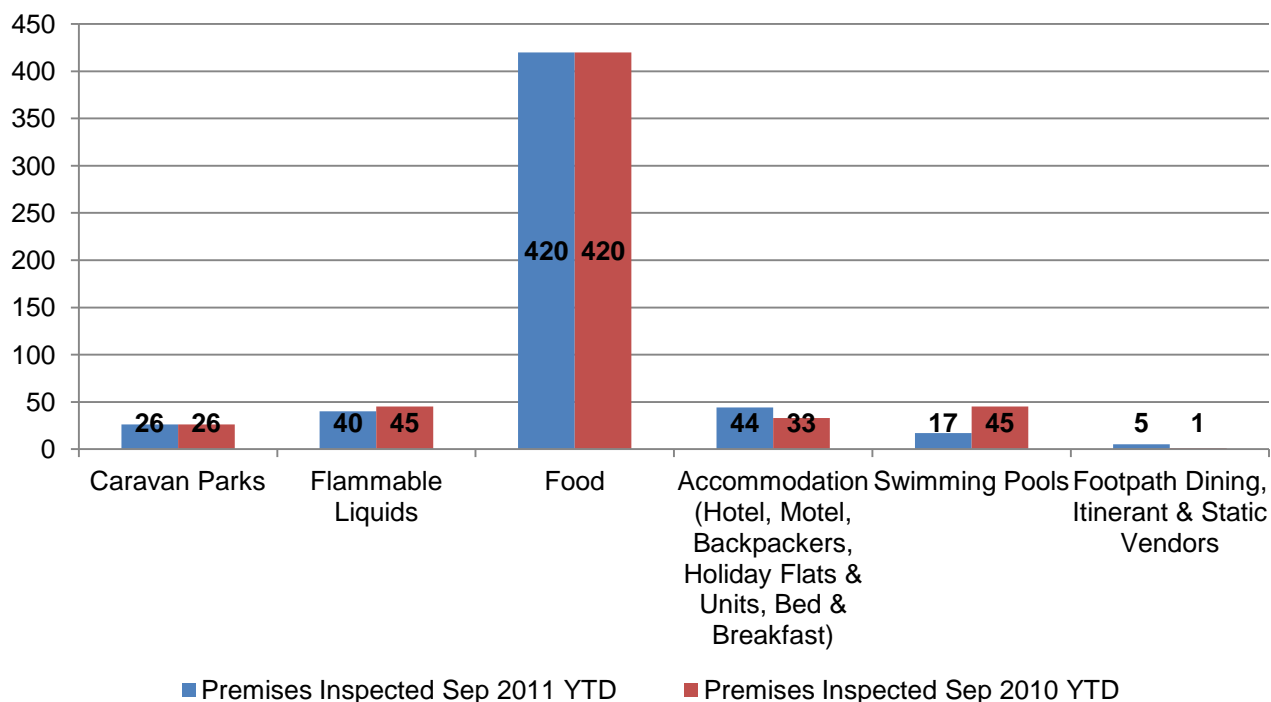
- \$267,938.95 total identified in unrecovered contributions.
- 50% (17) of MCU audits conducted, the development had not commenced.
- Nil planning audits allocated to ensure sustainable workloads.
- Remaining lapsed application matters are in hands of private certifiers and we await their issuance of new approval.
- Further lapsed applications to be allocated, but delayed due to shift of workloads with departure of compliance officer.

#### 4.4.1 Environmental Health Requests – Highlights



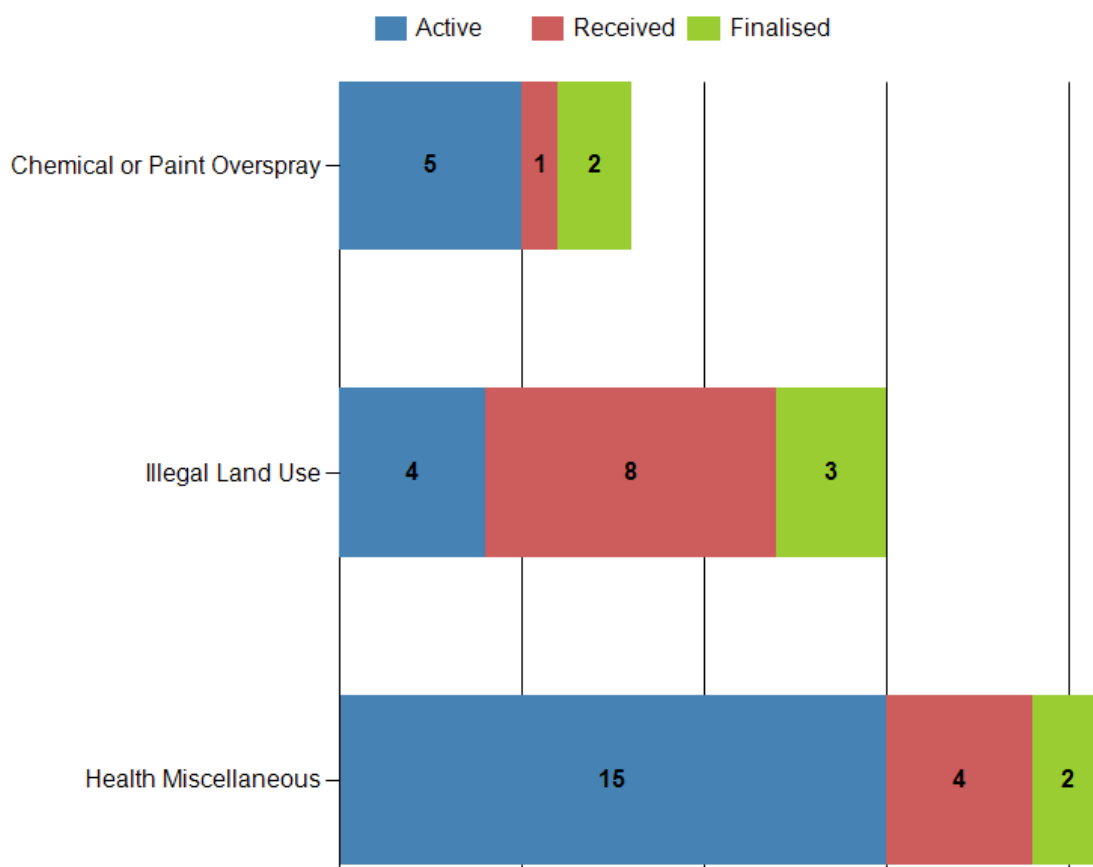
#### 4.4.2 Environmental Health Requests – Highlights

| Request Type       | Active (Beginning of Month) | Received | Finalised |
|--------------------|-----------------------------|----------|-----------|
| Accommodation      | 0                           | 0        | 0         |
| Asbestos           | 0                           | 0        | 0         |
| Food Establishment | 0                           | 3        | 2         |
| Noise              | 23                          | 13       | 12        |
| Pool Water         | 0                           | 1        | 2         |
| Vermin/Fly Control | 1                           | 1        | 1         |

**4.5.3 Inspections - Licensed Premises**

**4.4.4 Inspections - Licensed Premises**

| Premises  | Premises Inspected Sep 2011 YTD | Premises Inspected Sep 2010 YTD | Total No. of Licensed Premises | Target Measure - % Inspected Premises YTD |
|---|---------------------------------|---------------------------------|--------------------------------|---|
| Caravan Parks   | 26                              | 26                              | 23                             | 113                                       |
| Flammable Liquids   | 41                              | 45                              | 145                            | 28  |
| Food  | 467                             | 458                             | 560                            | 83  |
| Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast) | 44                              | 33                              | 66                             | 67  |
| Swimming Pools  | 17                              | 45                              | 73                             | 23  |
| Footpath Dining, Itinerant & Static Vendors                                       | 5                               | 1                               | 31                             | 16  |

#### 4.5.1 Progress of Environmental Services Customer Requests



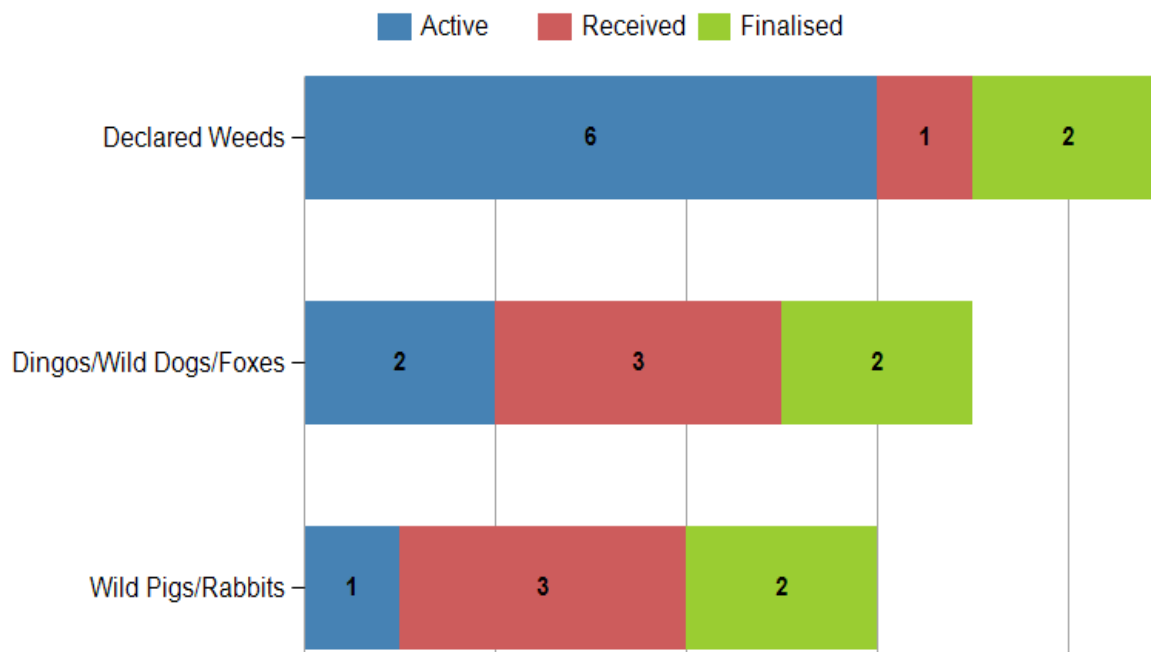
#### 4.5.2 Environmental Services Requests – Highlights

| Request Type                | Active | Received | Finalised |
|-----------------------------|--------|----------|-----------|
| Health Miscellaneous        | 15     | 4        | 2         |
| Illegal Land Use            | 4      | 8        | 3         |
| Chemical or Paint Overspray | 5      | 1        | 2         |

#### 4.5.3 Environmentally Relevant Activity Registrations

| Categories             | Inspections |
|------------------------|-------------|
| Chemical Storage       | 0           |
| Motor Vehicle Workshop | 1           |
| Boiler Making          | 0           |
| Metal Forming          | 0           |

#### 4.6.1 Progress of Pest Management Customer Requests



#### 4.6.2 Pest Management Requests – Highlights

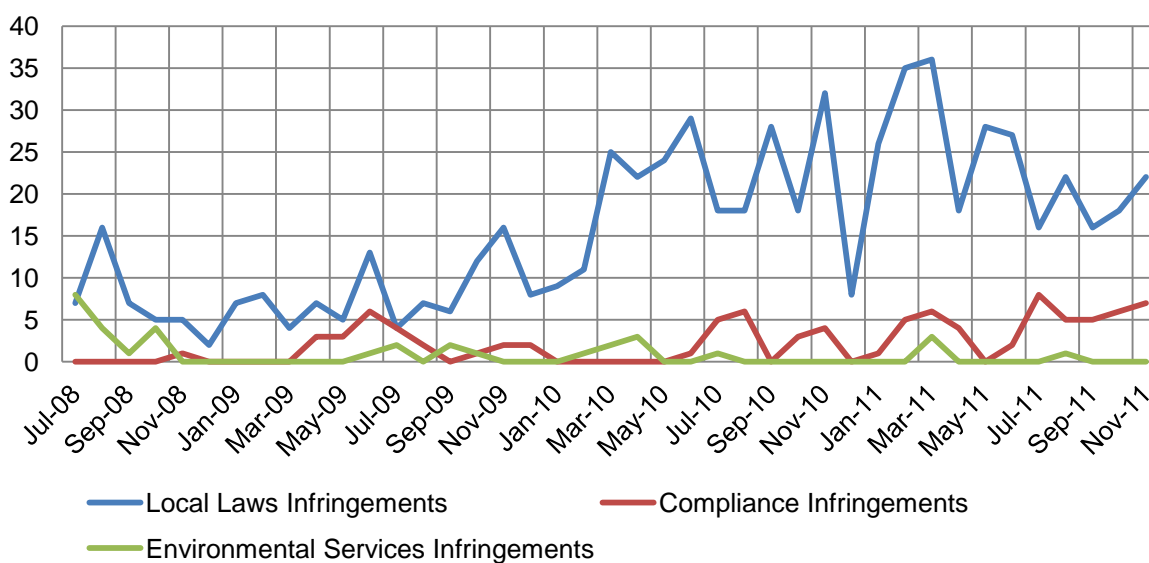
| Request Type           | Active | Received | Finalised |
|------------------------|--------|----------|-----------|
| Wild Pigs/Rabbits      | 1      | 3        | 2         |
| Dingos/Wild Dogs/Foxes | 2      | 3        | 2         |
| Declared Weeds         | 6      | 1        | 2         |

## 5.1 Infringements

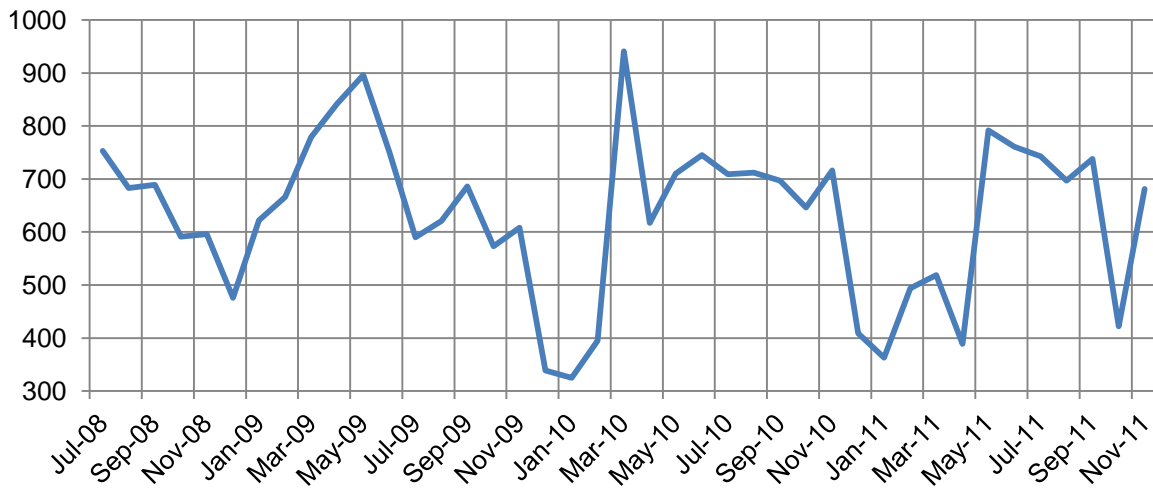
### 5.1.1 Infringements Issued

| Request Type           | Total | Monthly Average | Average since July 2008 |
|------------------------|-------|-----------------|-------------------------|
| Regulated Parking      | 681   | 614             | 633                     |
| Local Laws             | 22    | 21              | 16                      |
| Compliance             | 7     | 7               | 4                       |
| Environmental Services | 0     | 1               | 2                       |
| Environmental Health   | 0     | 0               | 0                       |

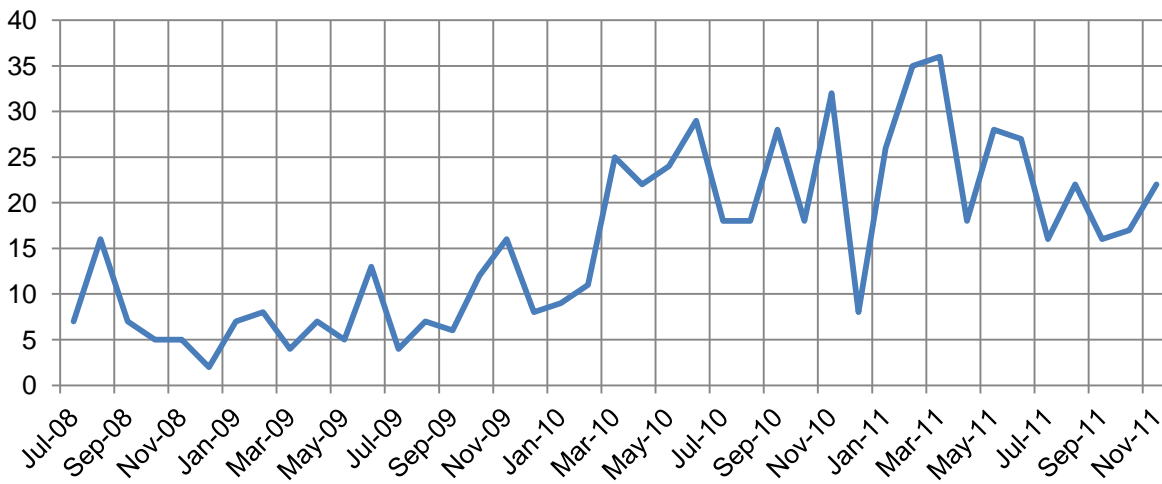
### 5.1.2 Local Laws, Compliance, Environmental Health and Environmental Services Issued Since July 2008



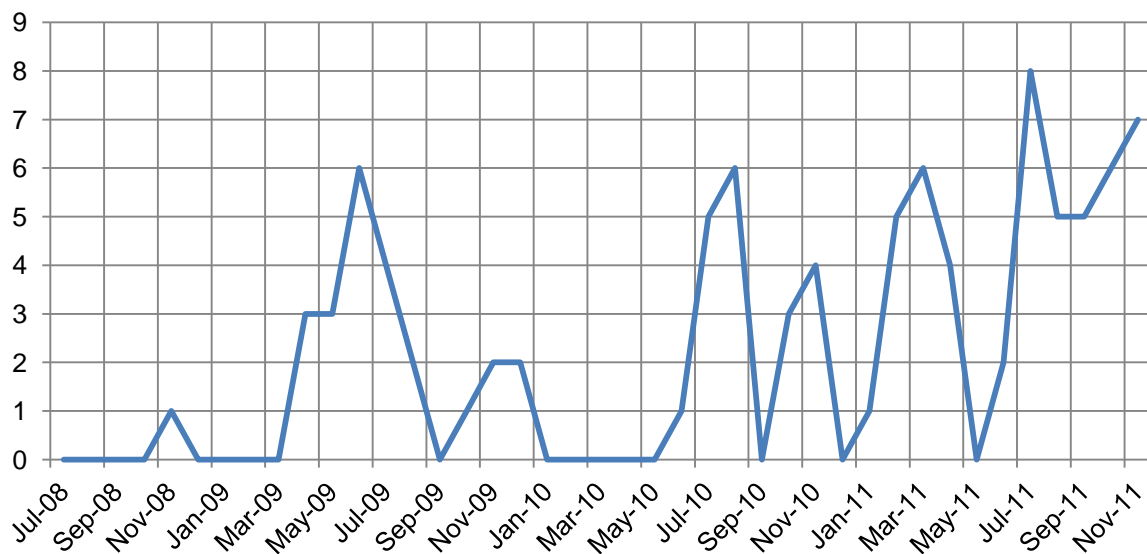
### 5.2 Regulated Parking Infringements Issued Since July 2008



### 5.3 Local Laws Infringements Issued Since July 2008



### 5.4 Compliance Infringements Issued Since July 2008

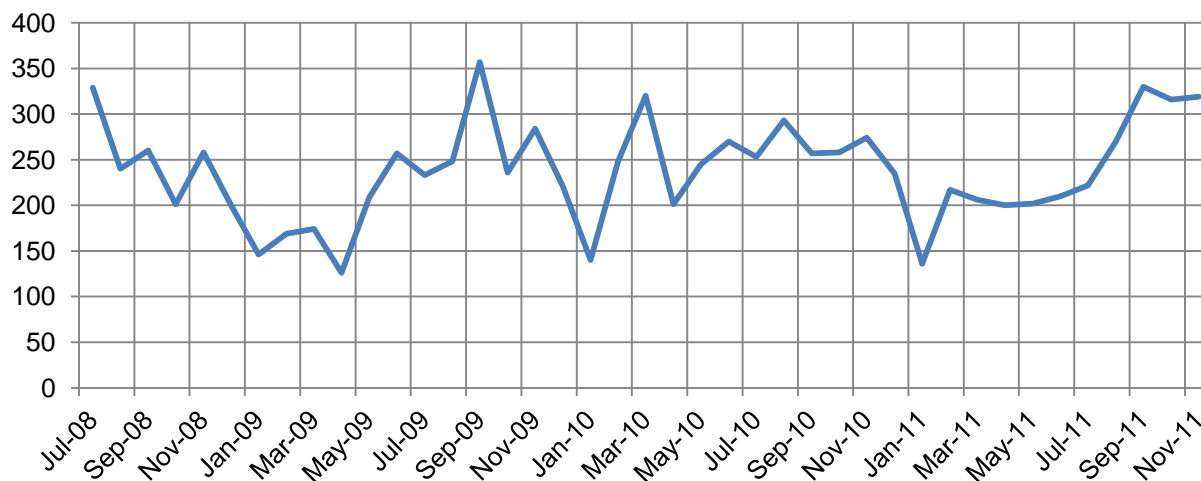


## 6. Domestic Building Works

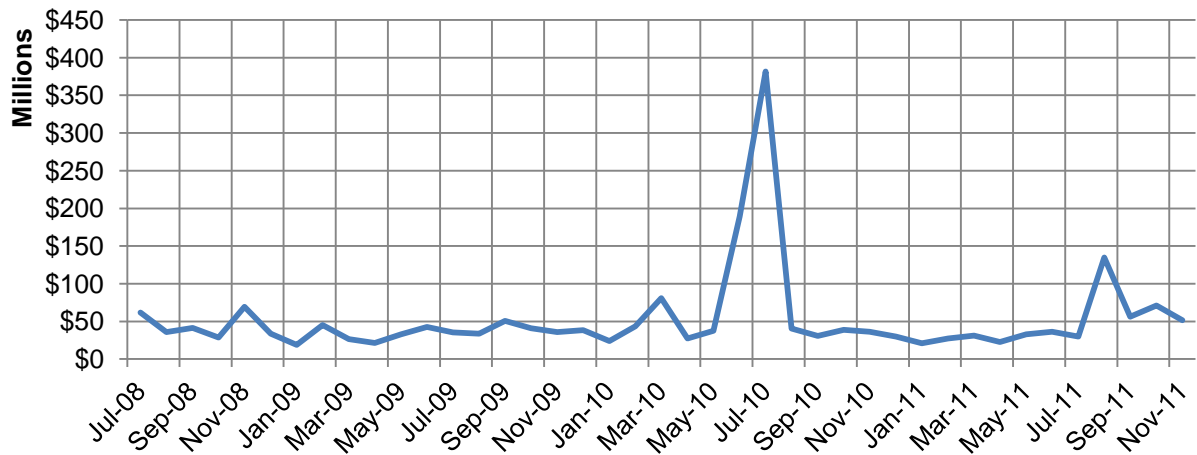
### 6.1.1

|  | Current Month      | Value of Works | Previous 3 Months Average | 3 Month Average Value of Works | Average since July 2008 | Average Value Since July 2008 |
|--|--------------------|----------------|---------------------------|--------------------------------|-------------------------|-------------------------------|
| <b>Applications - All</b>                    | 319                | \$51,444,944   | 305                       | \$87,346,453                   | 230                     | \$49,313,511                  |
| <b>Applications - Residential</b>            | 131                | \$38,020,561   | 87                        | \$31,313,419                   | 72                      | \$22,457,275                  |
| <i>Average Dwelling Size</i>                 | 217 m <sup>2</sup> | \$290,233      | 241 m <sup>2</sup>        | \$312,094                      | 248 m <sup>2</sup>      | \$310,908                     |
| <i># of Detached Dwellings</i>               | 131                | \$37,868,740   | 96                        | \$27,716,593                   | 70                      | \$20,482,885                  |
| <i>Average Value of Detached Dwelling \$</i> | -                  | \$289,074      | -                         | \$27,716,593                   | -                       | \$20,842,885                  |
| <i># of Attached Dwellings</i>               | 0                  | 0              | 16                        | \$3,596,826                    | 8                       | \$2,023,249                   |
| <i>Average Cost of Attached Dwellings \$</i> | -                  | \$0            |                           | \$220,214                      | -                       | \$240,148                     |
| <i>Additions and Alterations</i>             | 27                 | \$1,524,894    | 26                        | \$1,720,266                    | 26                      | \$1,355,790                   |

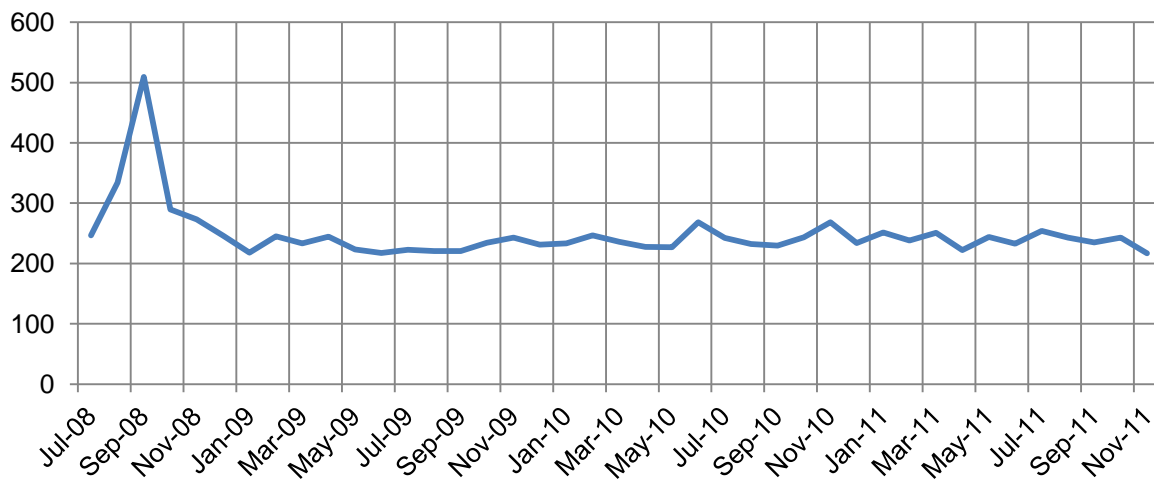
### 6.1.2 Building Applications Recieved Since July 2008



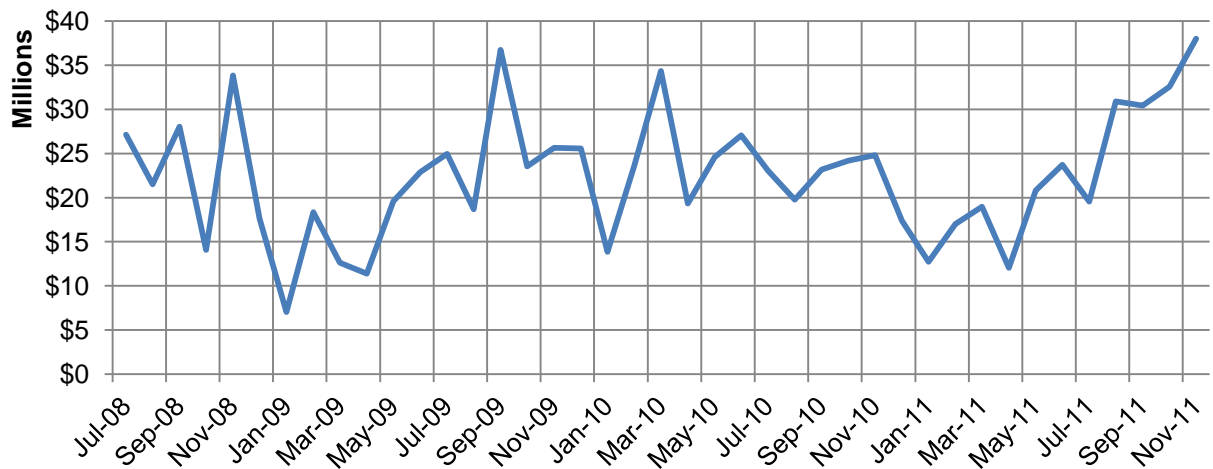
### 6.1.3 Value of All Building Applications Since July 2008



### 6.1.4 Average Floor Area of Residential Building Applications



### 6.1.5 Value of Residential Building Applications



## 7 Business Improvement – Business Support Unit

### Legend

In Progress ✓

Completed ✓

Not on Schedule X

| Project Phase   | Deliverables   | Milestones   | Oct                  | Nov |
|---|--|--|----------------------|-----|
| <b>Donated Asset Management (DAM)</b><br>Management of the civil construction, plan signing and on and off maintenance processes associated with donated assets | <ul style="list-style-type: none"> <li>First Draft of White Paper on Development Engineering Operations</li> <li>DAM Project Management Plan</li> <li>Stakeholder Interviews completed and documented</li> <li>Revised PMP</li> <li>Council briefing</li> <li>Stakeholder workshop</li> </ul>  | <ul style="list-style-type: none"> <li>9/09/2011</li> <li>16/09/2011</li> <li>14/10/2011</li> <li>31/12/2011</li> <li>TBA</li> <li>TBA</li> </ul>                                    | ✓<br><br>✓<br><br>✓  | ✓   |
| <b>Environmental Health Pathway Development</b><br>Generation of Documents from Pathway and Procedure Manual  | <ul style="list-style-type: none"> <li>Project schedule created in draft.</li> <li>First team meeting scheduled for 14 Sept. Project schedule confirmed</li> <li>Beginners Guide to Pathway</li> <li>Health Officers Processes</li> <li>List of Templates</li> <li>Administration Processes</li> <li>Naming Convention</li> </ul>      | <ul style="list-style-type: none"> <li>12/09/2011</li> <li>14/09/2011</li> <li>02/12/2011</li> <li>31/01/2012</li> <li>29/03/2012</li> <li>03/09/2012</li> <li>03/09/2012</li> </ul> | ✓<br><br>✓<br><br>✓  | ✓   |
| <b>Online Public Submissions</b><br>Lodge submissions online.   | <ul style="list-style-type: none"> <li>Need changes to Statutory Forms.</li> <li>Create links and electronic form</li> <li>Amend notification guideline.</li> <li>Implement and educate in use.</li> </ul>   | <ul style="list-style-type: none"> <li>21/10/2011</li> <li>29/11/11</li> <li>30/11/2011</li> <li>1/12/2011</li> </ul>  | ✓                    | ✓   |
| <b>Infrastructure Charges Implementation</b><br>Deliver a register for infrastructure charges & create a tracking process for Amended/Negotiated AICN's.        | <ul style="list-style-type: none"> <li>Create issues register</li> <li>Schedule created</li> <li>Business processes documented &amp; implemented</li> <li>Strategic, Legal &amp; Operational Issues briefing to Council</li> <li>Ongoing meetings for updating processes, procedures and systems for implementation of AICN</li> </ul> | <ul style="list-style-type: none"> <li>11/08/2011</li> <li>07/10/2011</li> <li>17/10/2011</li> <li>02/11/2011</li> </ul>   | ✓<br>✓<br>✓<br><br>✓ | ✓   |

| Project Phase  | Deliverables  | Milestones  | Oct | Nov              |
|--|---|---|-----|------------------|
| <b>DARP - OWL'S</b><br>Review of the Development Assessment Process of Operational Works and Large Subdivisions.                           | <ul style="list-style-type: none"> <li>Commitment Briefing</li> <li>File Survey</li> <li>Preliminary Findings</li> <li>Final Report and Recommendations</li> <li>PMP</li> <li>Schedule</li> </ul>   | <ul style="list-style-type: none"> <li>21/09/2011</li> <li>November 2011</li> <li>December 2011</li> <li>May 2012</li> <li>May 2012</li> <li>June 2012</li> </ul> | ✓   | ✓<br>✓           |
| <b>Internal Referrals</b><br>Referral of applications between Development Assessment and Development Engineering                           | <ul style="list-style-type: none"> <li>Create internal referral templates</li> <li>Pathway workflow mapping proposal</li> <li>Workflow mapping in test pathway</li> <li>'As is' processes</li> <li>'To be' processes</li> </ul>   | <ul style="list-style-type: none"> <li>18/10/2011</li> <li>04/11/2011</li> <li>22/11/2011</li> <li>30/11/2011</li> <li>01/12/2011</li> </ul>                      | ✓   | ✓<br>✓<br>✓<br>✓ |
| <b>Data Integrity – Pathway Refresher Training</b><br>Review of data integrity and knowledge within Pathway.                               | <ul style="list-style-type: none"> <li>Create Project Management Plan</li> <li>Project Team</li> <li>Schedule Finalisation</li> </ul>   | <ul style="list-style-type: none"> <li>November 2011</li> <li>13 December 2011</li> <li>December 2011</li> </ul>  | ✓   | ✓                |
| <b>Development Assessment Review Team (DART) process</b><br>Review of the current DART process.  | <ul style="list-style-type: none"> <li>SWOT Analysis</li> <li>DART terms of reference.</li> <li>Endorsed DART Improvement Charter.</li> </ul>   | <ul style="list-style-type: none"> <li>December</li> <li>December 2011</li> <li>December 2011</li> </ul>  |     | ✓<br>✓<br>✓      |
| <b>Gap Analysis for Future Population Modelling</b><br>Produce recommendations on how to develop future whole-of-Council population model. | <ul style="list-style-type: none"> <li>PMP Finalised and distributed to Stakeholders.</li> <li>Report findings from Stakeholder Analysis.</li> <li>AS-IS report finalised and distributed to stakeholders.</li> <li>TO-BE report finalised and distributed.</li> <li>Gap Analysis finalised and distributed.</li> <li>Presentation to Council – Project finalised.</li> </ul> | <ul style="list-style-type: none"> <li>06/12/2011</li> <li>18/01/2012</li> <li>08/02/2012</li> <li>29/02/2012</li> <li>14/03/2012</li> <li>22/03/2012</li> </ul>  |     | ✓                |
| <b>Northern Beaches Smart Growth Plan</b>  | <ul style="list-style-type: none"> <li>Community Consultation Report</li> <li>Finalisation of Draft Northern Beaches Smart Growth Plan – mapping</li> </ul>   | <ul style="list-style-type: none"> <li>15/12/2011</li> <li>15/12/2011</li> </ul>  |     | ✓<br>✓           |
| <b>Bucasia/Shoal Point Initiative</b>  | <ul style="list-style-type: none"> <li>Submission for funding Building Better Regional Cities Program (BBRCP)</li> <li>Signed BBRCP</li> </ul>  | <ul style="list-style-type: none"> <li>18/11/2011</li> <li>TBA</li> </ul>   |     | ✓                |
| <b>Open Space Management Plan</b>  | <ul style="list-style-type: none"> <li>Review of current open space plan and policy</li> </ul>  | <ul style="list-style-type: none"> <li>19/12/2011</li> </ul>  |     | ✓                |

| Project Phase   | Deliverables  | Milestones   | Oct | Nov  |
|---|---|--|-----|--|
| <b>Dudgeon Point Coal Terminal Environmental Impact Study (EIS)</b>       | <ul style="list-style-type: none"> <li>Meeting with Coordinator Generals Office</li> <li>1<sup>st</sup> Draft Terms of Reference</li> <li>Draft EIS</li> </ul>  | <ul style="list-style-type: none"> <li>24/11/2011</li> <li>31/01/2012</li> </ul> |     | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul> |
| <b>Ministerial Land Designation – Mackay Northern Beaches High School</b> | <ul style="list-style-type: none"> <li>Proposed Ministerial Land Designation Report Response</li> <li>Report distributed and reviewed</li> <li>Submission on Ministerial Land Designation Report Completed</li> </ul> | <ul style="list-style-type: none"> <li>26/11/2011</li> <li>12/12/2011</li> </ul> |     | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul> |
| <b>Ministerial Land Designation – Pioneer High School</b>                 | <ul style="list-style-type: none"> <li>Proposed Ministerial Land Designation Report Response</li> <li>Report distributed and reviewed</li> <li>Submission on Ministerial Land Designation Report Completed</li> </ul> | <ul style="list-style-type: none"> <li>28/11/2011</li> <li>19/12/2011</li> </ul> |     | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul> |

**8 200K Planning Scheme**

Legend

In Progress ✓

Completed ✓

 Key Deliverables *Red*


| Project Phase                             |                                     | Deliverables  | Milestones        | Sep | Oct | Nov |
|---|-------------------------------------|---|-------------------|-----|-----|-----|
| <b>Stage 1</b>                            |                                     |   |                   |     |     |     |
| <b>Citation and Comment</b>               |                                     | Align with final Strategic Framework                                  | 31/08/2011        |     |     |     |
| Briefing to Council (Strategic Framework) |                                     | Incorporate finalised Community Plan                                  | 01/09/2011        |     |     |     |
| <b>Stage 2</b>                            |                                     |   |                   |     |     |     |
| <b>Part 1</b>                             | <b>About the Planning Scheme</b>    | Minor inputs  | 01/11/2011        |     |     |     |
| <b>Stage 3</b>                            |                                     |   |                   |     |     |     |
| <b>Part 2</b>                             | <b>State Planning Instruments</b>   | Minor inputs  | 00/11/2011        |     |     |     |
| <b>Stage 4</b>                            |                                     |   |                   |     |     |     |
| <b>Part 3</b>                             |                                     | Distribute V0.2 (incorporating Regional Plan + localising statements) | 13/07/2011        |     |     |     |
|   |                                     | Distribute V0.3   | 29/07/2011        |     |     |     |
|   |                                     | <b>Briefing to Council</b>  | <b>10/08/2011</b> |     |     |     |
|   |                                     | V0.4 : incorporating ongoing amendments as scheme is developed + maps | 00/09/2011        |     | ✓   |     |
|   |                                     | Draft Regional Plan released for comment                              | 00/05/2011        |     |     |     |
|   |                                     | Briefing to Council (comments of draft Regional Plan)                 | 17/08/2011        |     |     |     |
|   |                                     | Report to Council   | 24/08/2011        |     |     |     |
|   |                                     | Submission made to DLGP   | 09/09/2011        |     |     |     |
| <b>Stage 5</b>                            |                                     |   |                   |     |     |     |
| <b>Part 4</b>                             | <b>Priority Infrastructure Plan</b> | Planning Assumptions  | 00/09/2011        |     |     |     |
|   |                                     | PIA   | 01/02/2012        |     |     |     |
|   |                                     | Dss   | 01/02/2012        |     |     |     |
|   |                                     | Consolidate PFTI & Schedule of works                                  | 01/03/2012        |     |     |     |
|   |                                     | Briefing to Council (consolidated PIP)                                | 01/03/2012        |     |     |     |

| Project Phase                                   | Deliverables  | Milestones   | Sep | Oct | Nov |
|---|---|--|-----|-----|-----|
| <b>Stage 6</b><br><b>Part 5</b>                 | <b>Tables of Assessment</b>   | 5. 5 Zones (Developed as part of each zone code)<br>Draft list<br><b>Final list</b>  |     |     |     |
|   |   | 09/08/2011   |     |     |     |
|   |   | <b>00/12/2011</b>  | ✓   | ✓   | ✓   |
|   | 5.6 Zones (Developed as part of each LP)<br>Draft list<br><b>Final list</b>         | 13/09/2011<br><b>00/12/2011</b>  | ✓   | ✓   | ✓   |
|   | 5.7 Overlays (Developed as part of each Overlay)<br>Draft list<br><b>Final list</b> | 30/09/2011<br><b>11/12/2011</b>  | ✓   | ✓   | ✓   |
|   | 5.8 RoL/Operation Works<br>Draft list<br><b>Final list</b>                          | 29/07/2011<br>(internal meeting on EDG)<br><b>11/12/2011</b>   | ✓   | ✓   | ✓   |
| <b>Stage 7</b><br><b>Part 6</b><br><b>Zones</b> | <b>Residential Densities Strategy Document</b>                                      | Issue draft Strategy<br>Consultation<br>Planning scheme zones and yields<br>Briefing to Council – summary of submissions and proposed amendments to the strategy<br>Meeting with submitters<br>Finalise draft document                                     |     |     |     |
|   |   | 00/01/2011<br>00/04/2011<br>00/ 07/2011<br>19/07/2011<br>12/09/2011<br>01/12/2011  |     |     |     |
|   |   |  | ✓   | ✓   |     |
|   | <b>Residential Zone Codes</b>   | First draft + zone mapping amendments<br>Second draft  | ✓   | ✓   |     |
|   |   | 9/08/2011<br>24/08/2011  |     |     |     |
|   | <b>Centres Strategy Document</b>  | Issue draft Strategy (Internal)<br>Briefing to Council – presentation of draft strategy<br>Complete draft Strategy document<br>Finalise supporting technical document (Macroplan)<br>Targeted consultation<br>Consider comments<br>Finalise draft strategy | ✓   | ✓   |     |
|   |   | 27/07/2011<br>27/07/2011<br>01/11/2011<br>8/08/2011<br>2012<br>2012<br>2012  |     |     |     |

| Project Phase                             | Deliverables   | Milestones               | Sep | Oct | Nov |
|---|--|--------------------------|-----|-----|-----|
| <b>Centres</b>                            | First Drafts   | 9/08/2011                | ✓   | ✓   |     |
|   | Second Drafts  | 00/09/2011               |     | ✓   |     |
| <b>Mixed Use</b>                          | First Drafts   | 9/08/2011                | ✓   | ✓   |     |
|   | Second Drafts  | 24/08/2011               |     | ✓   | ✓   |
| <b>Community</b>                          | First Drafts   | 9/08/2011                |     | ✓   |     |
|   | Second Drafts  | 24/08/2011               | ✓   | ✓   |     |
| <b>Environment</b>                        | First Drafts   | 13/09/2011               | ✓   | ✓   | ✓   |
|   | Second Drafts  | 00/10/2011               |     |     |     |
| <b>Industry Low Impact Industry Study</b> | Commence with low Impact study                             | 00/05/2011               |     |     |     |
|   | Distribute draft study – internal comment                  | 26/07/2011               |     |     |     |
|   | Finalise study   | 00/09/2011               | ✓   | ✓   |     |
|   | Release draft study  | 15/09/2011               |     |     |     |
| <b>Industry Zone Codes</b>                | First draft  | 9/08/2011                | ✓   |     |     |
|   | Incorporate freight summit outcomes<br>Briefing to Council | 14/09/2011               | ✓   |     |     |
| <b>Rural</b>                              | First Drafts   | 26/07/2011               | ✓   |     |     |
|   | Second Drafts  | 9/08/2011                |     |     |     |
| <b>Rural Township Zone</b>                | Rural and coastal communities audit                        |                          |     |     |     |
|   | South of Pioneer   | 00/07/2011               |     |     |     |
|   | Pioneer Valley   | 00/08/2011               |     |     |     |
|   | North of Pioneer<br>Briefing to Council                    | 00/08/2011<br>24/08/2011 |     |     |     |
| <b>Expansion</b>                          | First Drafts   | 09/08/2011               |     |     |     |
|   | Second Drafts  | 24/08/2011               | ✓   |     |     |
| <b>Ooralea Local Plan</b>                 | Workshop   | 00/05/2010               |     |     |     |
|   | Consultation   | 00/12/2010               |     |     |     |
|   | Design guideline<br>Briefing to Council                    | 7/09/2011<br>14/09/2011  | ✓   |     |     |
|   | Report to Council  | 00/10/2011               |     | ✓   |     |

 Stage 8  
Part 7  
Local  
Plans

| Project Phase                       | Deliverables   | Milestones                               | Sep        | Oct | Nov |   |
|-------------------------------------|--|--|------------|-----|-----|---|
| Sarina Local Plan                   | Workshop   | 00/12/2010                               |            |     |     |   |
|                                     | Consultation   | 00/ 08/2010                              |            |     |     |   |
|                                     | Briefing to Council  | 10/02/2010                               |            |     |     |   |
|                                     | Report to Council  | 00/09/2011                               |            |     |     |   |
| City Centre Local Plan              | Workshop   | 25/03/2011                               |            |     |     |   |
|                                     | Consultation   | 00/06/2011                               |            |     |     |   |
|                                     | City Centre Strategy   | 00/ 09/2011                              |            |     |     |   |
|                                     | Briefing to Council  | 21/09/2011                               | ✓          |     |     |   |
| Mirani Local Plan                   | Release Draft Strategy   | 00/10/2011                               |            |     |     |   |
|                                     | Stakeholders Workshop  |  |            | ✓   |     |   |
|                                     | Briefing to Council  | 24/08/2011                               |            |     |     |   |
|                                     | Consultation   | 2012                                     |            | ✓   |     |   |
| Northern Beaches Local Plan         | Consider Submissions   |  |            |     |     |   |
|                                     | Draft Local Plan   | 1/03/2012                                |            |     |     |   |
|                                     | Draft Local Plan   | 2012                                     |            |     |     |   |
|                                     | Briefing to Council  | 10/10/2011                               |            |     |     |   |
| Stage 9<br>Part 8<br>Overlays       | Ports, Rural Heritage, Environment, Road Hierarchy, High Impact, Parks Hierarchy | Final Local Plan – Draft Planning Scheme | 01/06/2012 |     |     |   |
|                                     |  | First Drafts                             | 9/08/2011  | ✓   | ✓   |   |
|                                     |  | Second Drafts                            | 24/08/2011 |     | ✓   | ✓ |
|                                     | Flood Hazards  | Briefing to Council                      | 26/10/2011 |     | ✓   |   |
|                                     |  | Pioneer flood study                      | 00/07/2011 |     |     |   |
|                                     |  | Internal consultation of draft document  | 21/07/2011 |     |     |   |
|                                     |  | Internal meeting                         | 7/09/2011  |     |     |   |
|                                     |  | Briefing to Council (Flood studies)      | 00/09/2011 | ✓   |     |   |
|                                     |  | External consultation                    | 00/09/2011 | ✓   | ✓   | ✓ |
|                                     |  | Incorporate in flood study               | 00/09/2011 |     |     | ✓ |
|                                     |  | McCreadys Creek flood study              | 00/07/2011 |     |     |   |
|                                     |  | Internal consultation of draft document  | 21/07/2011 |     |     |   |
| Internal meeting                    | 7/09/2011  |  |            |     |     |   |
| Briefing to Council (Flood Studies) | 00/09/2011   | ✓  |            |     |     |   |
| External consultation               | 00/09/2011   | ✓  | ✓          | ✓   |     |   |
| Incorporate in flood overlay        | 00/03/2012   |  |            |     |     |   |

| Project Phase   | Deliverables   | Milestones   | Sep        | Oct        | Nov        |
|---|--|--|------------|------------|------------|
|   | Gooseponds flood study<br>Incorporate current model in flood overlay<br>Review based on Pioneer river study results  | 00/09/2011<br>00/11/2010<br>00/02/2012   | ✓          | ✓          | ✓          |
|   | Amend draft Flood Overlay maps   | 00/03/2012   |            |            |            |
| <b>Landslide Risk</b>   | Discuss with Emergency Services meeting  | 11/08/2011   | ✓          |            |            |
|   | Overlay maps + code  | 13/09/2011   | ✓          | ✓          | ✓          |
| <b>Bushfire</b>   | Discuss with Emergency Services meeting  | 11/08/2011   |            |            |            |
|   | Overlay maps + code  | 13/09/2011   | ✓          | ✓          | ✓          |
| <b>Stage 10<br/>Part 9<br/>Other Codes</b>                      | Draft Use Codes<br>Final Use Codes   | 11/10/2011<br>25/10/2011   | ✓          | ✓          | ✓          |
| <b>Stage 11<br/>Schedule 1<br/>Definitions</b>                  | Insert relevant definitions  | 24/08/2011   | ✓          |            | ✓          |
| <b>Stage 12, 13,<br/>14 &amp; 15<br/>Schedule 2<br/>Mapping</b> | Refer to mapping schedule<br><br>Briefing to Council – Major zone amendments<br><br>Workshop   | <br><br>24/08/2011<br><br>11/10/2011   |            | ✓          |            |
| <b>Stage 16<br/>Schedule 4<br/>Planning Scheme Policies</b>     | <b>EDG</b><br><br>Internal Meeting<br>Each section to make own amendments<br>Formatting<br><br><b>CIA + TIA</b><br>Internal consultation<br>Briefing to Council (Planning Scheme Policies) | <br><br>00/07/2011<br><br>00/09/2011<br>00/10/2011<br><br>00/09/2011<br>00/10/2011<br>19/10/2011 | ✓<br><br>✓ | ✓<br><br>✓ | ✓<br><br>✓ |
| <b>Stage 17<br/>Appendix 1<br/>Index &amp; Glossary</b>         | Briefing to Council (draft Planning Scheme)  | 00/12/2011<br>16/11/2011   |            | ✓          | ✓          |