FINAL MINUTES

1 July 2009

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Declaration of Material Personal Interest

Nil

ORDINARY MINUTES

1. ATTENDANCE:

His Worship the Mayor, Cr C Meng (Chairperson), Crs G R Christensen, D T Comerford, P F Steindl, D J Perkins, D R Hatfield, D E Camilleri, W A Cameron, G R Thomsen, K J Casey and K L May were in attendance at the commencement of the meeting. Also present was Mr P Franks (Chief Executive Officer) and Ms D Jeffery (Minute Secretary).

The meeting commenced at 10:03am.

2. OPENING PRAYER:

Pastor Euan Macdonald led those present in Prayer.

3. APOLOGIES:

Nil.

4. CONDOLENCES:

Condolences were expressed at the passing of Peter Jarrott, District President of the Mackay and District RSL.

5. CONFIRMATION OF MINUTES:

5.1 ORDINARY MEETING MINUTES - 24 JUNE 2009

THAT the Minutes of the Ordinary Meeting held on 24 June 2009 be confirmed.

Moved Cr Casey **Seconded Cr Perkins**

CARRIED

6. BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETING:

Nil

7. MAYORAL MINUTES:

Nil.

8. CORRESPONDENCE AND OFFICERS' REPORTS:

8.1 MACKAY REGIONAL COUNCIL REGULATORY FEES AND CHARGES 2009/10 AND COMMERCIAL AND OTHER FEES AND CHARGES 2009/10

Author DIRECTOR CORPORATE SERVICES

Purpose

To adopt the Regulatory Fees and Charges and Commercial and Other Fees and Charges for the 2009/10 Financial Year.

Background/Discussion

Regulatory Charges

Section 1071A of the Local Government Act provides that a Local Government may, by Local Law or Resolution, fix a Regulatory Charge for any of the following:

- An Application for, or the issue of, an Approval, Consent, Licence, Permission, Registration or other authority under a Local Government Act.

Commercial Charges

Section 36 – Clarifies that a Local Government may rely on its powers as a legal entity to charge for services and facilities it supplies other than a service or facility for which a Regulatory Charge may be fixed.

Consultation and Communication

These Fees and Charges have been developed in consultation with Council, Strategic Leadership Team and Management Team.

Resource Implications

Fees and Charges are a significant source of Council Revenue.

Conclusion

Regulatory Fees and Charges must not be more than the cost of providing the service of taking the action for which the fee is charged.

Commercial Charges are charges for commercial transactions where the Local Government is providing a service and the other party to the transaction can choose whether or not to avail itself of the service.

Director's Recommendation

THAT The attached Register of Regulatory Fees and Charges and Register of Commercial and Other Fees and Charges for the 2009/10 Financial Year be adopted.

Council Resolution

THAT the Director's Recommendation be adopted.

Moved Cr Hatfield **Seconded Cr Steindl**

CARRIED

8.2 OPERATIONAL PLAN 2009/10

Author DIRECTOR CORPORATE SERVICES

Purpose

To adopt Council's Operational Plan for the 2009/10 financial year.

Background/Discussion

Under Section 508(1) of the *Local Government Act* a Local Government must, for each financial year, prepare and by resolution adopt an Operational Plan.

The Local Government must also ensure that each Operational Plan is prepared and adopted in enough time before the start of the financial year for which it is prepared, to allow preparation and adoption of a Budget for the financial year consistent with the plan.

When the Plan is adopted by a Local Government, it becomes the basis upon which the budget is drafted. That is, the budget is prepared with the expenditure necessary to fulfil the operating plan with sufficient revenue raised in accordance with the Revenue Policy to meet these expenditures. Invariably, some adjustments are required in order to balance the budget. Therefore the Revenue Statement and revised Operational Plan are adopted immediately prior to the adoption of the budget.

The Operational Plan must also comply with the *Local Government Finance Standards* and Council's Corporate Plan.

Consultation and Communication

Council, Strategic Leadership Team and Management Team.

Resource Implications

The adoption of the Operational Plan allows the preparation and adoption of a Budget for the 2009/10 financial year.

Conclusion

The Operational Plan will form the basis of the budget together with the Revenue. The Operational Plan can be amended during the finalisation of the budget.

Director's Recommendation

THAT the Operational Plan for the Mackay Regional Council for the 2009/10 financial year be adopted.

Council Resolution

THAT the Director's Recommendation be adopted.

Moved Cr Comerford **Seconded Cr Hatfield**

CARRIED

8.3 ASSET POLICY

Author Executive Manager Governance

Purpose

To submit an updated Asset Policy for Council's consideration.

Background/Discussion

In accordance with legislative requirements, Mackay Regional Council must have a policy detailing the way it will define and treat assets, in particular non-current assets. This policy should be reviewed on an annual basis and this year a review is also needed to reflect a Regional Council perspective (in particular to consolidate the policies of former councils). The Local Government Finance Standard 2005 stipulates that the policy should define (among other things) the recognition thresholds for assets. This in turn determines the assets to be depreciated, versus directly expensed, which has important implications in relation to long term asset management.

As mentioned, all the former councils had an Asset Policy prior to amalgamation however an updated policy is required for the following reasons:-

1. To take into consideration the needs of the new organisation, Mackay Regional Council.

2. To take into account changes in legislation since the former councils had reviewed their respective policies and to ensure continued compliance with updates to the Local Government Act 1993 and Local Government Finance Standard 2005.
3. To ensure the policy is practical in the current environment. While the majority of processes and practises detailed in the former policies where implemented and actioned, some were not able to be practically maintained with the resource levels available (eg very detailed 'Attractive Items Registers').
4. To ensure compliance with Australian Accounting Standards.
5. To ensure the organisation thinks and acts strategically and that the limited resources available are focused on what can make significant differences to service delivery to the Community.
6. To utilise the opportunity provided by amalgamation to adopt changes to the Assets Policy without impacting, from an accounting perspective, on Council's financial position (profit and loss).
7. To ensure the depreciation expense recognised in Council's financial statements is appropriate and relevant.

One of the main items detailed in the policy relates to asset recognition thresholds. By ensuring recognition thresholds are set at realistic levels, Council will maintain a positive cost/benefit relationship between the cost to collect and useability of data. The legislative framework guiding these issues is conservative by its very nature and adoption of the maximum limits allowed by legislation is common across the industry for the reason mentioned above (cost/benefit). Each of the former councils had varied threshold levels for each asset class. Highlighted in the table below are the proposed changes, measured from the lowest level adopted by any one of the former councils. As highlighted earlier, from the evidence available, the former councils had not reviewed these policies for some years which is why some of the variations suggested appear quite significant (that is they are being increased from an old and very low base).

Variations from former council policies to the proposed policy are summarised as follows:-

Asset	**Asset Recognition Threshold**	
	Old Policy	**New Policy**
Land	$ 1	$1
Buildings	$ 2,000	$ 5,000
Plant & Equipment (all categories combined)	$ 250	$ 5000
Major Plant & Equipment	$ 100,000	$ 1,000,000
Roads & Drainage (all categories combined)	$ 1,000	$ 5,000
Water Infrastructure	$ 1,000	$ 5,000
Sewerage Infrastructure	$ 1,000	$ 5,000
Parks & Recreation Assets	$ 1,000	$ 5000
Heritage & Cultural Assets	$ 1,000	$ 5000

Changes to the asset recognition thresholds will require a comprehensive review of Council's asset portfolio which will result in all assets below the new threshold being removed from the financial asset register. When considered in isolation this will result in a small reduction to Council's overall depreciation costs and a reduction to the asset base of approximately $16 million (which is around 1% of Council's total asset base prior to revaluation).

It is important to note that these assets will not be lost. The proposed change in policy will result in a book entry process which will treat the assets how they would have been treated had the policy always been in effect (i.e. an expense). Also, even though an asset might not be recognised as a financial asset, does not mean it will not be tracked and monitored via other processes. Council will continue to maintain what is known as an 'Attractive Items Register' for important assets below threshold for items such as computer equipment, plant such as generators, cameras etc.

In summary, the new policy will provide the following benefits:-

1. Council's limited resources will be deployed strategically.
2. What is important will be measured accurately and reliably and in accordance with legislation.
3. External financial reports will be more meaningful.
4. Managers will be held accountable (particularly for item 7).
5. Depreciation expense will reduce.
6. Some assets will now be capitalised and no longer defined as an expense (eg gravel resheets).
7. Attractive Items Register will be utilised more extensively, recording what is important.
8. Overall the policy will be implementable ultimately resulting in improved service to the community.

Consultation

Consultation has been undertaken with the following parties:-

1. APV Valuers
2. Queensland Audit Office
3. Local Government Accountants' Association
4. Queensland Treasury
5. Department of Local Government
6. Council Management Team

In addition, a number of other councils have been contacted to compare their policies, including Townsville, Rockhampton and the Sunshine Coast

Resource Implications

Adoption of the new policy will result in a small reduction to our overall depreciation expense and will reduce the need to undertake expensive and time-consuming revaluations of certain assets. It will also result in some purchases previously recognised as capital being funded from the operational budget

Conclusion

It is recommended that Council adopt the policy as tabled.

Executive Manager's Recommendation

THAT in accordance with Section 43 of the Local Government Finance Standard 2005, Council adopt the Asset Policy as tabled to take effect for the financial year ending 30 June, 2009

Council Resolution

THAT the Executive Manager's Recommendation be adopted.

Moved Cr Camilleri **Seconded Cr Perkins**

CARRIED

Mackay REGIONAL COUNCIL

COUNCIL POLICY

DEPARTMENT CORPORATE SERVICES

PROGRAM GOVERNANCE

POLICY TITLE ASSET POLICY

SUB-TITLE

ADOPTED FOLIO -

AMENDED

REVOKES

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1. PURPOSE

This purpose of this policy is to regulate and guide the identification and recording of assets for Mackay Regional Council.

2. SCOPE

This policy applies to all asset related activities of Mackay Regional Council.

3. DEFINITIONS

To assist in interpretation, the following definitions shall apply:

- **Building** is any permanently fixed and enclosed structure.
- **Capital Expenditure** is expenditure used to procure, upgrade the capability, extend the life, or restore the (Non – Current) asset.
- **Capitalisation Threshold** is the amount below which the value of a Non – Current asset must be treated as an expense.
- **Fixed Asset Register (FAR)** is a register of Non – Current assets and corresponding financial information. The FAR holds depreciation and valuation information on Non – Current assets. Asset information from the FAR is transferred to the General Ledger and then used in Council's financial statements.
- **Maintenance Expenditure** is the expenditure to maintain the condition of a Non – Current asset to ensure that it continues to operate at the current level of service until the end of its useful life to council.
- **Materiality** is if the omission, non-disclosure or mis-statement would mislead users of financial statements.
- **Other Assets** are assets that cannot be defined by another category and is only to be used in extreme circumstances.
- **Network Assets** are a chain of interconnected but dissimilar assets connected for the provision of the one simultaneous service.

COUNCIL POLICY

- **Special Library Collection** are rare books and/or collections of books or similar.

4. BACKGROUND

The building blocks of asset accounting and asset management are the assets themselves. The non-current asset accounting and management approaches pull together a number of Council's strategies and objectives in providing a sustainable asset platform upon which to deliver services into the future.

Asset activities must be carried out in compliance with the Local Government Act 1993, the Local Government Finance Standard 2005 and Australian Accounting Standards.

4.1 Definition of an Asset

The *Framework for the Preparation and Presentation of Financial Statements section 49 (a)* defines an asset as:-

> *'A resource controlled by the entity as a result of past events and from which future economic benefits are expected to flow to the entity'.*

The key features of an asset are that:

- the entity must have control over the future economic benefits of the asset
- there was a past transaction or event which gave rise to the control of the future economic benefits
- there must be future economic benefits expected to flow to the entity

4.2 Recognition of an Asset

The criteria for recognising an asset as outlined in Paragraph 7 of AASB116 – Property, Plant and Equipment is stated below:-

> *'The cost of an item of property, plant and equipment shall be recognised as an asset if, and only if:*
> *(a) it is probable that future economic benefits associated with the item will flow to the entity; and*
> *(b) the cost of the item can be measured reliably.'*

The key elements of recognition are detailed below:

- Probable future economic benefits – if the entity considers that it is more likely than not that future benefits will be realised
- Reliably measured – generally the value of goods and services can be measured reliably by the price charged by the supplier, while constructed assets can be measured from labour and other costing systems, if the cost cannot be measured reliably an asset should not be recognised.

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4.3 Measurement at Recognition

The measurement of the value of an asset is its cost. AASB116 – Property, Plant and Equipment, outlines this in Paragraph 15:-

> *'An item of property, plant and equipment that qualifies for recognition as an asset shall be measured at its cost.'*
>
> *'Aus 15.1- Notwithstanding paragraph 15, in respect of not-for-profit entities, where an asset is acquired at no cost, or for a nominal cost, the cost is its fair value as at the date of acquisition.'*

Note: AASB116 defines Fair Value as "*the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction*".

5. REQUIREMENTS

5.1 Classification of Assets

Assets are to be recorded according to the categories and subcategories provided within the Asset Type and Classification Hierarchy list.

5.2 Capitalisation Thresholds

Section 43 of the Local Government Finance Standard 2005 requires a council to set an amount below which the value of a Non – Current asset must be treated as an expense. Therefore Mackay Regional Council adopts the following thresholds:-

Asset Class	Capitalisation Threshold
Land	$ 1
Buildings	$ 5,000
Plant and Equipment	$ 5,000
Major Plant & Equipment	$ 1,000,000
Heritage and Cultural Assets	$ 5,000
Special Library Collections	$ 100,000
Infrastructure Roads, Bridges and Drainage	$ 5,000
Infrastructure - Water	$ 5,000
Infrastructure - Sewerage	$ 5,000
Infrastructure – Waste	$ 5,000
Site Improvements	$ 5,000
Intangible Assets	$ 5,000
Other Assets	$ 5,000

It would be onerous from an administrative point of view to record all information considered to be capital and to overcome this issue and to provide financial information relevant to decision makers the above thresholds shall be strictly applied on the basis of materiality.

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5.3 Capital Expenditure

Where the expenditure is above the capitalisation threshold and is used to procure a new asset, upgrade the capability of the asset, extend the life of the asset, or restore the asset, the expenditure shall be capital expenditure. The corresponding budget is held in the Capital Works Budget.

Examples of general capital expenditure include, but not limited to:

- Purchase / Construction of infrastructure
- Purchase / Replacement of plant and equipment
- Purchase of land (resumptions in limited cases)
- Addition of building extensions or partitions
- Replacement of roof or bathroom facilities in a building
- Upgrade of air conditioning system to increase it's capacity or extend it's life

Multiple Non – Current Assets, which when taken to perform a whole service are classified as Networked Assets. All expenditure on Networked Assets for the purposes of procuring a new asset, upgrade the capability of the asset, extending the life or restoring the asset (i.e expenditure that is capital in nature) are to be capitalised, whether or not the individual asset items exceed the capitalisation threshold.

5.4 Network Assets

Similar or like natured assets that do not meet the definition of a network asset are not to be grouped (eg personal computers). Only assets that form a network or part of a network are to be grouped.

Examples of a network of assets may include:-

Computer network (excluding computers): the network includes the network operating system in the client server machines, the cables connecting them and all supporting hardware in between such as bridges, routers and switches.

Site Improvements: landscaping, retaining walls, parking lots etc.

Infrastructure - Roads: kerb and channel, road furniture, footpaths etc.

Infrastructure - Water & Sewerage: underground pipe components, telemetry equipment, water meters and re-lining of pipes.

In relation to part replacements of networks, such acquisitions should be capitalised when and only when it is probable that future economic benefits in excess of the original standard of performance of the network will result in future financial years and the acquisition is material to the class of asset.

5.5 Maintenance Expenditure

Where the expenditure is to ensure that an asset continues to operate at normal capacity until the end of it's life, it is regarded as maintenance / operational expenditure and the corresponding budget is held in the Operating Budget.

COUNCIL POLICY

5.6 Asset Recognition Dates

Assets shall be recognized and depreciated from the following times:

Asset Class	Recognition Date
Individual Assets	Invoice or delivery date
Network Assets	Last day of month the last charge made
Donated Infrastructure	Month end after transferred from maintenance period
Buildings/Infrastructure/Site Improvements	Last day of month the last charge made

5.7 Asset Disposal

Where physical Non – Current assets are disposed of during the financial period, the profit or loss on disposal of the asset will be taken into account in the Financial Statements.

5.7.1 Write Off of Physical Non – Current Assets

Where an asset ceases to retain a future economic benefit to Council, due to loss, theft, damage, obsolescence or other factors, the value of the asset will be written down to a nil value and if appropriate disposed in the period that the loss occurs.

To facilitate effective control of the disposal of these assets, each item will be individually removed from the Fixed Asset Register.

If the asset being written-off has been the subject of a theft or is unaccounted for there may be a requirement to also report this to the Queensland Audit Office in accordance with Section 536 of the Local Government Act 1993.

5.8 Useful Lives & Depreciation

Determining the useful life of conventional assets such as plant and equipment is not generally difficult as life cycle information is available. Many infrastructure assets on the other hand are so long lived that the information and experience needed to accurately predict asset lives is not readily available. In the absence of such information Council's assets are to be given the longest sustainable life possible and conventional assets are to be given useful lives consistent with industry standards. Asset managers will review the remaining useful lives of assets on an annual basis.

Asset Managers will also identify, on an annual basis, those assets that will not be replaced upon the expiration of their life and/or assets that would only be replaced if Council received a subsidy or grant for the replacement of the particular asset. In those cases Council may elect not to fund all or part of the depreciation on those assets.

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5.9 Portable and Attractive or Sensitive Operating Assets

Value is not recorded and depreciation is not charged for operating assets below the recognition thresholds mention in 5.2 above, although certain items are considered more sensitive and whose existence should be tracked and monitored, these being:-

Asset Class	Asset
Plant & Equipment	
Machinery	All motorised power tools (eg drills, saws, grinders, generators)
Office Equipment	Cameras
Information Technology	Modems, Printers, Scanners
Site Improvements	
Parks and Recreation	Operational assets carrying a high safety risk arising from malfunctioning equipment (eg spring based toys injuring children).

6. IMPLEMENTATION

The Council is committed to:

- Providing accurate capture and recording of Non – Current asset information for timely and accurate reporting to Managers, Councillors and the Community
- Meeting all Local Government statutory requirements

7. ATTACHMENTS

1. Asset Type and Classification Hierarchy

8. AUTHORISATION

Adopted by Council on (FOLIO)

8.4 INVESTMENT POLICY

Author Executive Manager Governance

Purpose

The purpose of this report is to submit Council's Investment Policy for consideration and adoption

Background/Discussion

Council has significant funds invested in financial institutions (approximately $80 million at the time of writing) and best practice dictates that a policy should be maintained to guide these activities, particularly in relation to risk management. While there is no specific requirement to have an Investment Policy it is highly recommended by the Department of Local Government, Queensland Treasury and the Queensland Audit Office and most large councils maintain a policy framework to guide their investing activities.

Council's investment activities are regulated by legislation and all of the former council's maintained policies in various forms, although a new policy is needed to reflect the needs and requirements of the new Regional Council. The main purpose of the policy is to clearly establish and document Council's risk profile. The policy has been prepared on the basis that Council is generally risk averse and that preservation of capital is paramount. What this means in practice is that Council will invest its funds with the institutions that have higher long term credit ratings.

In support of this position the Queensland Auditor General expressed concern in a report to Parliament at the level of investment by local government in either unrated or lower credit rated (below BBB+) rated organisations. This was on the basis that organisations in these categories have a higher perceived risk that cannot be offset by the returns available. An excerpt from the Auditor General's Report to Parliament No.1 for 2006 is included below;

'Queensland Local Governments collectively invested 307.948m or 16% of the total funds invested, in products with credit ratings less than and equal to BBB+. While I acknowledge that Local Governments have the power to use these investments products, I am concerned that the investment frameworks adopted by Local Governments could be more robust in the following areas –

- *an approved investment policy;*
- *investment management resourcing (skills, training and independence);*
- *new counterparty approval processes, including credit risk assessment;*
- *ongoing credit risk measurement and monitoring processes; and*
- *default recovery processes, including legal processes.'*

While the comments are very relevant, the BBB+ restriction would effectively exclude Council from investing with most, if not all, Credit Unions and Building Societies. Also as the report is now over three years old it doesn't take into account recent developments in relation to the deposit guarantee scheme.

The Federal Government announced a deposit guarantee scheme known as the 'Government Deposit Guarantee Scheme' to promote stability in the financial system. The Guarantee will be in place for a period of three years from the 12 October, 2008. The 'free' Government Deposit Guarantee is given for all deposits equal to or less than $1 million and cover can be obtained for larger amounts at a cost of between 0.7% - 1.5% of the deposit amount.

The draft policy, as tabled, addresses the majority of the issues discussed by the Queensland Auditor General and takes into account the Government Deposit Guarantee Scheme. It is also in line with recent guidelines issued by the Department of Local Government and Queensland Treasury. The overall aim of the policy is to ensure a risk management approach to investment is maintained, to not only ensure compliance with the Statutory Bodies Financial Arrangements Act 1982 (SBFAA), but to maximise Council's risk weighted investment returns. The policy also allows a small percentage of the portfolio to be invested with Credit Unions and/or Building Societies where appropriate.

A copy of the proposed policy is attached for Council's consideration

Consultation and Communication

The policy has been reviewed by Council's former Internal Auditors (Brown & Bird), Queensland Treasury Corporation and recommendations have been incorporated in the policy.

The policy has also been reviewed by Council's Audit Committee.

Resource Implications

The policy will ensure adequate internal controls are in place to safeguard public monies and allow a more efficient and effective allocation of surplus funds.

Conclusion

The policy will enhance Council's effectiveness in relation to investment of funds. It will also ensure that earnings from investment are maximised and public monies are appropriately safeguarded

Executive Manager's Recommendation

THAT the Investment Policy be adopted as tabled

Council Resolution

THAT the Executive Manager's Recommendation be adopted.

Moved Cr Camilleri **Seconded Cr Perkins**

CARRIED

Mackay REGIONAL COUNCIL

CORPORATE SERVICES POLICY – NUMBER

DEPARTMENT CORPORATE SERVICES

PROGRAM FINANCE

POLICY TITLE: INVESTMENT POLICY

SUB-TITLE:

ADOPTED: FOLIO - Date in words

AMENDED:

REVOKES:

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1. PURPOSE

To provide Council with a contemporary investment policy based on an assessment of counterparty, market and liquidity risk within the legislative framework of the Statutory Bodies Financial Arrangements Act and Regulations.

2. SCOPE

This Policy applies to the investment of surplus funds in accordance with investment powers under Part 6 of the Statutory Bodies Financial Arrangement Act 1982 (SBFAA).

3. DEFINITIONS

For the purpose of these guidelines the following definitions shall apply:

CEO – shall mean the person appointed to the position of Chief Executive Officer under the Act and anyone acting in that position.

Senior Executive Officer – shall mean Directors and/or Executive Managers and persons acting in such positions.

Another employee – shall mean all employees of Council including Senior Executive Officers, but excluding the Chief Executive Officer.

Council – shall mean the Mackay Regional Council.

Investment Officer/s – shall mean employees engaged in activities related to the physical investment of funds (eg investment placement and redemption, reconciliations, checking).

The Act – shall mean the *Local Government Act 1993* (as amended).

SBFAA – shall mean the *Statutory Bodies Financial Arrangements Act 1982* (as amended).

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Mackay REGIONAL COUNCIL

4. BACKGROUND

Investment of Council's funds is to be in accordance with Council's power of investment as set out in the following flow of legislative Authority:

Section 525 (1) of the Local Government Act 1993 under Part 5 – Borrowing and Investments refers to Local Government as a *Statutory Authority* under the Statutory Bodies Financial Arrangements Act 1982.

⇩

Section 525 (2) points to the Statutory Bodies Financial Arrangements Act 1982 to determine Council's power of Investment.

⇩

Section 42 of the Statutory Bodies Financial Arrangement Act 1982 refers to three different categories of Investment power

⇩

Schedule 2, 3, 4 and 5 of the Statutory Bodies Financial Arrangements Regulations 2007 list the statutory bodies' categories and investment power.

⇩

Section 44 of the Statutory Bodies Financial Arrangements Act 1982 dictates the types of Investments that Council may use.

⇩

Section 4A & 5 of the Statutory Bodies Financial Arrangements Regulations 2007 prescribes the rating of the Investment arrangements as prescribed under Section 44(1)(e) of the Statutory Bodies Financial Arrangements Act 1982.

4.1 Investment Objectives

Mackay Regional Council's overall objective is to invest funds at the most advantageous rate of interest available to it at the time, for that investment type, and in a way that it considers the most appropriate given the circumstances.

Investment officers are to manage the investment portfolios not for speculation, but for investment and in accordance with the spirit of this Investment Policy. Investment officers are to avoid any transaction that might harm confidence in Mackay Regional Council.

In priority, the order of investment activities shall be preservation of capital, liquidity and return.

4.1.1 *Preservation of Capital*

Preservation of capital shall be the principal objective of the investment portfolio. Investments are to be performed in a manner that seeks to ensure security of principal of the overall portfolio. This would include managing credit and interest rate risk within given risk management parameters and avoiding any transactions that would prejudice confidence in Council or its associated entities. In particular Council will maximise its opportunities to take advantage of the Government Deposit Guarantee Scheme (announced on the 12 October, 2008), particularly in relation to investments with institutions with a long term credit rating of less than BBB+.

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a) Credit Risk

Mackay Regional Council will evaluate and assess credit risk prior to investment. Credit risk is the risk of loss due to the failure of an investment issuer or guarantor. The investment officer will minimise credit risk in the investment portfolio by pre-qualifying all transactions including the brokers/securities dealers with which they do business, diversify the portfolio and limit transactions to secure investments.

b) Interest Rate Risk

The investment officers shall seek to minimise the risk of a change in the market value of the portfolio because of a change in interest rates. This would be achieved by considering the cash flow requirements of Council and structuring the portfolio accordingly. This will avoid having to sell securities prior to maturity in the open market. Secondly, interest rate risk can be limited by investing in shorter term securities.

4.1.2 *Maintenance of Liquidity*

The investment portfolio will maintain sufficient liquidity to meet all reasonably anticipated operating cash flow requirements of Council, as and when they fall due, without incurring significant transaction costs due to being required to sell an investment.

For these purposes, illiquid investments are defined as investments that are not publicly traded in sufficient volume to facilitate, under most market conditions, prompt sale without severe market price affect.

Examples include:

- investment in private placements
- a security that is not supported or priced by at least two approved brokers/securities dealers
- sub investment grade (ie a lower than rating BBB- (Standard and Poors or equivalent), and in most cases, BBB rated investments, and
- unrated securities.

4.1.3 *Return on Investments*

The portfolio is expected to achieve a market average rate of return and take into account Mackay Regional Council's risk tolerance and current interest rates, budget considerations, and the economic cycle. Any additional return target set by Council will also consider the risk limitations, prudent investment principles and cash flow characteristics identified within this Investment Policy.

4.2 Ethics & Conflicts of Interest

Investment officers/employees shall refrain from personal activities that would conflict with the proper execution and management of Mackay Regional Council's investment portfolio. This includes activities that would impair the investment officers' ability to make impartial decisions.

This policy requires that employees and investment officers disclose to the Chief Executive Officer any conflict of interest or any investment positions that could be related to the investment portfolio.

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5. REQUIREMENTS

In accordance with Schedule 3 of the Statutory Bodies Financial Arrangements Regulation 2007, Mackay Regional Council has Category 1 investment power.

5.1 Portfolio Investment Parameters

Section 44(1) of SBFAA states that the authorised investments comprise:

- deposits with a financial institution;
- investment arrangements accepted, guaranteed or issued by or for the Commonwealth or a State or a financial institution;
- other investment arrangements secured by investment arrangements accepted, guaranteed or issued by or for the Commonwealth or a State or a financial institution;
- investment arrangements, managed or operated by QIC or QTC, prescribed under a regulation for this paragraph;
- an investment arrangement with a rating prescribed under a regulation for this paragraph;
- other investment arrangements prescribed under a regulation for this paragraph.

Section 44(2) states that the investment must be:

- at call; or
- for a fixed time of not more than 1 year.

5.2 Prohibited Investments

This investment policy prohibits any investment carried out for speculative purposes. The following investments are prohibited by this investment policy.

- Derivative based instruments (excluding floating rate notices)
- Principal only investments or securities that provide potentially nil or negative cash flow
- Stand alone securities that have the underlying futures, options, forward contracts and sways of any kind, and
- Securities issued in non- Australian dollars

5.3 Placement of Investment Funds

Overall the amount invested with institutions should not exceed the following percentage ranges of average annual funds invested and appropriate documentation must be maintained. Also when placing investments, consideration should be given to the relationship between credit rating and interest rate.

Mackay REGIONAL COUNCIL

Investments with Financial Institutions and Investment Arrangements Offered by QTC

Long Term Rating (Standard & Poors)	Short Term Rating (Standard & Poors)	Individual Counterparty Limit	Total Portfolio Limit
AAA to AA-	A1+	Maximum 30%	No Limit
A+ to A	A1	Maximum 20%	Maximum 50%
A- to BBB+	A2	Maximum 10%	Maximum 15%
Unrated or below BBB+	Unrated or below A2	Maximum $ 1 million or 5% (whichever is lower)	Maximum 10%
QTC Cash Management Fund		No Limit	No Limit

Council approves dealings with all financial institutions ('Financial Institution' is defined as an authorised deposit-taking institution within the meaning of the Banking Act 1959 (Cwlth), Section 5).

5.4 Maturity

The maturity structure of the portfolio will reflect a maximum term to maturity of one year.

5.5 Liquidity Requirement

Given the nature of the funds invested, no more than 20% of the investment portfolio will be in illiquid securities and at least 10% of the portfolio can be called at no cost or will mature within a maximum of seven (7) days.

6. IMPLEMENTATION

6.1 Internal Controls

The Manager Financial Services shall establish internal controls and processes that will ensure investment objectives are met and that the investment portfolios are protected from loss, theft or inappropriate use.

The Chief Executive Officer shall issue a letter to any approved counterparty advising that funds transferred from investments to Council must only be deposited into Council's General Account or Trust Account. This instruction cannot be varied unless a written request is made in writing signed in accordance with Council's account signing authority.

6.2 Delegation of Authority

Authority for implementation of the Investment Policy is delegated by Council to the Chief Executive Officer in accordance with the Local Government Act 1993, Section 472 (2).

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Authority for the day to day management of Council's Investment Portfolio is to be delegated by the Chief Executive Officer to the Executive Manager Governance and/or the Manager Financial Services

6.3 Breaches

Any breach of this Investment Policy is to be reported to the Director Corporate Services and rectified within seven (7) days of the breach occurring.

Where Council holds an investment that is downgraded below the minimum acceptable rating level, as prescribed under regulation for the investment arrangement, Council shall, within 28 days after the change becomes known to Council, either obtain Treasurer approval for continuing with the investment arrangement or sell the investment arrangement.

7. ATTACHMENTS

Nil

8. AUTHORISATION

Adopted by Council on (FOLIO)

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8.5 ENGINEERING SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES MONTH ENDING MAY 2009

Author DIRECTOR ENGINEERING SERVICES

Purpose

The Engineering Services Highlights and Significant Issues Report, month ending May 2009, is attached for information purposes.

Director's Recommendation

THAT the report be noted.

Council Resolution

THAT the Director's Recommendation be adopted.

Moved Cr Casey **Seconded Cr May**

CARRIED

8.6 REEF GUARDIAN COUNCILS PROGRAM

File No Great Barrier Reef Marine Park
Author Lisa Kermode – Coordinator, Natural Environment

Purpose

To seek Council's adoption of the Action Plan produced as a requirement of the Reef Guardian Council Program, and to seek agreement to undertake steps required for Council to formally become a Reef Guardian Council.

Background/Discussion

Council formerly agreed to join the Reef Guardian Program developed by the Great Barrier Reef Marine Park Authority (GBRMPA) at its regular meeting on 13 May 2009. The program aims to achieve better environmental outcomes for the Great Barrier Reef through supporting local government action in natural resource management and increasing both local government and community capacity. It is an action-based program that raises awareness and encourages best-practice management in local government activities, acknowledges the existing positive environmental initiatives being undertaken by Councils, and looks to reinforce the role local governments play in managing natural resources in the catchment. The

program support local Councils and their community to work together to create strategies and action plans to protect the Great Barrier Reef.

It is a requirement of the program that an action plan be produced, which details current and future Council activities in the four core areas of Community Capacity, Water, Land and Waste Management.
Council's Action Plan is presented as an attachment to this report.

Consultation and Communication

The Action Plan was produced by a working group with representation across relevant areas of Council. The Action Plan was also reviewed by senior Council staff and has been accepted by GBRMPA as meeting the requirements of the program.

Resource Implications

The actions documented in the Plan are already being undertaken by Council personnel and are resourced within existing budget allocations. There are a small number of 'resource constrained' actions which may be considered as part of Council's annual budget processes, or may attract funding support from external sources.

Conclusion

Through participating in the Reef Guardian program, Council has the opportunity to be recognised for the initiatives and projects that are currently being implemented in the area of natural resource management and community capacity building. The Action Plan, prepared by Council staff, documents the substantial work Council is currently undertaking that affects the Great Barrier Reef, and identifies future opportunities to build on and expand this work.

Director's Recommendation

THAT Council:

1. Adopts the Mackay Regional Council's Reef Guardian Program Action Plan
2. Endorses and signs the Memorandum of Understanding between Council and GBRMPA.
3. Writes to the Chair of GBRMPA formally requesting to join the Reef Guardian Council Program.

Council Resolution

THAT the Director's Recommendation be adopted.

Moved Cr May **Seconded Cr Cameron**

CARRIED

8.7 10TH INTERNATIONAL CITIES, TOWN CENTRES & COMMUNITIES SOCIETY CONFERENCE - 27-30 OCTOBER 2009

Author Chief Executive Officer

Purpose

This report is to request that Council nominate Cr Diane Hatfield as the Portfolio Councillor for Planning and Development and Cr Darryl Camilleri as the Portfolio Councillor for Finance & Technology to attend the 10th International Cities, Town Centres & Communities Society Conference to be held in Geelong from 27-30 October 2009.

Resource Implications

Costs of attendance are catered for in the current budget.

Conclusion

It is proposed that a Councillor be nominated to attend the 10th International Cities, Town Centres & Communities Society Conference in Geelong in October 2009.

Chief Executive Officer's Recommendation

THAT Crs Hatfield and Camilleri be appointed as Mackay Regional Council's delegates to attend the 10th International Cities, Town Centres & Communities Society Conference.

Council Resolution

THAT the Chief Executive Officer's Recommendation be adopted.

Moved Cr Perkins **Seconded Cr Thomsen**

CARRIED

8.8 MATERIAL CHANGE OF USE - DEVELOPMENT PERMIT - RECONFIGURATION 1 RURAL LOT INTO 6 RURAL RESIDENTIAL LOTS - LYNDA & JOHN MIFSUD - 927 GRASSTREE ROAD & FINATO ROAD, SARINA (188776-022-DA-2009-10)

Background

This item was deferred at the Ordinary Meeting of 24 June 2009 at the request of the Applicant. Following discussions it is believed that the desired planning outcomes can be achieved with an approval with appropriate conditions. Such an approval can be made by Officers under delegated authority and it is therefore recommended that the report be withdrawn from the Agenda.

MATERIAL CHANGE OF USE – DEVELOPMENT PERMIT – RECONFIGURATION 1 RURAL LOT INTO 6 RURAL RESIDENTIAL LOTS – LYNDA & JOHN MIFSUD – 927 GRASSTREE ROAD & FINATO ROAD, SARINA (188776-022-DA-2009-10)

Application Number:	DA-2009-10
Action Officer:	Simon Halcrow
Applicant's Details:	Lydia M & John G Mifsud C/-Conics PO Box 1895 MACKAY QLD 4740
Proposal:	Reconfiguration of a Lot – Development Permit for a Reconfiguration of 1 Rural lot into 6 Rural Residential lots
Site Address:	927 Grasstree Road and Finato Road, Sarina
Property Description:	Lot 22 on SP188776
Owner's Details:	Lynda & John Mifsud
Area:	6.7 Ha
Planning Scheme:	Sarina Shire Planning Shire
IPA Compliant Planning Scheme Zone:	Rural
Referral Agencies:	Nil
Attachments:	Attachment A: Locality Plan Attachment B: Proposal Plan

ASSESSMENT OF APPLICATION

Executive Summary

The application has been submitted as a code assessable Reconfiguration of a Lot Development Permit for the creation of 6 Lots. The proposed lots are sized to be considered Rural Residential. The subject site is zoned Rural.

The proposal to subdivide the Rural zoned lot conflicts with Council's Desired Environmental Outcomes, the overall intent of the Rural Zone Code, Minimum Lot size requirements in the Reconfiguring a Lot Code and does not protect Good Quality Agricultural Land (GQAL) as prescribed in State Planning Policy 1/92 *Development and the Conservation of Agricultural Land*. The applicant has failed to demonstrate that there are overriding Planning grounds or Community need to support the proposal. Council has records that indicate there is a supply

of Rural Residential zoned land to cater for the expected population growth for in excess of 15 years in the Sarina area.

The application is therefore recommended for refusal.

Subject Site

The 6.7 hectare site is relatively flat and has frontage to both Grasstree and Finato Roads. Reticulated water and sewerage services are not available. To the East and South of the subject site the land is zoned Rural Residential while to the West and North the adjoining land is zoned Rural. Grasstree Road is classified as a Rural Distributor road and is the main feeder road for traffic between Hay Point Rd and Sarina Coast Rd. Finato Rd is classified as a Rural Minor Access road. Finato Road is currently an unsealed gravel road and would require significant upgrading to support an increase in traffic generation. (Refer to Attachment A – Locality Plan).

Whilst the site was used for sugar cane cultivation in the past, it is currently used for large scale hydroponic and other agricultural activities. The hydroponic and equipment sheds exist on the south-western portion of the Lot.

Background

In 2005 the subject site was the resulting balance lot from a previous approval by the former Sarina Shire Council. The application was for a combined material change of use (rezoning from Rural to Rural Residential) and reconfiguration of a lot (1 lot into 3 lots). Council Officers at the time recommended refusal of the application put to Council on the 22nd August 2005. The recommendation was overturned as the application was applied for prior to the gazettal of the current Planning Scheme. The approval saw the two smaller lots rezoned to Rural Residential with the balance lot to remain as Rural zoned land.

The Extract below is from Council Minutes dated 22 August 2005.

> *MOVED by Crs C S Hutton/C M Hackett that Council approve the application for Material Change of Use and Reconfiguration of a Lot by J & L Mifsud subject to conditions, on the basis of overriding need for accommodation blocks in the Shire, the lot is adjacent to existing rural residential land, was applied for prior to the gazettal of the new town plan, will not impact significantly on safety and efficiency of the road and will not undermine the ability of the existing block to operate under the rural industry. Council does not consider the perceived need for residential lots to be the sole reason for approval as each proposal must be assessed on its merits.*

Additionally, Council have approved the following reconfigurations of land for existing 'Rural Residential' zoned lots in the Sarina area.

> DA-2008-527 – 1 Rural Residential Lot into a 46 Rural Residential Lot subdivision
> DA-2008-216 – 1 Rural Residential Lot into an 18 Rural Residential Lot subdivision

These approvals were for land already zoned 'Rural Residential' and have provided the former Shire with 64 additional lots.

On the 3rd July 2008, Council decided on an application by Bartolo (DA-2008-214) who proposed to subdivide and rezone 'Rural' land for the addition of 14 'Rural Residential' zoned lots. Council's decision was to refuse the proposal as it was in conflict with numerous parts of Council's Planning Scheme and failed to demonstrate an overriding community need.

Proposal

The proposal is to subdivide the allotment into 6 lots ranging in size from 1.03Ha to 1.13Ha (refer to Attachment B – Proposal Plans). Proposed Lot 23 is accessed from Grasstree Road while Lots 22, 24 – 27 are accessed from Finato Road. The applicant is proposing water supply via 75 000 litre storage tanks and on-site septic disposal for each individual allotment. These onsite services are to be provided at the time of developing a dwelling house.

Public Notification

The application did not require public notification.

Planning Assessment

The applicant is seeking approval to change the current 'Rural' use and allow the land to be used for 'Rural Residential' living.

The application requires Code Assessment against Council's Sarina Shire Planning Scheme. In particular, the application has been assessed against the following Development Codes:-

- Strategic Framework
- Desired Environmental Outcomes
- Rural Zone Code
- Reconfiguring a Lot Code
- Economic Resources Overlay Code
- Major Transport and Energy Corridors Overlay Code

Areas of non-compliance are discussed below.

CORE PLANNING CONSIDERATIONS

Strategic Framework

It could be contended that the location of the proposal is a logical expansion of Rural Residential land. However, the expansion of Rural Residential land should only occur at such a time when the need arises and when overwhelming community need is demonstrated.

Given the amount of existing Rural Residential zoned land and Councils recent approval of 64 additional Rural Residential lots, it is considered the currently designated Rural Residential zoned land is more than an adequate supply for the Sarina area.

The proposal does not comply with the intent of the Strategic Framework.

Desired Environmental Outcomes

The proposal does not comply with the overall DEOs of the Sarina Shire Planning Scheme, including the following:-

(3)

(b) The Shire's natural resources, including its agricultural soils, fisheries, timber resources and construction materials, are protected and utilised in a manner that ensures their ecological and economic values are available to future generations

The pattern of development for the former Sarina Shire is to contain Rural Residential development to within the Rural Residential Zone.

(d) Reconfiguration of lots and material changes of use for urban and rural residential purposes are located where they increase the efficient and sustainable use of existing infrastructure in terms of water supply, stormwater management and waste disposal and protects infrastructure (including transport corridors) from inappropriate activities;

A 6 lot subdivision on Rural land would be considered an inappropriate activity as the reconfiguration of Rural land for residential purposes is not a use ancillary to Rural or agricultural activities.

Rural Zone Code

Development within the 'Rural' Zone must satisfy the specific outcomes of the 'Rural Zone Code'.
The specific outcomes include:

Subsection 4.16 - Overall Outcomes for the Rural Zone Code

(a) Good Quality Agricultural Land is protected from fragmentation unless otherwise demonstrated by overwhelming community need; and
(b) Existing rural activities are protected from intrusion of incompatible uses; and
(e) The productive capacity of land is maintained; and
(f) Residential uses are primarily ancillary to other uses in the Rural Zone

The subject site is designated as 'Rural' under the Sarina Shire Planning Scheme and is therefore not intended for 'Rural Residential' development. The proposal to subdivide the Lot is not supported by the 'Rural Zone Code' and fails to achieve the outcomes of the code as listed above.

The proposal does not comply with the intent of the Rural Zone Code.

Reconfiguring a Lot Code

The proposal to reconfigure the 6.7Ha site into 6 lots does not comply with the minimum 'Rural' zone lot size of 80Ha. The minimum Lot size in the 'Rural' zone seeks to prevent the further fragmentation of rural land into lot sizes that are not useable for agricultural pursuits. The proposal to create 'Rural Residential' sized allotments on the site does not comply with the 'Reconfiguring a Lot Code. The only exception to this is where there is a overwhelming

community need for the lots. This overwhelming community need has not been demonstrated in the proposal.

The proposal does not comply with the Reconfiguring a Lot Code.

Economic Resources Overlay Code

The subject site is designated as 'Good Quality Agricultural land' (GQAL) and has been used to cultivate sugar cane in the past but has more recently been used for hydroponic production techniques. The Code does not support the further fragmentation of GQAL.

The proposal to subdivide the site does not comply with the Overlay Code.

Major Transport and Energy Corridors Overlay Code

The proposal is generally compliant with this Code.

Need

In order to support a proposal for Reconfiguration of a Lot 1 Rural Lot into 6 Rural Residential Lots, the applicant would need to submit strong planning grounds and demonstrate that the current rural residential zoned land is not adequate to cater for the expected population growth in the Shire area.

The applicant has failed to submit a 'Residential Needs Assessment' of the area nor included relevant planning grounds to support the proposal.

When given an opportunity to provide a Needs Assessment Report during the Information Request stage, the applicant provided the following comment:

Need is only a relevant test where the development will have adverse impacts, which cannot be adequately managed to determine if the need for the development is greater than the adverse impacts .
(Conics, Response to Information Request, 17th March 2009)

The following information presented to the former Sarina Shire provides justification that the current designation of Rural Residential allotments is sustainable for an increasing population well into the next fifteen years.

In accordance with the Sarina Shire Council Planning Scheme (May 2005), there are 736 rural residential zoned lots. Of these 736 lots, 290 lots (40%) have further development potential utilising the 1 hectare average lot size provision (irrespective of reticulated water connection). It should be noted that this has been determined using the lot size data only and has not taken into account the other factors that determine the overall subdivision potential of a property such as topography, access, remnant vegetation, buffers, location of existing development on-site etc.

Using the development potential criteria of lot size only, the development potential of the 290 lots is an additional 766 lots. Allowing for 20% of the land are requirements for parkland and roads, this provides for an additional 612 rural residential lots, thus resulting in a overall total of 1348 rural residential lots. Using the uptake rate of 15-20 rural residential allotments

a year, the additional 612 rural residential lots provides for a 30-40 year supply of additional rural residential allotments over and above the existing rural residential lots.

A Broad Hectare study undertaken by The Department of Infrastructure and Planning in 2008 also identified that the current and future supply of residential land is able to support the former Sarina Shire population well into the next 25 years.

These studies conclude there is no overwhelming community need in support of this proposal.

General Discussion

The subject site is Rural zoned land. To the North and West of the Site the land is zoned Rural. To the South and East, the land is zoned Rural Residential. With the variety of lot sizes surrounding the site, it is considered that the subject site acts as an interface between the differing parcels of rural and rural residential zoned land surrounding the subject site.

Resource Implications

Nil

Consultation

Nil.

Conclusion

There may be some justification that because the subject site is abutting Rural Residential zoned land this proposal should be supported. However there are many circumstances where this scenario could be applied and it is not considered enough justification to override the planning scheme.

The proposal to subdivide the 'Rural' Lot to create 6 'Rural Residential' Lots does not comply with Council's Planning Scheme. The Lots do not meet the minimum Lot size requirements for the Rural zone. Subdivision of the site will fragment 'Good Quality Agricultural Land'. This directly impacts on the Shire's Economic value. It has not been demonstrated that there is an overriding planning need for the development.

The application is therefore recommended for refusal.

Director's Recommendation - 24 June 2009

THAT Council refuse the application by John and Lynda Mifsud for a Reconfiguration of 1 Rural Lot into 6 Rural Residential Lots at 927 Grasstree Road, Sarina on land described as Lot 22 on SP188776, on the following grounds:-

1. The proposal conflicts with the Desired Environmental Outcomes of Council's Planning Scheme

2. The proposal conflicts with the Overall Outcomes of the Rural Zone Code.

3. The proposal conflicts with the intent of the Reconfiguring a Lot Code.

4. The applicant has not demonstrated that there is an overriding need for this development.

5. The applicant has failed to identify valid planning grounds in support of the proposal

Director's Recommendation

THAT Council approve the withdrawal from the Agenda of the report below, that was deferred at the Ordinary Meeting of 24 June 2009 and that it be dealt with under delegated authority.

Council Resolution

THAT the Director's Recommendation be adopted.

Moved Cr Hatfield **Seconded Cr Steindl**

CARRIED

Crs Comerford, May and Cameron recorded their votes against the Motion.

8.9 IMPLEMENTATION OF A CHARGING PATH FOR INCREASES IN PLANNING SCHEMES CONTRIBUTION CHARGES

Author MANAGER STRATEGIC PLANNING

Purpose

To propose a charging path to phase in the increases of charges of recently adopted Planning Scheme Contribution Policies.

Consultation

The charging path applicable to the amended contribution policies adopted on 24 June 2009 will be widely publicised to ensure that all developers are aware of the charging path and implementation of the adopted policies.

Resource Implications

The administration of the proposed charging path will require limited resources to implement.

Conclusion

While the amended Policies achieve a reasonable and equitable distribution of the costs of works between Council and developers of land within Mackay Regional Council area, the increases in the charge rates in some instances are significant. The proposed charging path will limit the impact of the rises in rates of the contribution policies.

Director's Recommendation

A THAT Council adopts the following Charging Path:

Charge Rate	Time
Up to 5% increase	1 August 2009
Up to 10% increase	1 October 2009
Up to 15% increase	1 December 2009
Remainder of the increase in the charge rate	1 February 2010

B. THAT the Charging Path applies to the following Planning Schemes Contribution Policies:

Mackay City Planning Scheme

- Planning Scheme Policy No. 16.01: Transport Network Contributions Policy
- Planning Scheme Policy No. 16.04: Stormwater Trunk Infrastructure Contributions
- Planning Scheme Policy No. 16.03: Water Supply And Sewerage Infrastructure Contributions Policy

Mirani Planning Scheme

- Planning Scheme Policy No. 1: Developer Contributions For Water Supply And Sewerage Headworks

Sarina Planning Scheme

- Planning Scheme Policy No. 10: Water Supply And Sewerage Headworks - Works External And Works Internal

Council Resolution

THAT the Director's Recommendation be adopted.

Moved Cr Hatfield **Seconded Cr Camilleri**

CARRIED

8.10 PLANNING & ENVIRONMENT COURT APPEAL NO. 1730 OF 2009 - LYONS - LOT 44 BUNDENSEN AVENUE, JIMMYS ROCK ROAD, REPULSE DRIVE AND UNNAMED ROAD, MIDGE POINT (749218-044-DA-2006-168)

Author MANAGER DEVELOPMENT ASSESSMENT (PLANNING)

Executive Summary

Council has been served notice on 24th June 2009 of an appeal by the solicitors acting for John Lyons in relation to an application Lot 44 on RP749218 being located at Lot 44 Bundensen Avenue, Jimmys Rock Road, Repulse Drive and Unnamed Road, Midge Point. (Refer to Attachment "A" – Locality Plan).

The appeal is against Council's refusal on 20th May 2009 of the Material Change of Use and Reconfiguration of a Lot to create 103 Village Lots and Common Property. (Refer to Attachment "B" – Decision Notice dated 27th May 2009 and Attachment "C" – Notice of Appeal).

Director's Recommendation

THAT the Chief Executive Officer and Director Development Services be delegated to:

A. Retain legal representation and appropriate experts as required;

B. Settle the appeal should an acceptable solution arise.

Council Resolution

THAT the Chief Executive Officer and Director Development Services be delegated to:

A. Retain legal representation and appropriate experts as required;

B. Settle the appeal in consultation with the Mayor and/or Planning Portfolio Councillor should an acceptable solution arise.

Moved Cr Hatfield **Seconded Cr Steindl**

CARRIED

8.11 CONSIDERATION OF ITEM 8.2 - ORDINARY MEETING - 3 JUNE 2009 - MATERIAL CHANGE OF USE - HOMEMAKER CENTRE - LANDEL PTY LTD - HOLTS ROAD & MACKAY-BUCASIA ROAD, RICHMOND

THAT the matter come off the table for consideration.

Moved Cr Camilleri **Seconded Cr Hatfield**

CARRIED

MATERIAL CHANGE OF USE - HOMEMAKER CENTRE - LANDEL PTY LTD - HOLTS ROAD & MACKAY-BUCASIA ROAD, RICHMOND

Application Number:	DA-2007-553
Action Officer:	Stephen Buhmann (Brannock & Associates) & Darryl Jones & Peter Bratt
Applicant's Details:	Landel Pty Ltd C/-PMM (Conics) Mackay PO Box 1895 MACKAY QLD 4740
Proposal:	Material Change of Use (Homemaker Centre)
Site Address:	Holts Road and Mackay-Bucasia Road, Richmond

Property Description & Owners details:		
	Lot 1 on SP141690	Woodman McDonald Hardware Pty Ltd
	Lot 2 on RP897382	R & K Jackson
	Lot 4 on SP118647	R & K Jackson
	Lot 1 on SP118747	D & S Davies Pty Ltd
	Lot 3 on SP111688	D & S Davies Pty Ltd
	Lot 2 on SP138968	Woodman McDonald Hardware Pty Ltd

Area:	10.914 Ha
Planning Scheme:	Mackay City Planning Scheme
IPA Compliant Planning Scheme	
Precinct:	McCready's Creek
Locality:	Mackay Frame
Zone:	Rural
Submission:	There were five (5) properly made submissions
Referral Agencies:	Concurrence: Department of Main Road Queensland Transport Advice: Department of Natural Resources

Attachments:		
	Attachment A:	Locality Plan
	Attachment B:	Proposal Plans
	Attachment C:	Code compliance summary
	Attachment D:	CEO compliance summary
	Attachment E:	Submission Summary

Attachment F:	DMR Concurrence Agency Response
Attachment G:	QT Concurrence Agency Response
Attachment H:	DNR Advice Agency Response

ASSESSMENT OF APPLICATION

Executive Summary

Landel Pty Ltd are proposing to develop a "Homemaker Centre" over a number of properties that are located north western of the corner of Holts Road and Mackay – Bucasia Road. The proposed development incorporates 36,517 m2 of floorspace spread over 5 large retail showroom type buildings positioned around a large central carparking area. The development will also incorporate a smaller building of 1800m2 area dedicated to ancillary retail uses generally to serve the convenience shopping needs of patrons and employees.

The type of uses proposed to be incorporated within the centre are:

- Large scale anchor tenants such as Harvey Norman and Joyce Mayne;
- General large retail showroom tenancies (such as bedding, electrical, floor coverings, homewares, outdoor, recreation and camping retailers);
- Ancillary retail (small supermarket, food outlets etc)

The development will *not* include large scale supermarkets or discount department stores creating an important distinction to other retail centres.

The proposed development is located in the Rural Zone, within the McCready's Creek Precinct of the Mackay Frame Locality. It is an impact assessable development application.

The planning scheme does not generally encourage the development of commercial centres outside of a designated hierarchy and. The current network of centres is focused on maintaining a structured retail hierarchy within three key areas:

- City Centre Regional Centre
- Mt Pleasant Sub-Regional Centre;
- Rural View Major Neighbourhood Centre

Each centre performs nominated roles and functions to support the integrity of the network and provide an adequate level of shopping services, convenience and choice to the public. The current commercial strategy within the planning scheme is based on population and retail needs projections from a study undertaken in 2001. Projections within that study have been exceeded by the actual growth figures achieved in the intervening period. Current projections for population and retail needs (i.e. floorspace) indicated that the 2001 future projections will be significantly exceeded by 2011 with the gap between developed retail floorspace and projected retail needs widening into the future.

The current planning scheme's commercial strategy and associated network of centres is therefore considered to be deficient in the sufficient provision of retail floorspace – and in

particular non-food retail floorspace. Accordingly there is a demonstrated need for significant additional non-food retail floorspace in the Mackay Region.

In seeking to accommodate the additional floorspace within the designated retail hierarchy and network of centres, the existing centres are either unable to expand due to practical land constraint considerations (Mackay City Centre and Mt Pleasant Sub-Regional Centre) or are not encouraged to expand within the existing centres hierarchy (Rural View Major Neighbourhood Centre).

Under these circumstances it is warranted to considered alternative sites for commercial development subject to the relevant consideration of planning issues such:

- not compromising the underlying intent of the retail hierarchy and network of centres;
- topographical constraints;
- land use constraints;
- infrastructure servicing;
- environmental impacts;
- site and neighbourhood amenity.

In assessing the development against the provisions of the planning scheme, there are a significant number of code outcome that cannot be complied with. A summary of the areas of non-compliance as contained within Attachment C. Of significance is the development of rural land (nominated as good quality agricultural land), the apparent departure from the nominated retail hierarchy, the development of land that is adjoining a nominated tourist route and the efficient provision of infrastructure services.

Under these circumstances, a development may conflict with the planning scheme codes provided there are sufficient grounds to justify an approval despite the conflict. In other words, there are sound and justifiable reasons why a development should be approved when it conflicts with the scheme.

In assessing the application and weighing the community benefits that will accrue from the development against any disbenefit that may result from departing from the scheme code provisions, it is recommended that the development be approved with conditions. The grounds for an approval are summarised as:

- The existing planning scheme's commercial strategy and associated network of centres is based on out-of-date the population and retail projections. The current planning scheme's commercial strategy and associated network of centres is therefore considered to be deficient in the sufficient provision of retail floorspace – and in particular non-food retail floorspace.

- The existing centres are either unable to expand and accommodate the additional retail floorspace required due to either practical land constraint considerations or are not encouraged to expand within the existing centres hierarchy.

- The proposed centre competes within a limited segment of the overall retail market (the limits of which can be reinforced by appropriate conditions). The development can therefore function as an adjunct to the current retail hierarchy and designated network

of centres without creating an undue imbalance or fundamentally compromising the nominated roles and functions of the designated centres.

- The propose site is considered a suitable location for the development given it is located within convenient proximity to transport corridors and the existing urban areas and growth areas of Northern Mackay. It can be efficiently serviced with reticulated infrastructure.

- Environmental impacts can be effectively managed through conditions of approval.

- The development can comply with the majority of the specific outcomes associated with protection of the adjoining Image Corridor through conditions of approval that create appropriate landscaped buffers.

- The site is not currently utilised for agricultural purposes and due to a variety of practical constraints is highly unlikely to ever be support a sustainable rural enterprise. The proposed development will not constrain the ongoing agricultural enterprise to the west. Under these circumstances, it is considered appropriate to develop GQAL for non-rural purposes.

Importantly, in assessing the development, due regard was given to the Planning Scheme Desired Environmental Outcomes and in recommending approval of the development (subject to appropriate conditions) it will not compromise the achievement of the city-wide DEO's.

Subject Site

The proposed development is over a number of properties that are located north west of the corner of Holts Road and Mackay – Bucasia Road, Richmond. The site fronts directly onto Holts Road to the south and Mackay – Bucasia Road to the east (a State controlled road). (Refer to Attachment "A" Locality Plan).

The site is an amalgam of six allotments sharing a common access from Holts Road. The site is approximately 190 metres wide (east-west) and 600 metres long (north-south) with a total area of 10.913 Ha. The majority of the site is cleared and vacant.

A drainage flow path and associated easements in favour of the Mackay Regional Council traverses the properties (Easement in gross over Lot 2 SP138968 and Easement C Lot 1 RP897382).

Surrounding the subject land to the west and south (on the opposite side of Holts Road) are cane farms. A small cane farming holding exists on the opposite side of Mackay – Bucasia Road to the east of the site. Immediately north of the site, on the opposite side of Mackay – Bucasia Road is the Mackay Golf Course.

Proposal

The Applicant is seeking a Development Permit for a Material Change of Use for a Homemaker Centre. A *Homemaker Centre* is not a defined use within the planning scheme and as such the applicant has proposed that a development approval specifically define the term as:

"Homemaker Centre" means any premises comprising one or more buildings or tenancies within a building established in a co-ordinated manner, used predominantly for a retail showroom or retail showrooms, with a total gross floor area of at least 2,500m2 together with any one or more of the following:

(i) Shop (with a gross floor area greater than 250m2, where used for the display and sale of household goods, not predominantly food or groceries);

(ii) Hardware Store (with a gross floor area greater than 250m2);

(iii) Healthcare Centre (where limited to a pharmacy or fitness centre with a gross floor area greater than 250m2);

(iv) Catering Shop;

The term includes ancillary Shop uses to a maximum of, 1,800m^2 GFA to adequately service customers and employees of the predominant use.

The development proposes 36,517 m^2 of Gross Leaseable Area (GLA) - spread across 5 large buildings dedicated to a *Homemaker Centre* uses (as defined above). The development also proposes ancillary retail uses within a sixth building (1,800 m^2 GLA). The development proposes 1,034 parking spaces within a large centrally focused parking area. (Refer to Attachment B – Proposal Plans).

The proposed development is to be is to be staged as follows:

Stage 1:	Building A & B (20,555 m2 GLA)
Stage 2:	Building C (9,079 m2 GLA)
	Ancillary Retail (1,800 m2 GLA)
Stage 3:	Building D & E (6,884 m2 GLA)

Planning Assessment

The proposed development is located with the following planning scheme designations:

- Mackay Frame Locality
- McCready's Creek Precinct
- Rural Zone

The proposed MCU for a *Homemaker Centre* is an undefined use within Table 5-1 Assessment Categories and Relevant Assessment Criteria for Making a Material Change of Use - Mackay Frame Locality. As such the proposal falls under the general default criteria "Other uses not defined by the Planning Scheme" and is therefore an *impact assessable* application.

The application is an unbound assessment against relevant provisions of the entire planning scheme. The relevant provisions are considered to be:

Overall:	Desired Environmental Outcomes
Land Use:	Mackay Frame Locality Code
	McCready's Creek Precinct – Commercial Zone

	McCready's Creek Precinct - Rural Zone
Stated Purpose:	Retail and Commercial Code
General:	Environment and Infrastructure Code
Constraint Overlays:	Bushfire Management Code (Medium Risk)
	Landscape Character Code
	Good Quality Agricultural Land Code
	Acid Sulfate Soils Code

Planning Scheme Code Assessment:

The proposed development has been assessed against the relevant nominated codes as indicated above. A summary compliance exception report is attached to this report (refer to Attachment C – Code compliance summary). Code outcomes (both overall and specific outcomes) not mentioned within this exception table are considered to be not relevant to the proposed development or are considered to be complied with.

Reviewing the outcomes that are not complied with, a number of key issues emerge that are fundamental to the proposal and its assessment against the planning scheme:

Planning Scheme Growth Assumptions.

The current planning scheme underlying population growth assumptions for the existing commercial strategy is based on the 2001 report undertaken by Sinclair Knight Merz: *IPA Planning Scheme Business Centres Review*. That report provides the foundation demographic information upon which the nominated network of centres is based.

The subject development does not comply with the current commercial strategy in that it proposes a new centre, not recognised in either function or location within the current strategy and associated network. A substantial component of the applicant's justification for this departure from the scheme's commercial land use strategy is that current circumstances within the Mackay Region are materially different from the scheme's underlying forward projections regarding population growth, retail expenditure and retail floor space.

Council has recently undertaken a comprehensive review of the region's commercial strategy. The report "Mackay Retail and Commercial Strategy" was undertaken by MacroPlan Australia and was received by Council in February 2009. It provides the most recent detailed assessment for population growth, retail expenditure and retail floorspace. The document provides a useful comparison for the current planning scheme's founding assumptions enabling a determination of the appropriateness of the current planning scheme's commercial strategy.

Population Growth:

	2011	2016
Mackay Region projected population at 2001 (MRC area) Source: 2001 Business Centre Review	110,324	117,353
Mackay Region projected population at 2009 (MRC area) Source: 2009 Mackay Retail and Commercial Strategy	126,552	145,290
Difference	16,228	27,937
	14.7%	23.8%

Table 1: Population projection comparison 2011 - 2016

Retail Expenditure:

	2011	2016
Mackay Region projected retail expenditure at 2001 (WHAM area) Source: 2001 Business Centre Review (includes inflationary influence from 2001 – 2008 at an average 2.5% pa)	$1,086m	$1,194m
Mackay Region projected retail expenditure at 2001 (MRC area interpolated from pro-rata application of the average per capita expenditure) Source: 2001 Business Centre Review (includes inflationary influence from 2001 – 2008 at an average 2.5% pa)	$812m	$897m
Mackay Region projected retail expenditure at 2009 (MRC area) Source: 2009 Mackay Retail and Commercial Strategy (2008 dollars)	$1,523m	$1,870m

Table 2: Retail expenditure comparison 2011 - 2016

It is noted that information provided in Table 2 is not directly comparable due to the difference in population areas between the 2001 and 2009 studies and the variations that can be made in the underlying assumptions associated with the economic modelling within each study. The large difference between the 2001 projections and the 2009 projections however would far outweigh any statistical imprecision associated with the comparison methodology.

Retail Floorspace:

	2011	2016
Mackay Region total projected retail floorspace at 2001 (WHAM area) Source: 2001 Business Centre Review (includes inflationary influence from 2001 – 2008 at an average 2.5% pa)	136,323 m^2	150,414m^2
Mackay Region total projected retail floorspace at 2009 (MRC area) Source: 2009 Mackay Retail and Commercial Strategy (2008 dollars)	198,896 m^2	233,284 m^2

Table 3: Retail floorspace comparison 2011 - 2016

Again the figures presented in Table 3 are not directly comparable due to the difference in study areas. However, in terms of assessing the validity of the 2006 IPA Planning Scheme commercial strategy assumptions in comparison to recent data, the different areas would *under-estimate* the difference between the 2001 and 2009 figures (i.e. the 2001 projected area would be significantly *lower* using the same study area as the 2009 figures).

The 2009 Mackay Retail and Commercial Strategy study indicates that an additional 11,687m2 of non-food floorspace is required in 2011. It projects that this will grow to 31,308 m2 in 2016.

The applicant's supporting economic impact study indicates that an additional 38,842m2 of specific bulky goods floorspace is required in 2011. It projects that this will grow to 60,906 m2 in 2016. The applicant's supporting information assumes a far larger trade area and service population.

In summary, the 2006 IPA Planning Scheme commercial strategy underlying growth assumptions for projected population growth, retail expenditure and retail floorspace (based on the 2001 Business Centres Review study) are all *significantly* less than the most current data available (2009 Mackay Retail and Commercial Strategy study). The corollary of this is that *significantly more* retail floor space is required in future years to adequately serve the Mackay population than was envisaged within the 2006 IPA Planning Scheme.

Network of Centres

The Planning Scheme establishes a nominated retail hierarchy and associated network of centres through a number of provisions (refer to Attachment E – Planning Scheme provisions: Network of centres). Those provisions can be summarised into the flowing tables:

Centre	Hierarchy Status	GFA Limitations (m^2)	Core Function
City Centre	Regional Centre	Not specified	Administration Business & Commercial Services Comparison Shopping Convenience Shopping Entertainment and Leisure Community Facilities Services Trades
Mt Pleasant	Sub-regional Centre	Not specified	Comparison Shopping Convenience Shopping Entertainment and Leisure Community Facilities
Rural View	Major Neighbourhood Centre	20000 Total incl. 10000 Shopping facilities.	Comparison Shopping Convenience Shopping Community Facilities
Andergrove	Neighbourhood Centre	10000	Comparison Shopping Convenience Shopping
Walkerston	Neighbourhood Centre	10000	Comparison Shopping Convenience Shopping
North Mackay	Mixed Use	Not specified	Commercial Uses Residential Uses

Table 4: Network of centres – quantitative parameters

Centre	Function: Qualitative Parameters
City Centre	• including a core area and a frame area as the principal centre for all multi-purpose centre activities in the City and the region.
Mt Pleasant	• including Greenfields, Sams Road and Heaths Road, as the second major focus for shopping and entertainment in the City, functioning in a supporting role to the City Centre; • new development in the Sub-Regional Centre occurs within the boundaries defined within the Goosepond Creek Precinct; • (except in Sams Road/Heath Road area) provides highly developed shopping, limited entertainment and leisure facilities, health care services, smaller-scale business and commercial services, small scale service industries, local convenience shopping facilities and higher density residential development and visitor accommodation adjacent to but not accessible from the Bruce Highway; • Mt Pleasant Shopping Centre provides highly developed shopping facilities; • Greenfields Estate provides bulky goods comparison shopping, limited entertainment and leisure and commercial services; • Sams Road/Heaths Road area provides a range of mostly small to medium scale, non-retail, mixed use commercial and highway-related facilities and services, the relocated Mater hospital complex and medical service functions to support the hospital.
Rural View	• providing the third major focus for shopping, community and commercial needs in the City.
Andergrove	• weekly or high-frequency shopping, community and commercial need.
Walkerston	• weekly or high-frequency shopping, community and commercial need.
North Mackay	• Mixed use development.

Table 5: Network of centres – quantitative parameters

Having established that a significant amount of additional non-food retail floorspace is required within the Mackay Region, an assessment of the existing network of centres is required to determine its most appropriate location. The proposed development is predominately a retail showroom development with a focus on bulky goods comparison shopping. The current hierarchy directs that market segment towards the Mt Pleasant Centre and specifically the Greenfields Estate (currently incorporating Bunnings, Spotlight, Toy R Us, Clark Rubber and Autobarn). This commercial area however is predominantly committed with existing development.

Other locations within the centre are similarly committed and are in any case, allocated alternative functions i.e. Mt Pleasant Shopping Centre (highly developed shopping) and Sams Road/Heaths Road (hospital, health services and highway related trades and services). The area surrounding the nominated bulky goods commercial zone is high fragmented and committed to residential development with specific scheme provisions that discourage expansion of the commercial zone. Under the current network of centres, the Mt Pleasant Centre is therefore considered unsuitable for additional retail showroom and bulky goods comparison shopping of the type proposed.

Considering the City Centre is unsuitable for the type of development proposed for both practical and planning considerations (including the existing lack of expansion opportunities, fragmentation of land tenure, traffic issues and inappropriate centre function), the next major centre within the hierarchy is the Rural View Centre – nominated as a major neighbourhood centre within the scheme. Under the current scheme provisions and existing network of centres hierarchy however, this centre has not been established for the proposed development function and is limited in size to 10,000m2 allocated to "*shopping facilities*". The Planning Scheme defines *shopping facilities* as:

"a catering shop, hardware store, retail showroom, shop, shopping centre and the retail component of a plant nursery"

The current scheme therefore discourages the Rural View Centre from expanding to incorporate the proposed uses.

With the existing nominated network of centres discouraging the proposed type of development from occurring in either the City Centre, Mt Pleasant Centre or Rural View Centre, some guidance is sought from the scheme for regulation of development expansion. Most of the regulatory provisions stipulate some reference to the function of an existing designated centre within the nominated network e.g.

(h) new commercial uses are located in the Commercial zone or the Village zone in accordance with the overall outcomes of those zones and the network of centres referred to in the Desired Environmental Outcomes and illustrated, for information, on the Information Map – Network of Centres. (Mackay Frame Locality Code – Overall Outcomes); or

(b)(iv) Retail and commercial development in the City: is established on suitable premises appropriate in their scale, intensity and character to the intended role and function of the designated centre (Retail and Commercial Code – Overall Outcomes).

These provisions are not particularly useful for guiding new development that does not accord with the current network (required due to the fact the existing network is deficient when considering current demographic trends).

A key provisions that is specific to new proposed development that is not located within the current designated network of centres is the *Retail and Commercial Code – Specific Outcomes P6*:

P6 Development of additional facilities not anticipated in a designated centre meets the following criteria for community need:

(i) the proposed use does not alter the role and function of a designated centre in the network;

(ii) population has increased in the trading catchment of the centre since the commencement of this scheme such that the population is able to support the proposed services;

(iii) the proposed use contributes to convenient access to a range of centre services and facilities for residents;

(iv) residents in the City have a choice of services and facilities without unnecessary duplication, particularly for shopping, entertainment and leisure, business and commercial services and service trades; and

(v) residents in the urban areas of the City have access to the different levels of facilities within the travel times nominated in the Table below.

	City Centre	**Mt Pleasant Sub-Regional Centre**	**Major Neighbour-hood Centre**	**Neighbour-hood Centres**	**Local Centres**
Driving Times (mins)	>20	<20	<15	<10	<5

Assessing the proposed development against these provisions:

(i) The proposed development size (approx. 38,000 m²) places it within a sub-regional centre classification from a total GFA perspective (Retail and Commercial Code – Specific Outcome P5). From a centre role and function perspective however (Retail and Commercial Code Overall Outcome (d)), a sub-regional centre provides the core services of comparison shopping, convenience shopping, entertainment, leisure and community facilities. The proposed development retail offer is limited to comparison shopping with a minor convenience shopping function. The development therefore stands apart from these traditional retail hierarchy definitions.

The development will not alter the role and function of the existing network in a structured hierarchical sense i.e. it will not create a new centre that directly competes with the other sub-regional centre (Mt Pleasant Centre) across the entire range of roles and functions required of a sub-regional centre. It will however strongly compete within a particular market segment – retail showrooms with a focus on bulky goods comparison shopping. This limited area of competition is not considered sufficient to alter the current network of centres designation.

(ii) It has been previously established that the population of the Mackay Region has increased significantly from the underlying population projections upon which the current retail and commercial strategy is based (the 2001 Business Centre Review). This increase, along with other revised economic model assumptions, has lead to a demonstrated increase in the need for both overall retail floor space and the non-food sector. The extent of the latent demand is subject to some expert conjecture e.g. within the 2009 Retail and Commercial Strategy report, non-food retail floorspace demand in 2011 is estimated at 11,687m2 compared to the applicant's economic impact assessment which projects a non-food floorspace demand of 38,842m2. The variation is due to fundamentally different underlying assumptions regarding the trade catchment and population, the imported demand from surrounding areas, the split between food and non-food expenditure, differing assessments of current supply within the market segments among other things.

In accepting that there is a demonstrated need for significant additional non-food retail floorspace, the fact that the proposed centre competes within a limited segment of the retail market (and can be conditioned to do so) and the fact that the proposed development will not fundamentally alter the existing centre hierarchy roles and functions, it is considered that the development does not conflict with this specific outcome.

(iii) The underlying market strength of the *Homemakers Centre* concept is the wide variety of comparison shopping opportunities for the targeted market segment. It is a concept that has been successfully implemented within many urban centres across Australia. Variety of products, comparative choice along with convenient location and access and have been the key success factors for the concept in general and this proposal in particular.

(iv) The proposed development will expand the current retail offer within the target market segment providing increased resident choice. Whether or not the proposal will lead to "*unnecessary duplication*" is a somewhat difficult matter to assess and will depend on the final product mix. Given that there is a generally demonstrated need for non-food retail floorspace, it is considered that development expansion to meet the projected demand is not deemed to be "*unnecessary*".

(v) While not strictly considered a centre that accords to the nominated retail hierarchy (due to the limited market sector), this provision provides some guidance as to the balance between function, trade catchment and travel convenience. The general compliance test of this provision is an assessment of the location of the centre with reference to its trade catchment (i.e. is it central or skewed - thereby allowing convenient access for the whole catchment or disadvantaging one particular area with excessive travel times).

Considering that the development will draw on a market catchment comparable to a subregional centre (all-be-it only within a segment of the total retail market), the core trade catchment is considered to be the residential areas north of the Pioneer River. This is the area the will absorb the vast majority of Mackay's future residential expansion and in a general sense, is the catchment that was identified within the scheme to be serviced by future retail showrooms and bulky goods facilities (Greenfields Estate). The proposed centre is conveniently located within that

catchment and is considered within the nominated travel times (< 20min for a sub-regional centre).

In summary:

- There is a demonstrated need for significant additional non-food retail floorspace in the Mackay Region;
- The proposed centre competes within a limited segment of the overall retail market (which can and should be conditioned);
- The proposed centre does not compete with existing centre's in the entire range of supporting services and facilities of the other designated centres;
- The proposed development will not fundamentally alter the existing centre hierarchy functions;
- The existing centres are either unable to expand due to practical land constraint considerations (Mt Pleasant) or are not encouraged to expand within the existing centres hierarchy (Rural View);
- The development provides improved market choice within a limited market sector;
- The development is conveniently located for patron and service vehicle access;
- The nominated expansion area within the Planning Scheme for retail showrooms and bulky goods facilities (Greenfields Estate) is at capacity and is unable to significantly increase retail GFA. The proposed development is located within the general catchment area that was to be serviced by this nominated area i.e. the expanding northern residential suburbs.

Given these considerations, it is considered that the proposed development can be incorporated within the current retail hierarchy (network of centres) without creating an undue imbalance or fundamentally altering the nominated roles and functions of the designated centres.

In support of this assessment, the uses permitted under the applicant's proposed *Homemaker Centre* definition are considered too broad and open to uses that are not intended within a centre with a focus on retail showroom activities. It is therefore proposed to limit the development (by condition) to the following uses (as defined within the planning scheme where applicable):

"Homemaker Centre" means any premises comprising one or more buildings or tenancies within a building established in a co-ordinated manner, used predominantly for a retail showroom or retail showrooms, with a total gross floor area of at least 2,500m2 together with any one or more of the following:

(i) Shop with an individual tenancy having a gross floor area greater than 250m2, where used for the display and sale of household goods. The term specifically excludes a supermarket and discount department store;

(ii) Hardware Store (with a gross floor area greater than 250m2);

(iii) Healthcare Centre (where limited to a pharmacy or fitness centre with a gross floor area greater than 250m2);

(iv) Catering Shop;

(v) Ancillary retail use comprising a shop and catering shop to a total maximum of 1,800m2 GFA, (that does not incorporate a drive through facility), to adequately service customers and employees of the predominant use. Any supermarket within the ancillary retail use is limited to a maximum GFA of 300m2.

Infrastructure Servicing

Transport:

The proposed development is located at the intersection of Mackay – Bucasia Road and Holts Road. The traffic accessing the development is anticipated to be distributed as follows:-

North (Northern Beaches area) – 30%

South (Mackay south of river, Mount Pleasant & North Mackay) – 40%

East (Andergrove, Beaconsfield, North Mackay & Slade Point) – 20%

West (western section of Mount Pleasant & Glenella and to the Bruce Highway) – 10%

The completion of the construction of the new Hospital Bridge may change the traffic distribution. Traffic from the Bruce Highway south, the Peak Downs Highway and West Mackay & Planlands may utilise the new bridge rather than the Ron Camm Bridge. This would increase traffic to & from the west impacting on Pioneer Street and Holts Road west. This needs to be assessed, for any changes on the road network analysed, and necessary works undertaken by the developer. Mackay – Bucasia Road, which is a state controlled road, is an arterial road linking the Northern Beaches area to the rest of Mackay. Holts Road is a traffic distributor providing connections to the east and to the west. The impact of the development on the Holts Road / Beaconsfield Road / Mansfield Drive roundabout has been analysed and, as the traffic peaks for the development do not coincide with normal morning and afternoon peaks, there are no adverse impacts. The future construction of the western connector between Holts Road and Harveys Road will improve the connection to Beaconsfield. The upgrading of Glendaragh Road will greatly improve access to the Bruce Highway. Council is currently designing the upgrading of the Holts Road / Pioneer Street intersection and any further upgrading would need to be at the developers' cost. This gives the development good transport connectivity.

It is proposed to access the site at three (3) locations. The main access will be located on Holts Road, approximately 180m west of Mackay – Bucasia Road. This access will need to designed to accommodate the traffic generated by the development and the existing & future traffic on Holts Road. Secondary accesses will be located on Mackay – Bucasia Road approximately 400m and 700m north of Holts Road. These accesses will have restricted vehicle movements. The southern access will be left in only and would be removed if Mackay – Bucasia Road was upgraded to 6 lanes and the Holts Road intersection was made grade separated. The northern access will be left in & out. These access arrangements provide the proposed development with reasonable access and comply with the relevant planning scheme provisions.

The development provides safe and convenient vehicle access. Public transport facilities are proposed to be provided within the development (conditioned to be relocated to a more

accessible location in proximity to an activated central area). The DMR have conditioned a revision of the access arrangement with the northern access limited to a "left-in, left-out" arrangement and the central access nominated for closure after the future Holts Road/Mackay Bucasia Road grade separated intersection upgrade. Under these circumstances the internal traffic circulation layout requires review to rationalise and prioritise circulation routes to improve access throughout the site.

The planning scheme has provisions that relate to alternative transport options:

Retail and Commercial Code Overall Outcome:

(b)(ii) Retail and commercial development in the City - provides safe and convenient vehicular and pedestrian access to meet the mobility requirements for all persons;

Retail and Commercial Code Specific Outcome:

P9 Facilities and connections are provided for convenient, safe and comfortable movement of pedestrians and cyclists. In particular, connections are –

(i) safe and efficient; and
(ii) highly permeable to the site; and
(iii) link to surrounding development.

The site is not accessible for pedestrians or cyclists. It is considered however that this type of retail centre is not particularly attractive to the non-motorised sector either (i.e. destination shopping for bulky goods/household products). The centre does not provide the high order entertainment, leisure, recreation and civic facilities that typically would attract the non-motorised sector. The potential for employees to utilise alternative transport options is diminished through the lack of safe and convenient external connectivity routes i.e. cycle and pedestrian pathways.

However, this is a situation that may change over time and therefore the site should be able to efficiently and safely enter, move around and exit the site together with end of trip facilities for staff and cutomers. The proposal includes two nodes of 21 and 18, sheltered, lock-up employee bicycle spaces and associated change rooms and lockers.

A condition has been included to require a Cycle and Pedestrian Analysis of the site prior to the lodgement of the operational works application being lodged.

Water and Sewerage:

Mackay Frame Locality Code - McCready's Creek Precinct Specific Outcome:

P9 New development is serviced by the full range of urban infrastructure in an orderly, efficient and equitable manner as established in the priority infrastructure plan.

Environment and Infrastructure Code Overall Outcomes:

(a) Infrastructure services are suitable for the intended use of the land and provided in a cost effective, coordinated, efficient and equitable manner that supports sustainable development practices.

Preliminary analysis of the water and sewerage demands indicates there is sufficient capacity in the adjacent trunk systems to accommodate the proposed development. Some upgrading of the sewage pump station in Holts Road adjacent to the Carlisle Christian School will be required. This work could be undertaken in conjunction with major programmed maintenance and would be undertaken at the developers' cost. There is a 375mm dia. trunk water main located under Mackay – Bucasia Road on the southern side of Holts Road and this would be used to service the proposed development.

The development is external to the priority infrastructure plan area. This however is not a statutory impediment to development. It simply means that developers of such areas may be liable for any additional out-of-sequence infrastructure costs associated with providing reticulated services to the site. In this case, the site can be serviced with nearby existing truck infrastructure subject to extension of the reticulation service to connect to the site. This upgrading will be undertaken by the developer. The proximity of the development to existing trunk infrastructure that has sufficient spare capacity to service the site is considered to be efficient and sustainable utilisation of existing infrastructure.

Drainage:

The proposed development forms part of the McCreadys Creek catchment. The catchment upstream of the development covers an area of 183ha and extends in a north west direction to Mackay – Habana Road. The catchment is almost entirely cane land. The McCreadys Creek Stormwater Drainage Study undertaken in 2006 by Kellogg Brown & Root for Council indicates that the site is subject to inundation in a 1 in 5 year ARI flood. It is proposed to fill the site and the nominated building floor level is 5.92m AHD (minimum) which is 0.3m above the highest point in the sag on Mackay - Bucasia Road. This compares with a flood level of 6.18m recorded in Februar 2008. The two existing open drains through the site will be filled and replaced with a large culvert structure along the alignment of the northern drain which will accommodate 1 in 100 year ARI flows. Hence flows greater than 1 in 100 year ARI will flow through the carpark and associated roads. The replacement of the existing open drains with culverts will disconnect the upstream drain from the open drainage system on the eastern side of Mackay – Bucasia Road, whilst this is not a good environmental outcome, the widening of the culvert under Bucasia Road has already broken this connection. The additional runoff generated from the development of the site will be detained in a series of detention basins within the development.

It is proposed to treat the stormwater generated from the development in a series of gross pollutant traps (GPTs) and bioretention areas located within the site. These will need to be designed to meet Council's water quality guidelines.

The lawful point of discharge for this catchment is considered to be the tidal limit of McCreadys Creek which would be the downstream side of the Golflinks Road floodway. As the proposed development changes the flow patterns it is considered that developer should acquire drainage easements from the site to this point.

The applicant has undertaken the necessary hydraulic and water quality analysis for stormwater management across the site (see comments above) and the development can be conditioned to comply with the scheme provisions.

Environmental Issues

A number of environmental issues are triggered by the assessment of the development against Planning Scheme DEO's and code outcomes. The two key statutory provisions are the Environment and Infrastructure Code and a number of DEO's that relate to environmental issues. An assessment of the development against these provisions (see Attachments C & D) raises four key areas of concern where compliance has not been effectively demonstrated:

Drainage: Compliance with the planning scheme provisions require that the development incorporate water sensitive urban design principles within the stormwater design (Environment and Infrastructure Code: Overall Outcome (c)). Typically these include establishment of an effective major/minor flow management regime, a level of water detention rather than rapid disposal off-site (required for quantity and/or quality management), treatment systems that provide an acceptable level of water quality prior to discharge into the natural environment and a level of water conservation through capture, storage and reuse along with water efficient landscaping. The applicant has assessed the water quantity and quality issues however only preliminary proposal have been put forward as to water conservation initiatives. It is therefore recommended that a condition be included requiring the development to prepare and implement a water conservation management plan.

Acid Sulfate Soils: The site has been identified for the possible presence of acid sulfate soils and therefore the potential for environmental harm exists through their disturbance during the construction process. A condition is proposed for the development to prepare and implement an Acid Sulfate Management Plan in accordance with the Planning Scheme Acid Sulfate Soil Overlay Code outcomes. It is recommended that Council accept the Department of Natural Resources advice that require the applicant to undertake site investigations in accordance with State Planning Policy 2/02 Guidelines.

Construction: Often in these types of developments, the construction process is where environmental impacts can be greatest in terms of unacceptable site emissions: water quality (erosion and sedimentation issues), construction noise adversely impacting on adjoining allotments (limited in this case), construction traffic (access safety and inconvenience) and dust. These environmental impacts are controlled by various State Government statutes and regulations. The applicant's responsibility to comply with these regulations is contained within the conditions of approval (notated as "Assessment Managers Advice").

Ecologically sustainable development: A DEO of the planning scheme is that urban development incorporates ecologically sustainable principles regarding the efficacy of the design and water use (DEO (e)(vii)). The scheme definition for ecological sustainability includes the following general outcomes:

- a holistic approach to water cycle management that address overall catchment issues as well as on-site issues (can be conditioned – see Drainage assessment above);
- conservation and enhancement of riparian and remnant vegetation (not applicable to this site);
- located in convenient proximity to a centre (interpreted in this case as having convenient proximity to a development centre i.e. urban growth areas)

- development incorporates a climate responsive design for efficient solar orientation and capture of natural breezes.

In terms of compliance, the development is considered to effectively address (or can be conditioned to effectively address) water management issues, vegetation management and locational proximity to urban growth areas. In terms of climate responsive design, the inherent nature of the development proposal (i.e. large retail showrooms) does not readily lend itself to environmental benefits (i.e. reduced energy use) that may accrue through optimum solar orientation. Often conflicting constraints in terms of allotment orientation, site access, vehicle and parking circulation requirements along with the large building floorplans involved mean that passive solar design benefits are unable to be realised. In these cases, alternative initiatives that should be considered including insulation and air-conditioning efficiency. While no doubt well intentioned, the lack of specific outcomes for compliance in relation to these energy efficiency initiatives effectively means that a *reasonable* level of compliance would be determined by to current industry and regulatory standards in terms of the Building Code of Australia and the Queensland Building Act and associated regulations. Compliance with these provisions shall be assessed as part of a subsequent building approval process and need not be further addressed within the MCU process.

Site Amenity

The proposed development adjoins Mackay-Bucasia Road which is nominated as a Tourist Corridor on the Planning Scheme information map - Image Corridor Map A. As such the development triggers assessment against the Landscape Character Overlay Code. There are a number of overall and specific outcomes that are designed to protect the landscape character of the McCready's Creek precinct. The predominant overall outcome is the protection of the landscape values associated with low-lying areas of agriculture and rural landscape that exist between areas of urban development. These "green breaks" provide discrete pockets of visual relief within the urban landscape.

The overlay code provides specific outcomes that provide some guidance for compliance with the protection of the landscape values (Image Corridor). These are specific outcomes in relation to the standard of landscaping provided to the eastern boundary (bordering Mackay – Bucasia Road). In effect the specific outcome requires a 10m deep dense barrier that is intended to screen the development. These outcomes can be conditioned.

One of the outcomes is more subjective:

P2(i) providing a high standard of building design which blends into the associated urban or rural setting;

While the development proposal does incorporate some architectural treatments that bring a degree of colour and relief to the development – the scale of the development along with its basic "big box" formula means that it is difficult to envisage any treatment that would in effect "*blend the development into the rural setting*". The inherent nature of the use means that significant interest and articulation such as highly articulated frontages and landscaping depth is difficult to achieve. In effect the proposed development will unavoidably impact on the existing landscape amenity of the nominated image corridor with frontage landscaping treatment ameliorating the impacts. The degree of amelioration will depend on the scale, density and maturity of landscape plantings. The proposed landscaping treatment is not considered sufficient to meet the intent of the code. The concept landscaping plan (VIVO

Plan No. 72150-SD-L1.01 Rev 4) indicates 9 – 10 large specimen trees across the frontage of an 180m long building with a height that varies between approximately 7.5 to 10m (refer to Perspective View of Buildings D & E). It is recommended that the landscaping treatment to Mackay-Bucasia Road be conditioned to improve the development screening.

In general, the internal site amenity is considered acceptable for what the development purports to be – a large scale retail showroom development. The large central carpark is provided with a degree of landscaping and opportunities for shade with specimen trees. Alternative access points into the development provide an acceptable degree of vehicle circulation while the service and refuse vehicle access area and circulation route is effectively separated from patron vehicles. These features, while beneficial, are focused on the functionality of vehicle movements within the development. It is considered that some improvement can and should be made to bring a sense of place and human scale to the proposal by incorporating features that will improve the individual's experience of the development. It is recommended that the development be conditioned to incorporate such initiatives.

The scale of the development from the west would appear to be excessive. No landscape treatment or design features are offered to soften the western frontage. This elevation features two long blank walls dispersed with service docks – approximately 350m long (Buildings A and B) and 150m long (Building C). Landscape and/or architectural treatments are considered important to improve the western frontage and have been recommended in the conditions. Further, while development to the west is not envisaged within the current planning horizon, it is important to retain future opportunities for site permeability wherever possible. An obvious point of connection is the central east-west vehicle corridor and it is proposed to condition the development to retain this route as a possible future link to the west. This will require the relocation of the refuse holding area.

Good Quality Agricultural Land

The subject site is identified as Good Quality Agricultural Land (GQAL) and therefore triggers assessment against the GQAL Overlay Code. There are a number of code provisions within the overall and specific outcomes that seek to ensure three key outcomes:

- Land identified as GQAL is conserved for agricultural use;
- Existing GQAL and associated agricultural uses are protected from incompatable development that may constrain existing farming practices and productivity; and
- Non-agricultural uses should only occur on GQAL if a demonstrated community need is established and no suitable alternative sites are available.

In terms of the proposed development, the site is currently fragmented into six allotments in the ownership of three separate parties. The allotments at present are not used for agricultural purposes. Considering the lack of current agricultural uses, the comparatively small development area (in terms of sustainable agricultural uses), the fragmentation of the site into small allotments (ranging in size from 1.2 – 3ha), the unauthorised filling of part of the site and the fragmented ownership - it is highly unlikely that this site will ever be part of a viable agricultural enterprise into the future. As such, its development for non-agricultural enterprises does not unduly effect the overall industry viability as it will not be removing any agricultural yield from the current district output.

The commercial nature of the proposal does limit the potential for land use conflicts (see Land Use Conflict below). Due to the inherent features of the design, the commercial land use and the separation of public activity areas; it is considered that the proposal will not constrain the ongoing agricultural enterprise to the west.

Having established that the regional agricultural industry will not be adversely impacted by the development, and that it will not adversely constrain the adjoining existing agricultural use to the west, the third key point in addressing the GQAL code is demonstrating that there is an overriding community need for this development. This point has been addressed within the body of the report under the sections; Planning Scheme Growth Assumptions and Network of Centres which justify an expansion of commercial uses external to the current network of centres. The topographical needs for this style of development require a comparatively large flat site, in general proximity to the expansion areas of Mackay with convenient access to transport corridors. The specific nature of the site requirements in combination with the demonstrated community need and lack of significant expansion opportunities within the centre designated within the scheme for retail showroom/bulky goods (Mt Pleasant – Greenfields Estate) create the justification to look at suitable sites beyond existing centres and the current urban designations. The subject site is considered acceptable in terms of planning considerations associated with location, general connectivity and development functionality (serving as an adjunct to the existing network of centres). In that context, it is considered acceptable to utilise the GQAL site for commercial uses.

Land Use Conflict

The proposed development adjoins productive cane farming to the west. The *Mackay Frame Locality Code Overall Outcomes (k) and (m)* require:

(k) Rural land is protected from constraining development.

(m) Urban uses within rural areas do not adversely impact on existing uses.

The commercial nature of the proposed urban development does not create the same potential for land use conflict as residential uses may. The inherent layout, function and design of the proposed centre limits any impact that the centre may suffer from the adjoining agricultural use and conversely, those same features allow the existing use to continue unconstrained. These include:

- the lack of public access areas along the western boundary of the development;
- the closed nature of the building tenancies along the western development face;
- dedication of the western strip of the site to infrastructure and service delivery areas;
- commercial uses ensure no cumulative exposure to adverse visual or physical amenity.

It is considered that the proposal does not conflict with these outcomes.

Statutory Assessment

The IPA requirements regarding the assessment manager's decision in relation to impact assessable applications are contained within s3.5.14. It states that:

(2) If the application is for development in a planning scheme area, the assessment manager's decision must not—

(a) compromise the achievement of the desired environmental outcomes for the planning scheme area; or
(b) conflict with the planning scheme, unless there are sufficient grounds to justify the decision despite the conflict.

Dealing with s3.5.14(2)(b) – compliance with the planning scheme is demonstrated through compliance with the relevant development codes. Compliance with a particular development code is achieved through compliance with the specific outcomes of the code and overall outcomes of the code.

Attachment C: Code compliance summary - provides a summary of the overall and specific outcomes that are not complied by the development proposal.

Despite these identified issues of code non-compliance (i.e. conflict with the planning scheme), s3.5.14(2)(b) permits the assessment manager to approve the development provided there are "*sufficient grounds to justify the decision despite the conflict"*. Attachment C also provides a summary of the key issues relevant to each area of non-compliance. These key issues are addressed in the preceding section which forms the background material for the "*sufficient grounds"* required to justify the assessment manager's decision despite any identified conflict with the planning scheme.

In summary therefore, the proposed development has been assessed against all relevant planning scheme codes (as identified previously). In terms of assessment against the overall and specific outcomes of each code, the proposed development either complies, can be conditioned to comply or a decision to approve the development despite the scheme conflict can be justified by the following grounds:

(i) The existing planning scheme's commercial strategy and associated network of centres is based on the population and retail activity projections with the 2001 Business Centre Review Study. Projections within that study have been exceeded by the actual growth figures achieved in the intervening period and by current projections for future years.

(ii) The current planning scheme's commercial strategy and associated network of centres is therefore considered to be deficient in the sufficient provision of retail floorspace – and in particular non-food retail floorspace. Accordingly there is a demonstrated need for significant additional non-food retail floorspace in the Mackay Region.

(iii) In seeking to accommodate the additional floorspace within the designated retail hierarchy and network of centres, the existing centres are either unable to expand due to practical land constraint considerations (Mackay City Centre and Mt Pleasant Sub-Regional Centre) or are not encouraged to expand within the existing centres hierarchy (Rural View Major Neighbourhood Centre).

(iv) The nominated expansion area within the Planning Scheme for retail showrooms and bulky goods facilities (Greenfields Estate) is at capacity and is unable to significantly increase retail GFA to accommodate the identified need for additional non-food retail floorspace.

(v) The proposed centre competes within a limited segment of the overall retail market (the limits of which can be reinforced by appropriate conditions). The proposed centre therefore does not compete across the entire range of supporting services and facilities that contribute to the hierarchical status of the other designated centres.

(vi) It is considered that the proposed development can be incorporated within the current retail hierarchy and designated network of centres without creating an undue imbalance or fundamentally compromising the nominated roles and functions of the designated centres.

(vii) The *Homemakers Centre* concept provides a wide variety of comparison shopping opportunities for a targeted market sector. It is a concept that has been successfully implemented within many urban areas across Australia and has become an important component of the retail shopping market in recent years. The variety of products, comparative choice along with convenient location and access are combined to form a beneficial addition to the retail shopping choice available to the community.

(viii) The site specific topographical requirements for a large scale retail showroom development (large generally flat sites, reasonable proximity to the urban catchment, convenient access to transport networks and able to be efficiently serviced with the necessary reticulated urban services) may necessitate consideration of sites outside of the currently designated urban areas.

(ix) The propose development is located within convenient proximity to transport corridors and the existing urban areas and growth areas of North Mackay. It is the same general catchment area that is serviced by the centre nominated within the planning scheme as the preferred location for expansion of bulky goods comparison shopping facilities (Greenfields Estate).

(x) Given the site's lack of current agricultural uses, the comparatively small development area (in terms of sustainable agricultural uses), the fragmentation of the site into small allotments (ranging in size from 1.2 – 3ha) and the fragmented ownership combine to it is highly unlikely that this site will ever be part of a viable future agricultural enterprise. As such, its development for non-agricultural enterprises does not unduly effect the overall industry viability as it will not be removing any agricultural yield from the current district output. Due to the inherent features of the design, the commercial land use and the separation of public activity areas; it is considered that the proposal will not constrain the ongoing agricultural enterprise to the west. Under these circumstances, it is considered appropriate to develop GQAL for non-rural purposes. As detailed above there is an overriding community need for this development and hence the use of GQAL is justified.

(xi) The site is considered suitable for the purpose proposed from an infrastructure perspective. It is provided with safe and convenient access from adjoining major transport corridors for both private and pubic transport (bus services). Existing trunk infrastructure for water and sewerage services, located in proximity to the site, has sufficient capacity to adequately service the development with the necessary reticulation improvements required to connect to the site to be undertaken at the expense of the developer. No publicly funded capital infrastructure upgrades are therefore required.

(xii) The development can be conditioned to effectively manage stormwater discharge from the site in accordance with current development standards (both from a quantity and quality perspective).

(xiii) The development can be managed to effectively manage environmental impacts in accordance with current regulatory standards. This includes drainage discharge, acid sulfate soils and construction impacts.

(xiv) The development can be conditioned to comply with the majority of the specific outcomes associated with protection of the adjoining Image Corridor (Landscape Character Overlay Code: Image Corridor Specific Outcomes – P1 and P2).

The IPA s3.5.14(2)(b) does not permit the assessment managers decision to compromise the achievement of the Desired Environmental Outcomes (DEO's). An assessment of the proposed development against relevant DEOs has been attached to this report (refer Attachment D – DEO compliance summary).

Section 3.1(3) of the Planning Scheme provides some context for interpretation of the DEO's:

The Desired Environmental Outcomes are to be read as a whole. Each Desired Environmental Outcome is to be achieved to the extent practicable having regard to the other Desired Environmental Outcomes.

In summary, the proposed development (subject to implementation of approval conditions) does not compromise the achievement of the shire wide planning scheme DEO's relevant to this proposal.

Submissions

The application attracted five properly made submissions. Four of the submissions were lodged on behalf of commercial interests; one submission was lodged by private citizens. An assessment of the matters raised by the submissions, the applicant's response to the matters raised and the assessment manager's comments are contained within Attachment E.

The matters raised within the submissions have been considered within the assessment of the development proposal.

Referral Agencies

The development application has triggered statutory referral to the following State agencies in accordance with the IPA and the Integrated Planning Regulations:

Department of Main Roads: Concurrence agency - development adjoins a State controlled road (Mackay-Bucasia Road).
Department of Natural Resources: Advice agency - acid sulfate soils.
Queensland Transport: Concurrence agency - public transport assessment.

The State agencies have provided the following responses in relation to their areas of interest:

Department of Main Roads: The DMR has issued conditions of development that must form part of any development permit issued by Council. The key issues raised and conditioned are:

- The main access to the proposed development shall be from the southern end of the site via Holts Road.
- Two supplementary access points from Mackay-Bucasia Road shall be provided in a restricted configuration. One of these shall be a permanent access point (left in, left out) and shall be located at the far northern end of the site. The second shall be an interim access located at a central point (left in) along the site. This interim access shall be closed after the upgrading of the Mackay-Bucasia Road to a grade separated intersection.
- Dedication of a strip of land from the south-eastern portion of the site to accommodate road widening when the grade separated intersection upgrade occurs. The strip of land required to be dedicated to the DMR is approximately 6.5m wide.

This dedication will require any landscaping buffer to be located internal to the new proposed boundary alignment. This may require modifications to the landscaping, parking and building design layout (Buildings D and E). (Refer to Attachment "F" for the DMR Concurrence Agency Response).

Queensland Transport: QT has conditioned the incorporation of bus transport facilities within the development. (Refer to Attachment "G" for the QT Concurrence Agency Response).

Department of Natural Resources: DNR has provided advice to Council that an investigation for the presence of ASS should be undertaken along with preparation of a management plan to effectively control the potential environmental impacts that may result from disturbance during construction. This is to occur in accordance with the State Planning Policy 2/02 Guidelines. An appropriate condition has been recommended. (Refer to Attachment "H" for the DNR Advice Agency Response).

Resource Implications

There are no resource implications with regard to the approval of this planning application.

Conclusion

The proposed development is recommended for approval with conditions.

In reaching this recommendation due regard have been given to the Planning Scheme provisions especially maters concerning the development of land outside of the urban designations and the designated network of centres. The development of rural land for commercial purposes is a perfunctory conflict with the Planning Scheme. Approval of such developments is not taken lightly and should only be considered only where there is an over-riding and demonstrated community need to depart from the scheme.

The Planning Scheme DEO (v) neatly summaries the balance that must be achieved when considering development such as that proposed:

(v) 'out of sequence' urban growth occurs only where a need for additional land is demonstrated and the need is balanced against the cost of providing infrastructure, including community facilities and services, and the impacts on the environment. Any

such growth must be ecologically sustainable and is limited to areas in the McCready's Creek, Goosepond Creek and Pioneer River and Southern Streams precincts, which are most easily and economically serviced, providing that the interface with agricultural and other incompatible land uses can be managed appropriately and effectively and the landscape and heritage values of the City are not diminished.

The development will not compromise the achievement on this DEO. It is considered that in the circumstances associated with the proposed development, sufficient community need has been demonstrated to justify an approval despite the conflicts with Planning Scheme provisions. This over-riding need is substantiated from assessment and consideration of the community benefits that will accrue from the development against any disbenefit that may result from departing from the scheme code provisions.

The development is located within the McCready's Creek precinct in convenient proximity to existing and future urban areas. The development can be efficiently serviced, will not impede on the adjoining rural enterprise, can be effectively conditioned to limit adverse impacts on the environment and can be conditioned to meet an acceptable standard of ecologically sustainability (with reference to the definition provided within the Planning Scheme).

While the development is within a rural area that contributes to the landscape character of Mackay, it can be conditioned to provide landscape buffers that limit the impact of the visual intrusion. It is considered that the development will not significantly diminish the overall landscape character of the Mackay City area.

Director's Recommendation

A. THAT Council approves the application for a Material Change of Use – Development Permit – Homemaker Centre by Landel Pty Ltd on land on the corner of Holts Road and Mackay - Bucasia Road, Richmond and described as Lot 1 SP141690, Lot 2 RP897382, Lot 4 SP118647, Lot 1 SP118747, Lot 3 SP111688 and Lot 2 SP138968 subject to the following conditions:

1. Material Change of Use – Permitted Use

The Material Change of Use Development Permit for a Homemaker Centre shall be limited to the following definition:

"Homemaker Centre" means any premises comprising one or more buildings or tenancies within a building established in a co-ordinated manner, used predominantly for a retail showroom or retail showrooms, with a total gross floor area of at least 2,500m2 together with any one or more of the following:

(i) Shop with an individual tenancy having a gross floor area greater than 250m2, where used for the display and sale of household goods. The term specifically excludes a supermarket and discount department store;

(ii) Hardware Store (with a gross floor area greater than 250m2);

(iii) Healthcare Centre (where limited to a pharmacy or fitness centre with a gross floor area greater than 250m2);

(iv) Catering Shop;

(v) Ancillary retail use comprising a shop and catering shop to a total maximum of 1,800m2 GFA, (that does not include a drive through facility), to adequately service customers and employees of the predominant use. Any supermarket within the ancillary retail use is limited to a maximum GFA of 300m2.

2. Plan of Development

The approved *Homemaker Centre* development must be completed and maintained generally in accordance with the Plan of Development (identified in the Table below) and supporting documentation which forms part of this application, except as otherwise specified by any condition of this approval.

Job Number	**Drawing Number**	**Issue**	**Prepared by**	**Date**
707032	SK01	S	The Buchan Group	No date
707032	SK002	E	The Buchan Group	23 Mar 07
707032	SK003	D	The Buchan Group	23 Mar 07
707032	SK004	E	The Buchan Group	23 Mar 07
707032	SK005	A	The Buchan Group	23 Mar 07
707032	SK006	B	The Buchan Group	23 Mar 07
707032	SK010	A	The Buchan Group	23 Mar 07
707032	SK011	A	The Buchan Group	23 Mar 07
707032	SK012	B	The Buchan Group	May 07
707032	SK013	B	The Buchan Group	May 07
707032	SK014	B	The Buchan Group	Oct 07
707032	SK015	B	The Buchan Group	Oct 07
707032	SK016	B	The Buchan Group	Oct 07
707032	SK017	B	The Buchan Group	Oct 07
707032	SK018	B	The Buchan Group	Oct 07
707032	SK022	B	The Buchan Group	Oct 07
72150	SD-L1.01	Rev 6	VIVO	29 May 08
72150	SD-L1.02	Rev 6	VIVO	29 May 08

3. Amended Plans Required

Amended plans are to be submitted to Council for approval prior to the lodgement of the first operational works application, which make provision for:

(i) Creation of a core pedestrian-focused area that provides shade and shelter within an open, high amenity environment. The area is to be created in the vicinity of Buildings D and E or the Ancillary Retail area

and shall be effectively protected from the intrusive effects of noise emanating from Mackay-Bucasia Road traffic.

(ii) Provision of pedestrian footpaths and weather protective awnings to all buildings along their internal frontage to the parking area.

(iii) Provision of shaded priority pedestrian connectivity walkways linking the building frontage footpaths.

(iv) Relocation of the taxi rank and bus stop facilities to locations in proximity and integrated with the central pedestrian core. Primary considerations for appropriate locations are safety, opportunities for casual surveillance and shopper convenience.

(v) Revision of the carparking layout and circulation routes including buses to accommodate access changes conditioned by the Department of Main Roads. The circulation routes shall have a legible hierarchy of priority with minimised parking access directly from higher functioning routes in accordance with the relevant Australian Standards.

(vi) A swept path analysis of all vehicle service routes and bus circulation routes demonstrating that adequate clearance can be obtained form all building and features.

(vii) Preserving future options for road access connectivity to the west from the central access corridor between Buildings B and C.

(viii) Relocation of waste disposal and storage facilities from the north-western corner of Building B to accommodate western connectivity.

(ix) The development shall maintain a minimum 10m wide landscaped screening buffer along the southern and eastern boundaries of the site.

(x) The landscaping treatment within the southern and eastern buffer shall comply with the Landscape Character Overlay Code: Image Corridor Specific Outcome P2.

(xi) The applicant shall prepare a water conservation management plan that specifies how the development will implement best practice water conservation. Options to be assessed and implemented include water consumption minimisation, water sensitive landscaping and stormwater storage and reuse in non-potable services (both internal and external uses).

(xii) Provision of landscaping and/or architectural treatments to improve the western face of Buildings A, B and C to soften and improve the appearance of the western elevation.

(xiii) Provision of fencing along the western and northern boundary to restrict vehicle and pedestrian movement between the site and the adjoining property.

4. Compliance with Conditions

All conditions must be complied with prior to the occupancy of the building for the approved use for the relevant stage, unless specified in an individual condition.

5. Compliance with Council Standards

All design and construction for the development must be in accordance with Council's Policies, Engineering Design Guidelines, Standard drawings and standard specifications.

6. Maintenance of Development

Maintain the approved development (including landscaping, car parking, driveways and other external spaces) in accordance with the approved drawing(s) and/or documents, and any relevant Council engineering or other approval required by the conditions.

7. Conflict between plans and written conditions

Where a discrepancy or conflict exists between the written condition(s) of the approval and the approved plans, the requirements of the written condition(s) will prevail.

8. Notice of Intention to Commence the Use

Prior to the commencement of the use on the site, written notice must be given to Council that the use (development and / or works) fully complies with the decision notice issued in respect of the use (please see attached notice for your completion).

9. Staged Development

The development is approved to be undertaken in the following Stages:

Stage 1: Buildings A and B and associated infrastructure necessary to effectively service the development in accordance with this approval and the levels of service nominated within the Mackay City Planning Scheme.

Stage 2: Building C and Ancillary Retail Building and associated infrastructure necessary to effectively service the development in accordance with this approval and the levels of service nominated within the Mackay City Planning Scheme.

Stage 3: Buildings D and E and associated infrastructure necessary to effectively service the development in accordance with this approval and the levels of service nominated within the Mackay City Planning Scheme.

10. Relevant Period

This approval will lapse at the expiry of the first of the following:

Stage 1: 2 years from the date of approval if construction of buildings has not progressed to the completion of the foundations and ground slab; then
3 years from the date of approval if the Certificate of Classification for the buildings has not been obtained and the Material Change of Use has not commenced.

Stage 2: 4 years from the date of approval if the Certificate of Classification for the buildings has not been obtained and the Material Change of Use has not commenced.

Stage 3: 4 years from the date of approval if the Certificate of Classification for the buildings has not been obtained and the Material Change of Use has not commenced.

11. Water and Sewerage Headworks

Headworks contributions for Water Supply and Sewerage Services must be paid in accordance with Council's Policy on Developer Contributions for Water Supply and Sewerage Services. Headworks will be applied based on the following:

i) Home Maker Centre and Hardware Store, 15 ET per hectare of site not covered by other defined uses;
ii) Shop, Healthcare Centre, 1 ET per 200m² GFA;
ii) Catering Shop, 1 ET per 100m²GFA.

12. Parkland Contribution

A parkland contribution must be paid in accordance with the Council's Policy on Developer Contributions for Parkland. The parkland contribution will be applied based on 25.2 EP per hectare of site area or 275 EP's.

13. Transport Network Contributions

A transport network contribution must be paid in accordance with Councils Policy on Transport Network Contributions. The transport network contribution will be applied based on a 40 vehicle movements per day (vpd's) per 100m² GFA

14. Contributions Payment Timing

All contributions and charges must be paid prior to the date of issue of the Development Permit for Building Works for the relevant stage, at the rate applicable at the time of payment.

15. Damage

Any damage which is caused to Council's infrastructure as a result of the proposed development must be repaired immediately.

16. Street Works

External

i) Holts Road between the Mackay – Bucasia Road roundabout and the site access must be reconstructed to Traffic Distributor – Sealed Shoulders (Rural) standard in accordance with Council's Standard Drawing A3-3604. In addition street lighting must be provided in accordance with Council's Engineering Design Guidelines.
ii) The intersection of Holts Road and the internal access must be designed and constructed to accommodate the ultimate development of the site, at Stage 1. Prior to submitting the operational works application, the traffic study must be revised to reflect the approved

access arrangements and any changes to the traffic distribution caused by the opening of the new Hospital Bridge.

iii) If the revised traffic study, as approved by Council, indicates that Council's proposed design for the Holts Road / Pioneer Street intersection needs to be modified, the costs of those additional works must be borne by the developer.

17. Stormwater

All stormwater for the approved development must be controlled, with the provision being made for the following:

i) External catchments
ii) Internal drainage
iii) Downstream drainage to the lawful and practical point of discharge which has been nominated as the downstream side of the Golflinks Road floodway.
iv) Drainage easements and reserves are to be in accordance with Council's Engineering Design Guidelines to the lawful and practical point of discharge.

18. Ponding and Diversion of Stormwater

The applicant shall ensure that no ponding of stormwater resulting from the development occurs on adjacent sites and that no stormwater formerly flowing onto the site is diverted onto other sites.

19. Site Based Stormwater Management Plan

Council's Stormwater Quality Risk Classification has classified this development as high risk as defined in Section 1.3 of Council's Engineering Design Guidelines – Soil and Water Quality Management – Planning Scheme Policy No. 15.07. The preliminary site based stormwater management plan (SBSMP) must be revised and prepared in accordance with the above policy. It must be submitted to Council for approval prior to the lodgement of the operational works application for stage one. The SBSMP must address flood events greater than the major storm (1 in 100 year), including the February 2008 event, in accordance with Section 7.03.2 of the Queensland Urban Drainage Manual (2007).

20. On-Site Detention

The developer must provide on-site stormwater detention so that when the site is fully developed the peak discharge will not exceed the existing situation. The detention system must comply for a range of flood events between 1 in 1 year and 1 in 100 year ARIs and the design must be undertaken in accordance with Section 5.04.3 of the Queensland Urban Drainage Manual (2007). A detailed design of this system is to be submitted as part of an Operational Works application for stage one.

21. Connection to Sewerage

i) The development must be serviced by a private sewerage system comprising an internal drainage system, sewage pump station and a rising main connecting to Council's pump station in Holts Road.
ii) The developer must obtain all necessary approvals to construct the rising main under Mackay – Bucasia Road and any easements adjacent to Holts Road.
iii) Any upgrading works required at Council's pump station are to be undertaken by Council at the developer's cost.

22. Connection to Water

i) The proposed development must be connected to the 375mm dia. trunk water main which terminates on the western side of Mackay – Bucasia Road south of Holts Road in accordance with Council's Engineering Design Guidelines.
ii) Pumping direct from Council water mains for potable or fire fighting supply is not permitted and break tanks must be installed in accordance with Council and Fire Authority requirements.

23. Live Connections

Council is to carry out all water connection and live sewer work at the developer's expense.

24. Floor Level

The minimum habitable floor level shall be 5.92m AHD or a higher level if determined by the revised SBSMP.

25. Electricity and Telecommunications

The approved development must be provided with electricity and telecommunications infrastructure.

26. Acid Sulphate Soils

The proposed works and development trigger the application and implementation of SSP 2/02 Planning and Managing Development in acid Sulphate Soils. A site Based Acid Sulphate Soil Management Plan must be prepared by a suitably qualified professional and submitted to Council for approval at the time of the Operational Works application.

27. Protection of Landscape areas from Carparking

The landscaping areas adjoining the carparking area must be protected from vehicles by a 150mm high vertical concrete kerb or similar obstruction.

28. Speed Control in Carparking Area

The driveway serving the carparking area located within the site, must feature a physical means of speed control at the exit point near the front alignment.

29. Carparking for Disabled Persons

A minium of 15 car spaces must be provided for the exclusive use of disabled persons. The car spaces must be provided as close as practicable to a suitable entrance of the building and must be clearly marked with a sign to indicate the at the spaces must be utilised by disabled persons. The minimum dimensions of the car spaces must be 3.2 metres wide by 4.9metres long.

30. Amenity – Climate Protection

The carparking area must include at least one (1) shade tree per six (6) carparks in order to achieve effective shade for climate protection. The revised carpark layout must be submitted to Council with the Operational Works application. This must not result in a reduction of the minimum carparking required by this development, being 1034 carparking spaces.

31. Minimum Car Parking Spaces

The car parking area must be constructed, sealed, linemarked and drained for a minimum of 1034 car parking spaces in accordance with the approved plan and maintained thereafter. The car parking classification is Class 1 for internal parking and is to be designed in accordance with Australian Standard AS/NZS2890.1 – 2004. All car parking spaces and aisle widths shall be accessible by B99 design vehicles.

32. Lighting of Car Park Areas

Install and maintain a suitable system of lighting to illuminate car parking and other outdoors areas during operating hours. The car park lighting system and any other outdoor lighting, must comply with Australian Standard AS4282 - 1997 – Control of the Obtrusive Effects of Outdoor lighting.

33. Pedestrian and Cycle Access

Prior to the lodgement of the operational works application a 'Cycle and Pedestrian Analysis' of the site is required to detail the safe, efficient and convenient movement onto and through the site. As a minimum the central pedestrian spine linking building B to building D/E and the pedestrian link between buildings B and C is to include a covered area for weather and sun protection.

The approved Cycle and Pedestrian Analysis must be constructed at the time of the construction of the associated buildings, access and carpark for the relevant stage.

34. Landscape Plan Required

A detailed site, image corridor and verge landscaping plan must be prepared by a qualified Landscape Designer and must be submitted with Operational Works application. The plan must show for all areas identified on the approved plan of development the following:

- Landscape specification of sufficient detail so that landscape works are to be carried out;
- Plant schedule detailing number of plants, species, pot size and height at planting;
- Details of soil and mulch types, including depths, areas or turf, garden edges and paving finishes;
- The details of the irrigation system.

Any proposed landscaped works within Council's Road Reserve must comply with Planning Scheme Policy No.11 – Landscaping.

35. Completion of Landscaping

All of the landscaping works shown on the approved plan must be completed before the development is occupied.

36. No Nuisance to adjoining properties

All service equipment, lighting and air-conditioning units shall be located so as not to cause a nuisance to neighbouring properties.

37. Waste Collection

The developer is required to enter into an agreement with a Council certified waste collection contractor. This agreement must include the method for collecting both waste and recycling bins.

38. Waste Storage Area

The waste storage areas must be provided in the location shown on the approved plan, must contain an impervious surface and aesthetically screened so as not to be visible from Mackay – Bucasia Road or Holts Road.

39. No Nuisance to adjoining properties

All service equipment, lighting and air-conditioning units shall be located so as not to cause a nuisance to neighbouring properties.

40. Outdoor Storage

The storage of any products, equipment or material shall not be permitted in a location that is external to any building.

B. THAT the applicant be provided with the following Assessment Managers Advice:

1. Hours of Work

It is the applicant/owner's responsibility to ensure compliance with Section 6W of the Environmental Protection Regulation 1998, which prohibits any construction, building and earthworks activities likely to cause nuisance noise (including the entry and departure of heavy vehicles) between the hours of 6:30pm and 6:30am from Monday to Saturday and at all times on Sundays or Public Holidays.

2. Dust Control

It is the applicant/owner's responsibility to ensure compliance with Part 2A – Environmental Nuisance of the Environmental Protection Regulation 1998 which prohibits unlawful environmental nuisance caused by dust, ash, fumes, light, odour or smoke beyond the boundaries of the property during all stages of the development including earthworks and construction.

3. Sedimentation Control

It is the applicant/owner's responsibility to ensure compliance with Section 32 of the Environmental Protection (Water) Policy 1997 to prevent soil erosion and contamination of the stormwater drainage system and waterways.

4. General Safety of Public During Construction

It is the principal contractor's responsibility to ensure compliance with Section 31 of the Workplace Health and Safety Act 1995. Section 31(1)(c) states that the principal contractor is obliged on a construction workplace to ensure that work activities at the workplace are safe and without risk of injury or illness to members of the public at or near the workplace.

It is the responsibility of the person in control of the workplace to ensure compliance with Section 30 of the Workplace Health and Safety Act 1995. Section 31(1)(c) states that the person in control of the workplace is obliged to ensure there is appropriate, safe access to and from the workplace for persons other than the person's workers.

5. Noise During Construction and Noise in General

It is the applicant/owner's responsibility to ensure compliance with Section 6S General Emission Criteria and Section 6T Noise Emission Criteria of the Environmental Protection Regulation 1998.

6. Contaminated Land

It is strictly the applicant/owner's responsibility to source information regarding contaminated land from the Environmental Protection Agency, Contaminated Land Section as Council has not conducted detailed studies and does not hold detailed information pertaining to contaminated land.

THAT the matter be deferred to the next Ordinary Meeting.

Moved Cr May **Seconded Cr Perkins**

THAT Standing Orders be suspended to facilitate discussion of the Procedural Motion.

Moved Cr Christensen

CARRIED

THAT Standing Orders be resumed.

Moved Cr Casey

CARRIED

THAT the matter be deferred to the next Ordinary Meeting.

Moved Cr May **Seconded Cr Perkins**

LOST

THAT Council refuses the application for a Material Change of Use Development Permit – Homemaker Centre by Landel Pty Ltd on land on the corner of Holts Road and Mackay – Bucasia Road, Richmond and described as Lot 1 SP 141690, Lot 2 RP897382, Lot 4 SP118647, Lot 1 SP118747, Lot 3 SP111688, and Lot 2 SP138968, on the following grounds:-

1. The proposal conflicts with the Desired Environmental Outcomes of Mackay City Planning Scheme.
2. The proposal is inconsistent and undermines the integrity of Mackay City Planning Scheme Retail and Commercial Code with respect to the Network of Centres.
3. The proposal conflicts with the Good Quality Agricultural Land Overlay Code: Overall Outcomes and Specific Outcomes.

4. The applicant has failed to identify valid planning grounds in support of the proposal.
5. The applicant has not demonstrated that there is an overriding need for this development.

Moved Cr Comerford **Seconded Cr May**

THAT this matter be deferred to later in the meeting.

Moved Cr May

CARRIED

9. CONSIDERATION OF COMMITTEE REPORTS:

Nil.

10. RECEIPT OF PETITIONS:

Nil.

11. TENDERS:

11.1 MRC 2009-036 ALL ABILITIES PLAYGROUND - ILUKA PARK

File No MRC 2009-036 ILUKA PARK
Author MANAGER CONSTRUCTION – IAN WRIGHT

Purpose

To present to Council for approval of tenders submitted for the MRC 2009-036 All Abilities Playground – Iluka Park.

Background/Discussion

Iluka Park has existed for many years and needs a major upgrade to an All Abilities Playground. Iluka Park was chosen for a number of reasons, it was seen that Mackay Regional Council has committed a great deal of funds to the northern side of Mackay (with the installation of Northview and Blacks Beach playgrounds) and it was seen that Mackay's CBD and East Mackay was lacking in playground facilities.

Iluka Park's location also tied in strategically with the Blue Water Trail and linked with Sandfly Creek nicely. With the upsurge in apartment living in the CBD it was also seen that

these dwellings lacked public open space and playground facilities. Mackay Regional Council was also trying to get the local community out along Mackay's beautiful beaches.

Tenders were invited on the 25 April 2009, via the Council's website and advertised locally in the Daily Mercury, requesting submissions from companies suitably experienced and resourced for all ability playgrounds.

The following submissions were received by 2.30pm 19 May 2009.

1. JMac Constructions
2. Epoca Constructions
3. Dig It Landscaping
4. Coolscapes Pty Ltd
5. Scape Shade Landscaping Pty Ltd

The Evaluation Panel conducted an initial compliance check on 4 June 2009 to identify submissions that were non-conforming with the immediate requirements of the Request for Tender. This included compliance with contractual requirements and provision of the requested information.

All submissions were progressed through to the qualitative criteria assessment on the basis that the terms and conditions and mandatory requirements of the Request for Tender had been met.

During the evaluation the tenderers were assessed against the nominated qualitative criteria.

The weighting attributed to each qualitative criteria was:

- Relevant experience in performing works of similar nature 25%
- Key personnel skills and experience 25%
- Tenderers' resources available to complete the works 25%
- Demonstrated understanding or methodology proposed 25%

At the completion of the qualitative assessment the panel assessed all five conforming tenders on their tendered lump sum fixed price listed below.

JMac Constructions	$381,269.07
Epoca Constructions	$663,454.00
Dig It Landscaping	$388,926.33
Coolscape Pty Ltd	$317,935.32
Scape Shapes Landscaping	$426,532.15

It was established by the panel that Coolscapes Pty Ltd would be assessed in detail based upon their combined qualitative assessment and tendered price.

The Evaluation Panel reconvened on 12 June 2009 to conduct reference checks and to discuss the resourcing capabilities of Coolscape to complete the assessment.

At the completion of the assessment it was established by the panel that Coolscape Pty Ltd received the highest score based upon the combined qualitative criteria and price,

demonstrated capacity and experience to complete the works, along with favourable reference checks and financial analysis report.

Consultation and Communication

The evaluation of the tenders was conducted by:

- Contracts Officer
- Consulting Engineer
- Building Services Coordinator
- Landscape Architect (Advisory Role)

Resource Implications

Expenditure to Date:	
Engineering Design	$ 39,323.00
Construction Cost:	
Construction Contract	$317,935.32
Supervision	$ 8,000.00
Contingency	$ 35,000.00
Total	$400,258.32

This project will be fully funded from the 2008/09 Parks & Environment Capital Budget.

Conclusion

That awarding the contract to Coolscapes Pty Ltd represents the most advantageous outcome to Mackay Regional Council based on the ability to perform the works requested and demonstrated value for money to Mackay Regional Council.

Director's Recommendation

THAT the fixed price tender submitted by Coolscapes Pty Ltd be accepted for the provision of MRC 2009-036 All Abilities Playground – Iluka Park

Council Resolution

THAT the Director's Recommendation be adopted.

AND FURTHER THAT Council acknowledges the State Government funding for this project in the amount of $283,150.

Moved Cr May **Seconded Cr Casey**

CARRIED

12. CONSIDERATION OF NOTIFIED MOTIONS

Nil.

13. LATE BUSINESS:

13.1 LEAVE OF ABSENCE - CR CHRISTENSEN

THAT Cr Christensen be granted leave of absence for the meeting on 15 July 2009.

Moved Cr Comerford **Seconded Cr Camilleri**

CARRIED

13.2 LEAVE OF ABSENCE - CR CAMILLERI

THAT Cr Camilleri be granted leave of absence for the meeting on 8 July 2009.

Moved Cr Perkins **Seconded Cr Hatfield**

CARRIED

14. PUBLIC PARTICIPATION:

Nil

15. CONFIDENTIAL REPORTS:

15.1 SALE OF LAND - SECTIONS OF LOT 103 ON SP115933 (SHINN/HAMILTON STREETS) - MRC2009-025 (CONFIDENTIAL REPORT REGISTER FOLIO 45)

Council Resolution

THAT Council resolve to accept the revised submissions of:-

- McCarthy Panel Works - $116,505 (plus GST) for 1,000 m^2
- Keneco Property Pty Ltd - $183,495 (plus GST) for 1,575 m^2

For MRC2009-025 – Sale of Sections of Lot 103 on SP115933

FURTHER THAT Council agree to enter into a sale contract for the identified land areas conditional upon:-

a) a Reconfiguration of Lot being applied for by McCarthy Panel Works and Keneco Property Pty Ltd, and subsequently approved; and
b) a drainage easement in favour of Council sufficient to service drainage needs for the properties being provided at time of registration of the associated survey plan.

ALSO THAT the sale proceeds be deposited into the Capital Improvements Reserve.

Moved Cr Perkins **Seconded Cr Comerford**

CARRIED

15.2 AUDIT COMMITTEE MINUTES - 12 MARCH 2009 (CONFIDENTIAL REPORT REGISTER FOLIO 46)

Council Resolution

THAT the Minutes be received.

Moved Cr Perkins **Seconded Cr Comerford**

CARRIED

11:08am – The meeting was adjourned.

11:20am – The meeting was reconvened.

THAT Item 8.11 be now considered.

Moved Cr May

CARRIED

ITEM 8.11 - MATERIAL CHANGE OF USE - HOMEMAKER CENTRE - LANDEL PTY LTD - HOLTS ROAD & MACKAY-BUCASIA ROAD, RICHMOND

THAT Council refuses the application for a Material Change of Use Development Permit – Homemaker Centre by Landel Pty Ltd on land on the corner of Holts Road and Mackay – Bucasia Road, Richmond and described as Lot 1 SP 141690, Lot 2 RP897382, Lot 4 SP118647, Lot 1 SP118747, Lot 3 SP111688, and Lot 2 SP138968, on the following grounds:-

1. The proposal conflicts with the Desired Environmental Outcomes of Mackay City Planning Scheme.
2. The proposal is inconsistent and undermines the integrity of Mackay City Planning Scheme Retail and Commercial Code with respect to the Network of Centres.
3. The proposal conflicts with the Good Quality Agricultural Land Overlay Code: Overall Outcomes and Specific Outcomes.
4. The applicant has failed to identify valid planning grounds in support of the proposal.
5. The applicant has not demonstrated that there is an overriding need for this development.

Moved Cr Comerford **Seconded Cr May**

LOST

THAT the Director's Recommendation be adopted with the exception of condition 1 which is to be replaced as follows:-

1. Material Change of Use – Permitted Use

This material change of use for a "Homemaker Centre", defined as follows is approved, **subject to** the restrictions on each component of the use contained provided for in Condition **1A** of this approval:

"Homemaker Centre" means any premises, comprising one or more buildings or tenancies within a building established in a co-ordinated manner, used predominately for a retail showroom or retail showrooms, with a total gross floor area of at least 2500m^2 together with any one or more of the following:

i) Shop (with a gross floor area greater than 250m², where used for the display and sale of household goods, not predominantly food or groceries).
ii) Hardware Store (with a gross floor area greater than 250m²);
iii) Healthcare Centre (where limited to a pharmacy or fitness centre with a gross floor area greater than 250m²);
iv) Catering Shop;

The term includes ancillary Shop uses to a maximum of 1800 m^2 GFA to adequately service customers and employees of the predominant use".

1A. The approved **primary** use of Homemaker Centre is subject to:

(a) all retail showroom tenancies must have a GFA greater than 250m2.

(b) a maximum limit of 15% of the overall GFA, being used for Shop tenancies which must:

i) be disbursed throughout the development;

ii) be between 250m² and 600m² GFA;
iii) be used for the display and sale of household, recreational and motoring goods; and
iv) not display or sell food or groceries, except for (f) below:

(c) catering shop uses being restricted to four (4) tenancies only which must:

i) be disbursed throughout the development;
ii) be maximum GFA of 250m² each;
iii) have no more than one tenancy that incorporates a drive through facility;
iv) not open more than one (1) hour before or remain open more than one (1) hour after the trading hours of the majority of the retail showroom tenants in the centre, unless otherwise varied by Council; and
v) not include a Tavern.

(d) hardware store being restricted to:

i) the display for retail sale of domestic hardware; and
ii) not include a trade component, large building construction materials, **outdoor** garden centre, raw materials, solid fuels, stock feed or veterinary supplies.

(e) healthcare centre where limited to a fitness centre with a gross floor area greater than 250m².

(f) **Ancillary** Shop uses under 250m², to support the employees and customers of the primary use, are limited to 1,000 m² in total GFA and:

i) may only include one convenience store, selling food/grocery items with a maximum GFA of 300m^2 ;and
ii) must be disbursed thought the development; and
iii) not open more than one (1) hour before or remain open more than one (1) hour after the trading hours of the majority of the retail showroom tenants in the centre, unless otherwise varied by Council.

Moved Cr Camilleri **Seconded Cr Steindl**

CARRIED

Crs Comerford and May recorded their votes against the Motion.

16. MEETING CLOSURE

The meeting closed at 12:12pm.

17. FOR INFORMATION ONLY

17.1 DEVELOPMENT APPLICATION INFORMATION - 14.06.09 TO 20.06.09

For Council Information Only – No Decision Required.

Development Applications Received

App No	Location	Applicant	Description
DA-2009-244	961 Homebush Road, Homebush	Harts Transport	Rural Industry
DA-2009-247	18 Ware Avenue, Sarina	Garage World	Oversized Shed
DA-2009-246	117 Rasmussen Avenue, Hay Point	Cadcon Surveying & Town Planning	Dual Occupancy
DA-2009-248	344 Bedford Road, Andergrove	Garage World	Oversized Shed
DA-2006-133	35 Commercial Avenue, Paget	Denbass Pty Ltd	Amendment to Conditions of Approval - Material Change of Use - General Industry - Two additional industrial buildings
DA-2009-249	42 Valley Street, North Mackay	GHD Pty Ltd	Material Change of Use (Urban Residential Use) and Reconfiguring 1 Lot to create 12 Residential Lots
DA-2009-250	29 Marlborough Street, Ooralea	Paul McKenzie	Oversized Shed
DA-2009-0	6 Irving Street, South Mackay	Alicia Casey	Home Based Business - Music School
DA-2009-241	6 Irving Street, South Mackay	Patricia Casey	Home Based Business
DA-2009-242	1221 Marlborough-Sarina Road, Sarina	Jane M Stanley	1 Lot into 2 Rural Lots
DA-2009-232	30 German Road, Sarina	Alan T Goodall	Boundary Realignment

App No	Location	Applicant	Description
OW-2009-49	8 Sichter Street, Sarina	Paragon Consulting Engineers Pty Ltd	Operational Works - 2 Lot Subdivision
OW-2009-46	14 Willetts Road, North Mackay	Ronald Vella	Operational Works - Subdivision into 2 Residential lots
OW-2009-51	108 Shoal Point Road, Bucasia	Paragon Consulting Engineers Pty Ltd	Operational Works - 2 lots - Works including Roadworks, Earthworks and Drainage
DA-2009-33	371 Connors Road, Bakers Creek	Johnny Farming Company Pty Ltd	General Industry
OW-2009-50	298 Slade Point Road, Slade Point	STP Consultants Pty Ltd	Operational Works- 2 Lot Residential Subdivision
DA-2009-240	3 Spinks Court, Eimeo	Seeney Dux	Reconfiguration of a Lot - 1 lot into 2 Urban Residential lots
DA-2009-243	7 Tam Court, Marian	Dustin J Boody	Oversized Shed
DA-2009-227	L 1 M McClures Road, Benholme	Dawson Surveying	Boundary Realignment of 2 Lots

Development Applications Finalised

App_No	Location	Applicant	Description
Approved Subject to Conditions			
DA-2008-720	56 Davey Street Glenella	Development Planning & Approvals	Oversized Shed of 240 m2 and 6.0m in height submitted but only approved in part with an area of 140 m2 and height of 4.5m
DA-2008-751	13 Greetham Street Sarina	Brent J Cran	One into Two Rural Residential Reconfiguration of a Lot (Sarina)
DA-2009-228	22 Mackenzie Street West Mackay	Paul M Portelli	Oversized Shed - Structure exceeding 9 metres in length AND Side Setback Variation.

App_No	Location	Applicant	Description
DA-2009-230	14 Hinton Street Mackay	Christopher R Ward	Dwelling House in Flood and Inundation Overlay
DA-2009-53	L 2 Markeys Road Kinchant Dam	Victor C Deguara and Thomas Deguara	Reconfiguration of a Lot - 4 Lots into 5 Lots (3 Rural Lots and 2 Rural Residential Lots)
DA-2009-64	39-51 Crichtons Road Paget	Whitsunday Design & Drafting Pty Ltd	General Industry Building
OW-2009-35	68 Admiral Drive Dolphin Heads	Larelle M Cox and Geoffrey T Cox	Operational Works - 2 lot Residential Subdivision
Negotiated Decision			
DA-2008-218	14/26 Park Street Mackay	Pointglen Developments Pty Ltd	Combined Application for Material Change of Use - (Preliminary Approval) Commercial Premises, Motel, Multiple Dwelling Units and Shop's - Material Change of Use - (Development Permit) Commercial Premises AND a Reconfiguration of 1 lot to create 2 Commercial
Application Lapsed			
DA-2008-160	10 Turner Street Mackay	Rosa D Masserano	Material Change of Use - Self Storage Units (under Superseded Planning Scheme)

Confirmed on Wednesday 8 July 2009.

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MAYOR

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
REGULATORY SERVICES				
STRATEGIC PLANNING SERVICES				
Development Manuals				
Planning Scheme				
Planning Scheme, Codes, Policies and Zoning Maps - CD Format Only	$42.00	$45.00		$45.00
Superseded Transitional Scheme				
Planning Scheme, Planning Policies, Zoning Maps and Strategic Plan - CD Format Only	$42.00	$45.00		$45.00
Developer Contributions - Mackay City Planning Scheme				
Transport Network - $ per vehicle per day (VPD)	Refer to Planning Scheme Policy 16.01 - Transport Network Contributions Policy			Refer to Planning Scheme Policy 16.01 - Transport Network Contributions Policy
Parks and Community Lands - $ per equivalent person (EP)	Refer to Planning Scheme Policy 16.02 - Public Parks and Community Land Developer Contributions			Refer to Planning Scheme Policy 16.02 - Public Parks and Community Land Developer Contributions
Water Supply - $ per equivalent tenement (ET) Sewerage (Mackay City) - $ per equivalent tenement (ET)	Refer to Planning Scheme Policy 16.03 - Water Supply and Sewerage Infrastructure Contribution Policy			Refer to Planning Scheme Policy 16.03 - Water and Sewerage Contributions Policy
Stormwater - $ per impervious hectare (imp.ha)	Refer to Planning Scheme Policy 16.04 - Stormwater Trunk Infrastructure Contributions Policy			Refer to Planning Scheme Policy 16.04 - Stormwater Trunk Infrastructure Contributions Policy
Developer Contributions - Sarina Shire Planning Scheme				
External Roadworks - $ per additional tenement [ET]	Planning Scheme Policy 12			
2.1 Armstrong Beach and Freshwater Point localities	$1,830.00	$2,196.00	$0.00	$2,196.00
2.3 Mountneys Road	$11,350.00	$13,618.00	$0.00	$13,618.00
2.5 Eversleigh Road	$3,135.00	$3,762.00	$0.00	$3,762.00
2.6 Middle Creek Road	$8,610.00	$10,331.00	$0.00	$10,331.00
2.9 Tara Creek Road	$8,145.00	$9,773.00	$0.00	$9,773.00
2.10 Louisa Creek Road	$1,400.00	$1,680.00	$0.00	$1,680.00
2.11 Cliftonville Road	$14,210.00	$17,050.00	$0.00	$17,050.00
2.12 Rileys Road	$14,675.00	$17,608.00	$0.00	$17,608.00
2.13 Landing Road	P.O.A.	P.O.A.	P.O.A.	P.O.A.
2.14 West, Jackson and Hill Streets	$655.00	$786.00	$0.00	$786.00
2.15 East Funnel Creek Road	$6,405.00	$7,685.00	$0.00	$7,685.00
2.16 Murrays/Cotters Road	$7,940.00	$9,527.00	$0.00	$9,527.00
2.17 Triggers Lane	P.O.A.	P.O.A.	P.O.A.	P.O.A.
2.18 Bellas Road	$14,550.00	$17,458.00	$0.00	$17,458.00
2.19 Muller Road	$13,600.00	$16,318.00	$0.00	$16,318.00
2.20 Campbells Road	$10,625.00	$12,749.00	$0.00	$12,749.00
2.21 Thompsons Road	$5,685.00	$6,821.00	$0.00	$6,821.00
2.22 Coutheys Gap Road	$14,065.00	$16,876.00	$0.00	$16,876.00
2.23 Greetham Street	$8,450.00	$10,139.00	$0.00	$10,139.00
2.24 Bally Keel Road	$7,320.00	$8,783.00	$0.00	$8,783.00
2.25 Ventons Road	$7,225.00	$8,669.00	$0.00	$8,669.00
2.26 Grasstree/Zelma areas	$2,905.00	$3,486.00	$0.00	$3,486.00
2.26 Grasstree Road	$2,490.00	$2,988.00	$0.00	$2,988.00
2.26 Ironsides Road	$2,380.00	$2,856.00	$0.00	$2,856.00
2.26 Sarina Beach area	$885.00	$1,062.00	$0.00	$1,062.00
2.26 Campwin Beach area	$1,495.00	$1,794.00	$0.00	$1,794.00
2.27 H Atherton Road	$5,905.00	$7,085.00	$0.00	$7,085.00
2.28 Smart Road	$3,255.00	$3,906.00	$0.00	$3,906.00
2.29 Salonika Beach area streets	$2,520.00	$3,024.00	$0.00	$3,024.00
2.29 Half Tide area streets	$805.00	$966.00	$0.00	$966.00
2.30 Rocky Dam Road	$13,915.00	$16,696.00	$0.00	$16,696.00
Parkland - $ per equivalent tenament [ET]	Planning Scheme Policy 3			
All Residential, Commercial and Industrial Purposes	$1,195.00	$1,295.00	$0.00	$1,295.00
Water Supply - $ per equivalent tenament [ET]	Planning Scheme Policy 10	Effective to 31/07/2009. Then refer to the Planning Scheme Policy		Effective to 31/07/2009. Then refer to the Planning Scheme Policy
Sarina Township	$4,462.00	$4,462.00	$0.00	$4,462.00
Armstrong Beach and Freshwater Point Localities	$5,106.00	$5,106.00	$0.00	$5,106.00
Sarina Beaches - Louisa Creek, Half Tide, Salonika Beach, Grasstree Beach, Campwin Beach, Sarina Beach, Perpetua Point and environs, including Timberlands	$6,955.00	$6,955.00	$0.00	$6,955.00
Koumala	$1,635.00	$1,635.00	$0.00	$1,635.00

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Sewerage - $ per equivalent tenement [ET]	Planning Scheme Policy 10	Effective to 31/07/2009. Then refer to the Planning Scheme Policy		Effective to 31/07/2009. Then refer to the Planning Scheme Policy
Sarina Township	$5,338.00	$5,338.00	$0.00	$5,338.00
Developer Contributions - Mirani Shire Planning Scheme				
External Roadworks - $ per equivalent tenement [ET]	Planning Scheme Policy 2			
First 5 ET	$2,300.00	$2,760.00	$0.00	$2,760.00
Next 15 ET	$1,800.00	$2,160.00	$0.00	$2,160.00
Next 30 ET	$1,300.00	$1,560.00	$0.00	$1,560.00
Thereafter	$800.00	$960.00	$0.00	$960.00
Parkland - $ per equivalent tenement [ET]	Planning Scheme Policy 3			
First 50 ET	$1,250.00	$1,354.00	$0.00	$1,354.00
Thereafter	$650.00	$704.00	$0.00	$704.00
Water Supply - $ per equivalent tenement [ET]	Planning Scheme Policy 1	Effective to 31/07/2009. Then refer to the Planning Scheme Policy		Effective to 31/07/2009. Then refer to the Planning Scheme Policy
Mirani Township, Marian Township, Finch Hatton, Gargett/Pinnacle	$3,000.00	$3,000.00	$0.00	$3,000.00
Sewerage - $ per equivalent tenement [ET]	Planning Scheme Policy 1	Effective to 31/07/2009. Then refer to the Planning Scheme Policy		Effective to 31/07/2009. Then refer to the Planning Scheme Policy
Mirani Township, Marian Township	$2,500.00	$2,500.00	$0.00	$2,500.00
DEVELOPMENT SERVICES				
DEVELOPMENT ASSESSMENT - PLANNING				
COMPLIANCE AND GOVERNANCE - BUILDING FEES				
1. Where the fee is shown as POA (Price on Application) quotations will be provided upon request to the Manager Development Assessment - Planning, in writing and including forms and building plans (1 copy)				
2. Important Note: All fees are exclusive of the prescribed archive fee contained in the Regulatory Fees and Charges				
3. GST applies to all Building Fees				
4. No refund of fees will be made by Council in the event of the application lapsing or Council refusing the application				
5. A 100% surcharge applies to all retrospective development applications that is building works already commenced and/or completed				
6. The fee structure includes one inspection of all mandatory inspection stages as noted in the Development Permit. In the event additional inspections become necessary, the relevant additional/re-inspection fee will apply and must be paid prior to the service being provided.				
7. Offshore islands' inspection costs are additional to the standard fees and charges as detailed below. The required additional fee is to be negotiated with MDA-P at the time of lodgment of an application or request that requires one or more site visits. The additional fee will incorporate travel costs and additional staff time.				
9. Applications that are not well made will incur a further application fee of 50% of the quoted fee. Guidelines have been prepared in relation to this matter. A well made application will need to be a properly made application (IPA 3.2.1) and include the correct property and owner information, supporting documentation and correct number of copies.				
Building Fees - Class 1a				
New Dwellings	$1,003 to $1,901	P.O.A.	P.O.A.	P.O.A.
Alterations and/or additions to dwelling	$467 TO $1,901	P.O.A.	P.O.A.	P.O.A.
Building Fees - Class 1b, and 2 to 9				
Class 1b and 2 to 9	P.O.A.	P.O.A.	P.O.A.	P.O.A.
Alterations and/or additions - Class 1b and 2 to 9	P.O.A.	P.O.A.	P.O.A.	P.O.A.
Building Fees - Class 10				
Class 10 (including domestic sheds, garages, carports, shade sails, pergolas, retaining walls, masts, tanks, tank stands, swimming pool fences or the like)	$100 and $658	P.O.A.	P.O.A.	P.O.A.
General Demolition or Removal				
Class 1 to 10	$240 to 477	P.O.A.	P.O.A.	P.O.A.
Amended Plans Class 1 to 10				
Plan Amendment (Class 1 to 10)	P.O.A.	P.O.A.	P.O.A.	P.O.A.
Extension of Currency Period for "Building Work"				
Class 1 to 10 NB: Applications must be made within the currency period - six (6) month effect only	n/a	$618.18	$61.82	$680.00
Cancellation of a Development/Approval Application				
Miscellaneous Administrative Matters	$90.00	$190.91	$19.09	$210.00
Proposed Change of Building Application				
Proposed change of building classification	P.O.A.	P.O.A.	P.O.A.	P.O.A.
Pre-lodgement Advice and/or Councultancy Work				
General consulting/pre-lodgement advice/meetings/formal counter advice/appointments, including site visits etc (minimum consultation fee plus $210 per hour of officer time)	$34.00	$32.73	$3.27	$36.00
Additional/Re-Inspection				
Additional/Re-Inspection Fee	$205.00	$196.36	$19.64	$210.00
Final Certificate (Form 21) for Class 1 & 10 Approvals				
Issue of Final Certificate of Classification if not previously issued for building approvals post to 1 April 1998		P.O.A.	P.O.A.	P.O.A.

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
HEALTH AND REGULATORY SERVICES				
SALE OF DOGS RELEASE FEES				
Male (plus Rego)	$58.00	$54.55	$5.45	$60.00
Female (plus Rego)	$82.00	$81.82	$8.18	$90.00
Desexed dogs sold to new owners within Council area (plus Rego)	$40.00	$40.91	$4.09	$45.00
Sold to new owner within Council Area (Half cost of desexing plus desexed registration)				
Sold to new owner outside Council	$40.00	$40.91	$4.09	$45.00
Sustenance and care per day	$11.00	$10.91	$1.09	$12.00
Prosecution - settled out of Court	$423.00	$404.55	$40.45	$445.00
CATS RELEASE FEES				
Cats - Release fee to owner	$61.00	$59.09	$5.91	$65.00
Sold to new owner (desexed)	$55.00	$54.55	$5.45	$60.00
EQUIPMENT HIRE				
Ant Baiting Collar Hire (all includes) (per week)	$20.00	$22.73	$2.27	$25.00
Additional Hire of Ant Bait Collars (per week)	$20.00	$22.73	$2.27	$25.00
Refundable Deposit	$50.00	$54.55	$5.45	$60.00
Hire of DogsCat Traps (per week)	$16.00	$9.09	$0.91	$10.00
SERVICE PROVISION - FOOD DESTRUCTION				
Unsound Food Destruction Service Fee (excludes disposal)	$64.00	$61.82	$6.18	$68.00
Disposal of Unsound Food Fee	$61.00	$59.09	$5.91	$65.00
WATER SAMPLES				
Private Water Samples - Bacteriological	$189.00	$180.91	$18.09	$199.00
Private Water Samples - Chemical	$189.00	$180.91	$18.09	$199.00
SKIN PENETRATION - Annual Registration Fee				
Skin Penetration Registration	$236.00	$225.45	$22.55	$248.00
OVERGROWN ALLOTMENTS				
(Cost + 50%) with minimum charge	$266.00	$254.55	$25.45	$280.00
REGULATED PARKING				
Permit for extended use of Parking Bay (per day or part)	$16.00	$15.45	$1.55	$17.00
Permit for the use of Commercial Loading Zone - Private Vehicle Registration	$107.00	$103.73	$10.27	$113.00
Permit for the use of Commercial Loading Zone - Commercial Vehicle Registration	$32.00	$30.91	$3.09	$34.00
HEALTH SERVICES				
Environmental Health Property Search - physical inspection in relation to health matters only for Class 2 to 9 Buildings (per registered/licensed premises)	$179.00	$170.91	$17.09	$188.00
Health Search - Inspection (5 days) - single license activity on premises (Refund 50% if application withdrawn and/or no licenced activity on the premises	$179.00	$170.91	$17.09	$188.00
Health Search - Inspection (fast track, 2 days) - single license activity on premises (Refund 25% if application withdrawn and/or no licenced activity on the premises	$179.00	$261.82	$26.18	$288.00
Health Search - Inspection (5 days) - multiple license activity on premises (eg accommodation, food, pools (Refund 50% if application withdrawn and/or no licensed activity at the premises	$179.00	$261.82	$26.18	$288.00
Health Search - Inspection (fast track - 2 days) - multiple license activity on premises (eg accommodation, food, pools (Refund 25% if application withdrawn and/or no licensed activity at the premises	$179.00	$352.73	$35.27	$388.00
Health Requisition Enquiry (5 days) (Refund 25% if application withdrawn)	$40.00	$38.18	$3.82	$42.00
Health Requisition Enquiry (fast track 2 days) (Refund 25% if application withdrawn)	$50.00	$129.09	$12.91	$142.00
CORPORATE SERVICES				
WATER CERTIFICATES				
Special meter reading fee (Advice within 7 days) (including application fee of $25.00)	$57.00	$54.55	$5.45	$60.00
eFairway Certificate - Special meter reading fee (Advice within 2 working days) (including application fee of $25)	$57.00	$54.55	$5.45	$60.00
Special meter reading fee (Advice required within 48 hrs) (including application fee of $25.00)	Not offered in 08/09			
ADMINISTRATION				
COPYING CHARGES				
Photocopying Charges				
Black and White (per page)	$1.00	$1.00	$0.09	$1.09
Colour (per page)	$1.00	$1.00	$0.09	$1.09
Faxing of Documents - First Page	$1.00	$1.00	$0.09	$1.09
- Each Additional Page	$1.00	$1.00	$0.09	$1.09
INFORMATION SERVICES				

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MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
GEOGRAPHIC INFORMATION SYSTEM MAPS				
A4 size	$13.00	$11.82	$1.18	$13.00
A3 size	$20.00	$18.18	$1.82	$20.00
A0/A1 size	$38.00	$34.55	$3.45	$38.00
A4 Map Booklet	$21.00	$19.09	$1.91	$21.00
DIGITAL CADASTRAL DATA BASE				
Base Price (plus)	$84.00	$81.82	$8.18	$90.00
100 parcels or part thereof	$6.00	$6.36	$0.64	$7.00
(cost includes consumables and postage where applicable)				
EXTRACTION COSTS FOR DIGITAL DATA				
Standard rate of $38 per MB up to a maximum of $2,448 per data set. see examples below	$2,448.00	$2,337.27	$233.73	$2,571.00
- DCDB - 86MB	$2,448.00	$2,337.27	$233.73	$2,571.00
- Roads - 8MB	$288.00	$275.45	$27.55	$303.00
- Water features - 17 MB	$612.00	$584.55	$58.45	$643.00
- Suburb Boundaries - 0.5 MB	$18.00	$17.27	$1.73	$19.00
- Building Outlines - 12 MB	$432.00	$412.73	$41.27	$454.00
- Contours - 101 MB (Maximum - for full DCDB data set)	$2,448.00	$2,337.27	$233.73	$2,571.00
CORPORATE COMMUNICATIONS				
Mackay Revisited (soft cover)	$34.00	$30.91	$3.09	$34.00
Mackay Revisited (hardcover)	$47.00	$42.73	$4.27	$47.00
Where to Live Guide	$13.00	Nil	Nil	Nil
River City	$13.00	Nil	Nil	Nil
ARTSPACE MACKAY				
ROOM HIRE/STAFF FEES				
Seminar Room (Only during Business Hours - Sunday to Tuesday, 8.30am-5.00pm - Meetings, Workshops, Seminars etc (maximum 50 people)				
Hire Fee Per Day	$130.00	$124.55	$12.45	$137.00
Hire Fee Per Half Day	$67.00	$64.55	$6.45	$71.00
Foyer and Seminar Room (After Hours - 6.00pm-12.00am)				
Community and Professional/Commercial Organisations, Private Functions, includes one staff person per day (refer to fees for staff)	$388.00	$370.91	$37.09	$408.00
Exhibition Gallery, Foyer and Seminar Room (After Hours - 6.00pm-12.00am)				
Private Functions - per day (refer to fees for staff)	$744.00	$710.91	$71.09	$782.00
Exhibition Gallery (During Business Hours - Sunday to Tuesday, 8.30am-5.00pm, maximum 50 people - by negotiation only)				
Community and Professional/Commercial Organisations, Private Functions, not including cost of media advertising closure of building, per day (refer to fees for staff)	$2,588.00	$2,470.91	$247.09	$2,718.00
Artspace Staff				
One staff member to be present at all time during occupancy (cost included in hire fee). Functions catering for more than 100 guests will require an additional staff member/security guard per 100 guests (rate per hour for each additional staff member from 5.00pm-10.00pm)	$41.00	$40.00	$4.00	$44.00
Technical Staff				
Erection and removal of any banners/signs/decorations, lighting to be conducted by Artspace Mackay Technical staff (per hour)	$41.00	$40.00	$4.00	$44.00
Late Opening Fee				
10.00pm-12.00am (overtime rate, per hour, per staff member)	$80.00	$76.36	$7.64	$84.00
Bond				
Cost of cleaning will be deducted (minimum $75.00)	$644.00	$300.00	$0.00	$300.00
ORGANISED WORKSHOPS AND COURSES				
Professional Development (per seminar)				
Full Fee	$41.00	$40.00	$4.00	$44.00
Concession	$26.00	$25.45	$2.55	$28.00
Saturday Children's Art Club (Age 6-12 years)				
Tuition Fee Per Term (Term 2.5 hours x 6 weeks, 1 Term = 6 classes)	$115.00	$110.00	$11.00	$121.00
Adult Education Classes (Practical)				
Tuition Fee Per Term (Term 2.5 hours x 6 weeks, 1 Term = 6 classes) Full Fee	$161.00	$154.55	$15.45	$170.00
Concession * (per Term)	$143.00	$137.27	$13.73	$151.00
Adult Education Classes (Life Drawing) (Includes a Life Model each week)				
Tuition Fee Per Term (Term 2.5 hours x 6 weeks, 1 Term = 6 classes) Full Fee	$175.00	$167.27	$16.73	$184.00
Concession * (per Term)	$155.00	$148.18	$14.82	$163.00
Adult's Workshop				

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incL GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incL GST 2009/10
Full Fee (approximately 4.5 hours)	$42.00	$40.91	$4.09	$45.00
Concession * (approximately 4.5 hours)	$58.00	$55.45	$5.55	$61.00
Children's Workshop				
Full Fee (2 hours) - No concessions available	$20.00 per child (then $10.00 for any subsequent children from the same family)	$20.00 per child (then $10.00 for any subsequent children from the same family)	$20.00 per child (then $10.00 for any subsequent children from the same family)	$20.00 per child (then $10.00 for any subsequent children from the same family)
Adult One Day Master Class				
Full Fee (per day)	$100.00	$95.45	$9.55	$105.00
Concession * (per day)	$82.00	$79.09	$7.91	$87.00
School Group Workshop				
Full Day	$435.00	$415.45	$41.55	$457.00
2 hours	$187.00	$179.09	$17.91	$197.00
1 hour	$125.00	$120.00	$12.00	$132.00
* Concessions are available to students, seniors and health care card holders; Volunteer Friends of Artspace Mackay; Friends of the Mackay Entertainment Centre; Friends of Mackay City Library; Friends of Greenmount; Members of Flying Arts Inc.; Museums Australia Inc.; Regional Galleries Association of Queensland. Other concessions may be made available at discretion of Director Artspace Mackay. Course fees may exceed those above at the discretion of the Director Artspace Mackay, where the cost of running the course or use of specialist expertise justifies a higher charge.				
TOWN HALL				

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Room Hire - Functions				
Hire Fee Per Day	$130.00	$124.55	$12.45	$137.00
Hire Fee Per Half Day	$69.00	$66.36	$6.64	$73.00
Hire Fee Per Week	$294.00	$280.91	$28.09	$309.00
Bond (any cleaning costs deducted)	$119.00	$125.00	$0.00	$125.00
MACKAY CONVENTION PRECINCT AND ENTERTAINMENT CENTRE				
MACKAY CONVENTION PRECINCT				
Plenary Hall "A" or "B"				
Day or evening - Standard Fee	$1,738.00	$1,580.00	$158.00	$1,738.00
Day or evening - Not for Profit Fee	$1,564.00	$1,422.00	$142.20	$1,564.20
Day and evening - Standard Fee	$2,442.00	$2,220.00	$222.00	$2,442.00
Day and evening - Not for Profit Fee	$2,197.00	$1,998.00	$199.80	$2,197.80
Meeting Rooms 1, 2, 3 & 4 (Minimum 4 Hours - pro rata fees apply after 4 hours) - Standard Fee	$286.00	$260.00	$26.00	$286.00
Meeting Rooms 1, 2, 3 & 4 (Minimum 4 Hours - pro rata fees apply after 4 hours) - Not for Profit Fee	$257.00	$234.00	$23.40	$257.40
Convention Centre Exclusive Use - Day or evening - Standard Fee	$4,125.00	$3,750.00	$375.00	$4,125.00
Convention Centre Exclusive Use - Day or evening - Not for Profit Fee	$3,712.00	$3,375.00	$337.50	$3,712.50
Convention Centre Exclusive Use - Day and evening - Standard Fee	$6,270.00	$5,700.00	$570.00	$6,270.00
Convention Centre Exclusive Use - Day and evening - Not for Profit Fee	$5,643.00	$5,130.00	$513.00	$5,643.00
Bump in (hold rate Per Day - Standard Fee	$902.00	$820.00	$82.00	$902.00
Bump in (hold rate Per Day - Not for Profit Fee	$811.00	$738.00	$73.80	$811.80
Electricity standard 10 amp, per site per day (Standard and Not for Profit Fee)	$16.50	$15.00	$1.50	$16.50
Electricity 3 phase - per site per day (Standard and Not for Profit Fee)	$60.50	$55.00	$5.50	$60.50
Dedicated phone line, plus programming, per line per day (not inc. STD/overseas calls) (Standard and Not for Profit Fee)	$198.00	$180.00	$18.00	$198.00
ADSL or ISDN line, per line per day (Standard and Not for Profit Fee)	$269.50	$245.00	$24.50	$269.50
Wireless internet, per hall per day - Standard Fee	$60.50	$55.00	$5.50	$60.50
Wireless internet, per hall per day - Not for Profit Fee	Nil	Nil	Nil	Nil
Rubbish Removal, per load (Standard and Not for Profit Fee)	$44.00	$40.00	$4.00	$44.00
Tablecloths (linen) - Standard Fee	$15.40	$14.00	$1.40	$15.40
Tablecloths (linen) - Not for Profit Fee	$13.82	$12.56	$1.26	$13.82
*Not for Profit rate available to incorporated not-for-profit groups who can demonstrate a need for Council support. Groups must be based within the Mackay region. Proof of incorporation and certified profit and loss statement must be provided.				
THEATRE CHARGES - AUDITORIUM				
Hirer Categories				
A - Commercial / Professional, Local Commercial Hirers				
B - Non Commercial & Local Organisations - Subsided Theatre Companies				
C - Community & Amateur Groups - Educational, Religious, Charitable				
A - Rental (or 10% of performance net whichever is the greater) (per performance)	$856.00	$817.27	$81.73	$899.00
B - Rental (or 10% of performance net whichever is the greater) (per performance)	$581.00	$555.45	$55.55	$611.00
C - Rental (or 8% of performance net whichever is the greater) (per performance)	$364.00	$348.18	$34.82	$383.00
Staff Charges - Auditorium Hire				
One member of technical staff must be in attendance at all times during your occupancy of the Theatre or Stage area				
	$44.00	$42.73	$4.27	$47.00
B & C - Technical Staff Community Hirer Monday - Saturday (per hour per technician)	$39.00	$37.27	$3.73	$41.00
A - Technical Staff Sundays & Public Holidays All Hirers (per hour per technician)	$54.00	$51.82	$5.18	$57.00
B & C - Technical Staff Sundays & Public Holidays All Hirers (per hour per technician)	$52.00	$50.00	$5.00	$55.00
A - Front of House Staff (per performance)	$487.00	$465.45	$46.55	$512.00
B - Front of House Staff (per performance)	$352.00	$336.36	$33.64	$370.00
C - Front of House Staff (per performance)	$301.00	$288.18	$28.82	$317.00
A - Cleaning (per hour)	$40.00	$38.18	$3.82	$42.00
B & C - Cleaning (per hour)	$34.00	$32.73	$3.27	$36.00
A, B & C - Cleaning Sunday Rates (per hour)	$47.00	$45.45	$4.55	$50.00
Electricity & Air-conditioning				
During performance and rehearsals when stage lighting is used (per four hour block) ($97.00 per hour)	$388.00	$370.91	$37.09	$408.00
White light rehearsal with air-conditioning (per four hour block) ($73.00 per hour)	$292.00	$279.09	$27.91	$307.00
White light rehearsals without air-conditioning (per four hour block) ($36.75 per hour)	$147.00	$140.91	$14.09	$155.00
Overruns calculated at a per hours rate (minimum of one hour)				
Consumables	$18.00	$17.27	$1.73	$19.00
Deposit - Equivalent to One Day Rental				
A - On acceptance of terms and conditions and to confirm booking	$856.00	$817.27	$81.73	$899.00
B - On acceptance of terms and conditions and to confirm booking	$581.00	$555.45	$55.55	$611.00
C - On acceptance of terms and conditions and to confirm booking	$364.00	$348.18	$34.82	$383.00

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
REHEARSALS				
White Light / No Air Conditioning				
Rental Minimum 4 Hours Monday to Saturday includes Duty Technician. Calculated from time of access to venue	$306.00	$292.73	$29.27	$322.00
Overruns at per hour or part thereof	$90.00	$86.36	$8.64	$95.00
Rental Minimum 4 hours Sunday includes Duty Technician. Calculated from time of access to venue	$447.00	$427.27	$42.73	$470.00
Sunday Overruns per hour or part thereof	$119.00	$113.64	$11.36	$125.00
White Light / Plus Air Conditioning				
Rental Minimum 4 Hours Monday to Saturday includes Duty Technician. Calculated from time of access to venue	$447.00	$427.27	$42.73	$470.00
Overruns at per hour or part thereof	$101.00	$97.27	$9.73	$107.00
Rental Minimum 4 hours Sunday includes Duty Technician. Calculated from time of access to venue	$586.00	$560.00	$56.00	$616.00
Sunday Overruns per hour or part thereof	$154.00	$147.27	$14.73	$162.00
STANDARD CHARGES - ALL VENUES / EVENTS				
Piano Hire & Tune				
Steinway - Untuned	$163.00	$156.36	$15.64	$172.00
Steinway - Tuned	$271.00	$259.09	$25.91	$285.00
Yamaha Upright - Untuned	$78.00	$74.55	$7.45	$82.00
Yamaha Upright - Tuned	$130.00	$124.55	$12.45	$137.00
Beale Baby Grand - Untuned	$67.00	$64.55	$6.45	$71.00
Beale Baby Grand - Tuned	$104.00	$100.00	$10.00	$110.00
Honky Tonk - Untuned	$67.00	$64.55	$6.45	$71.00
Honky Tonk - Tuned	$104.00	$100.00	$10.00	$110.00
Security Staff				
Security Staff Monday - Saturday (per hour per person) *The Management reserves the right to engage security staff at the Hirer's expense	$52.00	$50.00	$5.00	$55.00
Security Staff Sunday and Public Holidays (per hour per person) *The Management reserves the right to engage security staff at the Hirer's expense	$58.00	$55.45	$5.55	$61.00
Merchandising & Programs				
Merchandise Seller (per hour per person) 10% of all merchandise and programs sold	$37.00	$35.45	$3.55	$39.00
Marketing / Advertising Charges				
Advertising - Print Media per column centemeter	$12.00	$11.82	$1.18	$13.00
Advertising - Additional charges apply for colour and page location				
Full Colour per column per centimeter	$19.00	$18.18	$1.82	$20.00
Spot Colour per column per centimeter	$16.00	$15.45	$1.55	$17.00
Postering - per poster	$3.00	$3.64	$0.36	$4.00
Flyer Distribution per 100	$9.00	$9.09	$0.91	$10.00
Charges for flyer and poster generation on request				
Target Marketing - You supply pre envelope marketing material	$1.60	$1.82	$0.18	$2.00
Target Marketing - You supply marketing material & we envelope	$2.10	$2.73	$0.27	$3.00
Target Marketing - We provide material, envelope and labour	$2.60	$2.73	$0.27	$3.00
Radio and Television by negotiation				
Ticketing Event Creation				
Event Creation (per performance)	$66.00	$63.64	$6.36	$70.00
Ticketing Booking Fee				
Up to $12.00 value (per ticket)	$2.00	$2.00	$0.20	$2.20
Over $12.00 - up to $24.99 value (per ticket)	$3.00	$2.91	$0.29	$3.20
Over $25.00 - up to $49.99 value (per ticket)	$3.60	$3.64	$0.36	$4.00
Over $50.00 value (per ticket)	$4.50	$4.55	$0.45	$5.00
First 10 complimentary tickets	No Charge	No Charge	No Charge	No Charge
For every complimentary ticket thereafter (per ticket)	$1.30	$1.36	$0.14	$1.50
(All tickets must be sold through the MEC Box Office)				
Ticketing Credit Card Charges				
3.6% of all Credit Card Charges				
0.6% of all EFTPOS Charges				
Theatre/Venue Designs				
Theatre / Venue Designed to Client Specifications (per hour)	$45.00	$43.64	$4.36	$48.00
Cancellation Fee				
Equivalent to Day / performance rental if building is unable to be rehired. Additional charges apply for any service.				

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Additional Equipment, Consumables and Clerical Services				
At hirer's cost on a user pay basis				
FOYER RENTALS				
Foyer - Performances				
Includes Air Conditioning, Cleaning and Duty / Supervisory Technician, Additional technical charges apply for specialised technical services, e.g. Audio, Lighting, Audio Visual				
Rental - First four hour session (or 10% of performance net whichever is the greater)	$136.00	$130.00	$13.00	$143.00
Rental - Each hour after the first four hours	$32.00	$30.91	$3.09	$34.00
Rental - Full day hire (or 10% of performance net whichever is the greater)	$271.00	$259.09	$25.91	$285.00
Staff Charges - Foyer Performance				
Specialised Technical Staff Monday - Saturday Community Hirer (per hour per technician)	$39.00	$37.27	$3.73	$41.00
Specialised Technical Staff Monday - Saturday Commercial Hirer (per hour per technician)	$44.00	$42.73	$4.27	$47.00
Specialised Technical Staff Sundays & Public Holidays Commercial Hirers (per hour per technician)	$54.00	$51.82	$5.18	$57.00
Specialised Technical Staff Sundays & Public Holidays Community Hirers (per hour per technician)	$52.00	$50.00	$5.00	$55.00
Front of House Staff (per performance)	$77.00	$73.64	$7.36	$81.00
Consumables	$18.00	$17.27	$1.73	$19.00
Deposit equivalent to venue rental on acceptance of terms and conditions and to confirm booking				
Foyer - Functions				
Includes Air Conditioning, Cleaning and Duty / Supervisory Technician, Additional technical charges apply for specialised technical services, e.g. Audio, Lighting, Audio Visual				
Rental - Banquet / Cabaret up to 100 guests	$418.00	$399.09	$39.91	$439.00
Rental - Banquet / Cabaret 100 - 250 guests	$534.00	$510.00	$51.00	$561.00
Rental - Banquet / Cabaret over 250 guests	$653.00	$623.64	$62.36	$686.00
Rental - Theatre Style up to 100 chairs	$335.00	$320.00	$32.00	$352.00
Rental - Theatre Style 100 - 250 chairs	$453.00	$432.73	$43.27	$476.00
Rental - Theatre Style over 250 guests	$570.00	$545.45	$54.55	$600.00
Rental - Cocktail Party	$301.00	$288.18	$28.82	$317.00
Dance Floor	$184.00	$176.36	$17.64	$194.00
Consumables	$18.00	$17.27	$1.73	$19.00
Staff Charges - Foyer Functions				
Specialised Technical Staff Monday - Saturday Commercial Hirer (per hour per technician)	$44.00	$42.73	$4.27	$47.00
Specialised Technical Staff Monday - Saturday Community Hirer (per hour per technician)	$39.00	$37.27	$3.73	$41.00
Specialised Technical Staff Sundays & Public Holidays Commercial Hirers (per hour per technician)	$54.00	$51.82	$5.18	$57.00
Specialised Technical Staff Sundays & Public Holidays Community Hirers (per hour per technician)	$52.00	$50.00	$5.00	$55.00
Front of House Staff under 100 guests	$77.00	$73.64	$7.36	$81.00
Front of House staff 100 - 250 guests	$119.00	$113.64	$11.36	$125.00
Front of House staff over 250 guests	$154.00	$147.27	$14.73	$162.00
Front of House Staff (after midnight per hour minimum one hour)	$41.00	$40.00	$4.00	$44.00
Deposit equivalent to venue rental on acceptance of terms and conditions and to confirm booking				
Foyer Rental - Conferences, Expos, Trade Shows etc.				
Includes Air Conditioning, Cleaning and Duty / Supervisory Technician, Additional technical charges apply for specialised tec $0.00 **Lighting, Audio Visual**				
Rental of Foyer per four hour session	$292.00	$279.09	$27.91	$307.00
Rental of Foyer between 7.00 am - midnight (per day)	$1,054.00	$1,006.36	$100.64	$1,107.00
Rental of Foyer & Space between 7.00 am - midnight (per day)	$1,346.00	$1,285.45	$128.55	$1,414.00
Rental of whole Facility between 7.00 am - midnight (per day)	$1,546.00	$1,476.36	$147.64	$1,624.00
Over runs are calculated at a hourly rate minimum one hour	$74.00	$70.91	$7.09	$78.00
Extra charges will be applied for equipment hire, use of tablecloths, etc) (per day)				
Room set up charges on application				
Staff Charges - Foyer Expos, Conferences, Trade Shows.				
Specialised Technical Staff Monday - Saturday Commercial Hirer (per hour per technician)	$44.00	$42.73	$4.27	$47.00
Specialised Technical Staff Monday - Saturday Community Hirer (per hour per technician)	$39.00	$37.27	$3.73	$41.00
Specialised Technical Staff Sundays & Public Holidays Commercial Hirers (per hour per technician)	$54.00	$51.82	$5.18	$57.00
Specialised Technical Staff Sundays & Public Holidays Community Hirers (per hour per technician)	$54.00	$51.82	$5.18	$57.00
Front of House (per four hour session)	$148.00	$141.82	$14.18	$156.00
Front of House Staff (after midnight per hour minimum one hour)	$41.00	$40.00	$4.00	$44.00
Deposit equivalent to venue rental on acceptance of terms and conditions and to confirm booking				
CATERING				
Grinders Corporate Catering has sole catering rights - all enquiries should be directed to the proprietor - Sonya Paris 0418 885 732				
SPACE RENTAL				

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Includes Air Conditioning, Cleaning and Duty / Supervisory Technician, Additional technical charges apply for specialised technical services, e.g. Audio, Lighting, Audio Visual				
Rental - Monday to Saturday 1/2 Day	$88.00	$84.55	$8.45	$93.00
Rental - Monday to Saturday Full Day Hire	$196.00	$187.27	$18.73	$206.00
Rental - Monday to Saturday Evening Hire	$239.00	$228.18	$22.82	$251.00
Rental - Sunday & Public Holidays	$260.00	$248.18	$24.82	$273.00
Staff Charges - Space Hire				
Specialist Technical Staff Monday - Saturday Commercial Hirer (per hour per technician)	$44.00	$42.73	$4.27	$47.00
Specialist Technical Staff Monday - Saturday Community Hirer (per hour per technician)	$39.00	$37.27	$3.73	$41.00
Specialist Technical Staff Sundays & Public Holidays Commercial Hirers (per hour per technician)	$54.00	$51.82	$5.18	$57.00
Specialist Technical Staff Sundays & Public Holidays Community Hirers (per hour per technician)	$52.00	$50.00	$5.00	$55.00
Front of House Staff (per four hour session)	$43.00	$41.82	$4.18	$46.00
Front of House Staff (per function until midnight)	$77.00	$73.64	$7.36	$81.00
Front of House Staff (after midnight per hour minimum one hour)	$41.00	$40.00	$4.00	$44.00
Deposit equivalent to venue rental on acceptance of terms and conditions and to confirm booking				
LIBRARY SERVICES				
LIBRARIES				
Book Reservation Fee (for each item reserved)				
Replacement Library Card Fee	$4.00	$4.55	$0.45	$5.00
Book Fines (per item per day) Maximum $10.00 per person	$0.10	$0.91	$0.09	$1.00
Book Fines - Quick Reads	$1.00	$1.82	$0.18	$2.00
Lost or Damaged Replacement books	Charge to be determined by Librarian, dependent on replacement costs	Charge to be determined by Librarian, dependent on replacement costs	Charge to be determined by Librarian, dependent on replacement costs	Charge to be determined by Librarian, dependent on replacement costs
Inter Library Loan Request Fee (for each item)	Nil	Nil	Nil	Nil
Inter Library Loan Request Fee (for each item where lending institution charges)	$13.20	$12.73	$1.27	$14.00
Photocopying (A4) (per page)	$0.20	$0.18	$0.02	$0.20
Photocopying (A3) (per page)	$0.40	$0.36	$0.04	$0.40
Printing (A4) - back to back	$0.40	$0.36	$0.04	$0.40
Printing (A3) - back to back (per page)	$0.80	$0.73	$0.07	$0.80
Printing (A4) - own paper (per page)	$0.15	$0.14	$0.01	$0.15
Colour Printing (A4)	$1.00	$1.82	$0.18	$2.00
Colour Printing (A3) (per page)	$2.00	$2.73	$0.27	$3.00
Microfilm printing (A4) (per page)	$0.40	$0.91	$0.09	$1.00
Faxing of Documents - Local - First Page	$4.00	$4.55	$0.45	$5.00
Faxing of Documents - Local - Subsequent Pages	$1.00	$1.82	$0.18	$2.00
Faxing of Documents - STD - First Page	$4.00	$4.55	$0.45	$5.00
Faxing of Documents - STD - Subsequent Pages	$1.00	$1.82	$0.18	$2.00
Faxing of Documents - International - First Page	$8.00	$8.18	$0.82	$9.00
Faxing of Documents - International - Subsequent Pages	$2.00	$2.73	$0.27	$3.00
Laminating (ID) (per page)	$1.00	$1.82	$0.18	$2.00
Laminating (A4) (per page)	$2.00	$2.73	$0.27	$3.00
Laminating (A3) (per page)	$3.50	$3.64	$0.36	$4.00
Internet Access Fee (per half hour after the first hour - which is free of charge) (Library Members)	$3.00	$3.64	$0.36	$4.00
Internet Access Fee (per half hour after the fifteen minutes - which is free of charge) (Non-Members)	$3.00	$3.64	$0.36	$4.00
Internet Access Fee (Wireless Internet Access) - 30 minutes	$2.00	$2.73	$0.27	$3.00
Internet Access Fee (Wireless Internet Access) - 1 hour	$3.00	$3.64	$0.36	$4.00
Internet Access Fee (Wireless Internet Access) - 3 hours	$5.00	$5.45	$0.55	$6.00
Research fee (to be charged to non members - per hour) and after the first hour for members	$40.00	$38.18	$3.82	$42.00
Temporary Membership (Refundable Deposit)	$30.00	$29.09	$2.91	$32.00
Book fines are not charged to Home Library Service customers	NIL	NIL	Nil	NIL
GORDON WHITE LIBRARY MEETING ROOM CHARGES				
CATEGORY 1 USERS - (Non Profit Community Groups, Activities that are compatible with and complimentary to the Library's role of development print and computer literacy and supporting education and lifelong learning opportunities, Mackay Regional Council related activities				
Annual Booking Fee	$10.00	$10.00	$1.00	$11.00
Hire of Data Projector	$60.00	$59.09	$5.91	$65.00
CATEGORY 2 USERS - (Non-Profit community Groups not category one, Service Clubs, Irregular activities such as AGM's, Special Meetings, Training)				
Per Day (Maximum 9 hours)	$50.00	$48.18	$4.82	$53.00
CATEGORY 3 USERS				
Full Day	$180.00	$171.82	$17.18	$189.00

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Half Day	$150.00	$143.64	$14.36	$158.00
Per Hour	$50.00	$48.18	$4.82	$53.00
GREENMOUNT HISTORICAL HOMESTEAD				
Adult	$6.00	$5.45	$0.55	$6.00
Children - School Groups (This includes all participants of tours e.g. teachers, parents etc)	$2.00	$1.82	$0.18	$2.00
Concession card holders	$4.00	$3.64	$0.36	$4.00
Function Bookings				
Refundable Deposit	$108.00	$103.64	$10.36	$114.00
Fee	$109.00	$104.55	$10.45	$115.00
RECREATION SERVICES				
AQUATIC FACILITIES				
Memorial & Pioneer Pools				
Admission Charges				
Children under 3 Years	Free	Free	Free	Free
Children from 3 Years to persons under 15 Years	$3.00	$2.73	$0.27	$3.00
Persons 15 Years or Older	$4.00	$3.64	$0.36	$4.00
Pensioner (Pensioner Cards are required at the time of entry/purchase to be shown as proof)	$3.00	$2.73	$0.27	$3.00
Non-Swimmer	$2.50	$2.27	$0.23	$2.50
Member Passes				
12 months - Persons Under 15 Years/Pensioner (Student Identification is required at time of entry/purchase to be shown as proof)	$180.00	$163.64	$16.36	$180.00
12 months - Persons 15 Years or Older	$260.00	$236.36	$23.64	$260.00
12 months - Family (Medicare Card required as proof)	$565.00	$513.64	$51.36	$565.00
6 months - Child/Pensioner	$95.00	$86.36	$8.64	$95.00
6 months - Adult	$145.00	$131.82	$13.18	$145.00
6 months - Family	$320.00	$290.91	$29.09	$320.00
Discount Passes				
Multi Visit Pass (Persons 15 years or older -(not applicable to organisations, facilitators, instructors and coaches))	$30.00	$27.27	$2.73	$30.00
Hire				
Pool Hire Per Hour (Swimming Carnival, incorporates staff charges)	$107.00	$97.27	$9.73	$107.00
Pool Hire Per Hour (Club Nights, incorporates staff charges)	$80.00	$72.73	$7.27	$80.00
Space Hire - per hour for 1 lanes (Minimum Hire: 1 Hour)	$9.00	$8.18	$0.82	$9.00
Area Hire - per hour (Approximately 16m x 3 lanes; designated area for group recreational/training purposes) (Minimum Hire: 1 Hour)	$14.00	$12.73	$1.27	$14.00
Obstacle Course Hire - Per Hour (Minimum Hire: 2 hours - incorporates staff charges)	$165.00	$150.00	$15.00	$165.00
Obstacle Course Fee per Participant (when organised by Council)	n/a	$1.82	$0.18	$2.00
General Inflatable Toy Hire - Per Hour ($10.00 Deposit)	$2.50	$2.27	$0.23	$2.50
Houseboat Inflatable Toy Hire - Per Hour ($20.00 Deposit)	$5.00	$4.55	$0.45	$5.00
Water Noodles Hire - Per Hour ($5.00 Deposit)	$2.00	$1.82	$0.18	$2.00
Note: Admission charges do not apply to Pool Hire activities, however admission fees do apply to space hire, area hire and obstacle course hire				
Swimming Lessons				
Learn to Swim per Lesson (Preschool and School Age Per Child				
1st Child	$13.00	$12.27	$1.23	$13.50
2nd Child	$12.00	$11.36	$1.14	$12.50
3rd Child	$10.00	$10.00	$1.00	$11.00
Learn to Swim per Term (bulk payment, per child) - to be paid before start of term or on first visit				
1st Child	$108.00	10% discount on class price X weeks in term		10% discount on class price X weeks in term
2nd Child	$99.00	10% discount on class price X weeks in term		10% discount on class price X weeks in term
3rd Child	$85.00	10% discount on class price X weeks in term		10% discount on class price X weeks in term
Stroke Development				
Per lesson (1 hour class)	$10.00	$10.00	$1.00	$11.00
Per term (bulk payment per child to be paid before start of term or on first visit)	$85.00	10% discount on class price X weeks in term		10% discount on class price X weeks in term
Parents and Babies per lesson (1/2 hour class)	$10.00	$10.00	$1.00	$11.00
Parents and Babies per term (bulk payment 1/2 class to be paid before start of term or on first visit)	$85.00	10% discount on class price X weeks in term		10% discount on class price X weeks in term

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incL GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incL GST 2009/10
Adult Squad (per Person per Activity)	$7.00	$6.82	$0.68	$7.50
Intensive School Holiday Program (5 x 1/2 hr lessons over 5-day period) Bulk payment required.	$50.00	$50.00	$5.00	$55.00
School Lessons - (Swim & Survive Program) - per Student per Lesson (Incorporates admission fee and lesson fee)	$6.00	$5.45	$0.55	$6.00
Adult Learn to Swim and Stoke Correction (half hour session)	$26.00	$24.55	$2.45	$27.00
Orcas Squad Training				
Per session, per child	$10.00	$10.80	$1.20	$12.00
10 sessions per child	n/a	n/a	n/a	$120.00
20 seessions per child	n/a	n/a	n/a	$240.00
Orca's 4 Week Block Payments				
1 swimmer per family	n/a	$108.00	$12.00	$120.00
2 swimmers per family	n/a	$153.00	$17.00	$170.00
3 swimmers per family	n/a	$198.00	$22.00	$220.00
4 swimmers per family	n/a	$243.00	$27.00	$270.00
Mirani Pool	As per Direct Consultation with Lessee Under Lease Conditions	As per Direct Consultation with Lessee Under Lease Conditions	As per Direct Consultation with Lessee Under Lease Conditions	As per Direct Consultation with Lessee Under Lease Conditions
Sarina Pool	As per Direct Consultation with Lessee Under Lease Conditions	As per Direct Consultation with Lessee Under Lease Conditions	As per Direct Consultation with Lessee Under Lease Conditions	As per Direct Consultation with Lessee Under Lease Conditions
PROPERTY SERVICES				
PENSIONER COTTAGE RENTALS				
Beaconsfield/Bucasia/Macarthur Street/Walkerston/Mirani/Finch Hatton/Sarina				
Single	AS PER THE STATE GOVERNMENTS COMMUNITY HOUSING RENT POLICY	AS PER THE STATE GOVERNMENTS COMMUNITY HOUSING RENT POLICY	AS PER THE STATE GOVERNMENTS COMMUNITY HOUSING RENT POLICY	AS PER THE STATE GOVERNMENTS COMMUNITY HOUSING RENT POLICY
Double	AS PER THE STATE GOVERNMENTS COMMUNITY HOUSING RENT POLICY	AS PER THE STATE GOVERNMENTS COMMUNITY HOUSING RENT POLICY	AS PER THE STATE GOVERNMENTS COMMUNITY HOUSING RENT POLICY	AS PER THE STATE GOVERNMENTS COMMUNITY HOUSING RENT POLICY
NOTE: These fees are set by the Department of Housing guidelines and are liable to change from time to time.				
COMMUNITY CENTRES AT BAKERS CREEK, THE LEAP, SLADE POINT, ANDERGROVE, SEAFORTH, NORTHERN BEACHES AND WALKERSTON				
Hire (all day)	$180.00	$172.73	$17.27	$190.00
Hire (hire of facility on the night before function)	n/a	$81.82	$8.18	$90.00
(Refundable Bond)	$380.00	$400.00	$0.00	$400.00
School Awards Night				
Hire (non profit) (Note: Normal fees apply if profit is being made) (6 hour period)	$50.00	$48.18	$4.82	$53.00
(Refundable Bond non-profit)	$60.00	$65.00	$0.00	$65.00
School Concerts				
Hire	$180.00	$172.73	$17.27	$190.00
Refundable Bond	$380.00	$400.00	$0.00	$400.00
Sporting Clubs (including Martial Arts Sessions & Indoor Bowls)				
Grading Days/Social Days	$75.00	$72.73	$7.27	$80.00
Bond for Grading Days	$170.00	$180.00	$0.00	$180.00
Training Sessions (per Session) (max 2 hours)	$20.00	$19.09	$1.91	$21.00
Charities				
Charities (Registered Charties - i.e. Red Cross) (4 hour period)	$50.00	$48.18	$4.82	$53.00
(Refundable Bond - Charities)	$60.00	$65.00	$0.00	$65.00
Business Activities				
Training and Workshops (non sales) (Per 4 hours)	$60.00	$59.09	$5.91	$65.00
Bond (refundable)				
Sales generated through workshops/training (Per 4 hours)	$175.00	$168.18	$16.82	$185.00
Bond (refundable)	$380.00	$400.00	$0.00	$400.00
Weight Watchers	$60.00	$59.09	$5.91	$65.00
Indoor Bowls (max 2 hours)	$20.00	$19.09	$1.91	$21.00
Exercise Classes (max 2 hours)	$20.00	$19.09	$1.91	$21.00
Exercise Classes for profit (per hour)	$20.00	$19.09	$1.91	$21.00
Dance classes for profit (per hour)	$20.00	$19.09	$1.91	$21.00
Meetings				
One only (per night 4 hours)	$20.00	$19.09	$1.91	$21.00
Regular Meetings (2 hr session)	$17.00	$16.36	$1.64	$18.00

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Regular Meetings (additional time per hour)	$10.00	$10.00	$1.00	$11.00
Clinic - Community Health	No Charge	No Charge	No Charge	No Charge
Facilities Charge (in addition to the above)				
Cold Room	$45.00	$43.64	$4.36	$48.00
Kitchen	$40.00	$38.18	$3.82	$42.00
Light morning/afternoon teas (use of urn only)	$6.00	$6.36	$0.64	$7.00
Crockery (per piece. SEAFORTH HALL ONLY)	$0.20	$0.91	$0.09	$1.00
Microphone (where available per meeting/session)	$13.00	$12.73	$1.27	$14.00
Bain Marie	$40.00	$38.18	$3.82	$42.00
BBQ (fixed, Seaforth and Northern Beaches only)	$15.00	$14.55	$1.45	$16.00
Church services/meetings (per session) - Maximum 4 hr session	$25.00	$24.55	$2.45	$27.00
Playgroups (per session)	$15.00	$14.55	$1.45	$16.00
GP Clinic (Per hour)	$20.00	$19.09	$1.91	$21.00
Bowen Therapy Clinic (Per day)	$60.00	$57.27	$5.73	$63.00
Bowen Therapy Clinic (per hour)	$15.00	$14.55	$1.45	$16.00
COMMUNITY CENTRE - MIRANI				
Half Day Hire (i.e. either morning until 12 noon or afternoon until 5.30pm)(Max 5 hours)	$40.00	$38.18	$3.82	$42.00
Full Day Hire (i.e. all day until 5.30pm)	$80.00	$76.36	$7.64	$84.00
Hire (hire of facility on the night before function)	n/a	$36.36	$3.64	$40.00
Night Hire (from 6.00pm)	$80.00	$76.36	$7.64	$84.00
Senior Citizens (**Special Rate**)	$20.00	$19.09	$1.91	$21.00
Refundable Bond (to be applied for all functions) NB. GST will apply to any bond monies required to be held				
Where no food or drink is to be served	$80.00	$84.00	$0.00	$84.00
Where food or drink is to be served and no alcohol to be served	$180.00	$190.00	$0.00	$190.00
Where alcohol is to be served	$360.00	$380.00	$0.00	$380.00
(Bond to be refunded provided hall is left in a clean and tidy condition and there is no damage or breakages etc)				
COMMUNITY CENTRE - SARINA				
Evening Hire	$100.00	$95.45	$9.55	$105.00
Day Hire	$100.00	$95.45	$9.55	$105.00
Part Day Hire (Per Hour)	$25.00	$24.55	$2.45	$27.00
Kitchen	$57.00	$54.55	$5.45	$60.00
Use of Cups, Saucers, Urn only	$30.00	$29.09	$2.91	$32.00
Coldroom - Night Before	$23.00	$22.73	$2.27	$25.00
Bar (Non-Profit)	$57.00	$54.55	$5.45	$60.00
Bar (Profit)	$115.00	$110.00	$11.00	$121.00
Take Away Rubbish	$57.00	$54.55	$5.45	$60.00
Air Conditioning (per hour or part thereof)	N/A	$9.09	$0.91	$10.00
P.A. System - Basic Hire (No Microphones)	$26.00	$25.45	$2.55	$28.00
P.A. System - (Plus 1 Microphone)	$68.00	$65.45	$6.55	$72.00
P.A. System - (Plus 2 Microphones)	$88.00	$84.55	$8.45	$93.00
Bond (To be applied to all functions)	$155.00	$150.00	$15.00	$165.00
Cleaning	$52.00	$50.00	$5.00	$55.00
Cleaning of Chairs & Tables if not completed by Hirer (Per hour)	$33.00	$31.82	$3.18	$35.00
COMMUNITY CENTRE - HOEY STREET				
Up to 4 hours Hire	$20.00	$19.09	$1.91	$21.00
Full Day Hire	$40.00	$38.18	$3.82	$42.00
(Prices inclusive of use of Council Facilities available at Centre)				
SARINA BAND HUT				
Up to 4 hours Hire	$20.00	$19.09	$1.91	$21.00
Full Day Hire	$40.00	$38.18	$3.82	$42.00
(Prices inclusive of use of Council Facilities available at Centre)				
(Prices do not apply to the Sarina Band or associated activities)				
YOUTH CENTRE - SARINA				
Hourly Rate for Hire of Facility	$15.00		$1.45	$16.00
MUSEUMS				
Mirani				
Museum Admission Charges				
Adult	$4.00	$3.64	$0.36	$4.00
Children to 12 years (Pre-School no Charge)	$1.50	$1.36	$0.14	$1.50
Adult Group Concessions (10 or more)	$3.00	$2.73	$0.27	$3.00

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Groups + Morning Tea	$5.00	$4.55	$0.45	$5.00
Primary School Children Group Concession (10 or more)	$0.75	$0.68	$0.07	$0.75
Photographs				
Copies (Negatives exist)	$3.50	$3.64	$0.36	$4.00
Copies (No Negatives held - includes service fee to create negative)	$6.00	$6.36	$0.64	$7.00
Laminating Charges				
A4 size	$5.00	$5.45	$0.55	$6.00
A3 size	$6.00	$6.36	$0.64	$7.00
Poster (700mm x 1m)	$12.00	$11.82	$1.18	$13.00
Sarina				
Museum Admission Charges				
Adult	$4.00	$3.64	$0.36	$4.00
Pensioners	$3.00	$2.73	$0.27	$3.00
Children 5 to 17 Years (Pre-School no charge)	$1.00	$0.91	$0.09	$1.00
Groups of 15 or more	$3.00	$2.73	$0.27	$3.00
Groups + Morning Tea	P.O.A.	P.O.A.	P.O.A.	P.O.A.
Hire of Community Sign (Per week)	$5.00	$4.55	$0.45	$5.00
CARAVAN PARK (MIRANI)				
	As per Direct Consultation with Lessee Under Lease Conditions	As per Direct Consultation with Lessee Under Lease Conditions	As per Direct Consultation with Lessee Under Lease Conditions	As per Direct Consultation with Lessee Under Lease Conditions
SUGAR SHED (SARINA)				
Entry Fees				
Adult	$15.00	$14.55	$1.45	$16.00
Child (up to 15 years)	$7.50	$7.27	$0.73	$8.00
Children up to 5 years old	Free	Free	Free	Free
Family Package (2 Adult & 2 Children)	$35.00	$33.64	$3.36	$37.00
Group Tour Package (Min 5 Adult)	$12.00	$11.82	$1.18	$13.00
School (Special Rate) (Per child, 2 Teachers Free)	$6.00	$6.36	$0.64	$7.00
Pensioner/Senior Card Holders (ID Required)	$12.00	$11.82	$1.18	$13.00
Hire of the Facilities (Per day)	$110.00	$105.45	$10.55	$116.00
CSR Plane Creek Mill and CSR Ethanol Employees for Worksite Inductions	Free	Free	Free	Free
Mackay Tourism Promotional Inspections (Media)	Free	Free	Free	Free
API Discount - $3.00 off Adult Family Concession	$12.00	$11.82	$1.18	$13.00
- $2.00 off Pensioner Concession	$10.00	$10.00	$1.00	$11.00
- $1.50 off Child Concession	$6.00	$6.36	$0.64	$7.00
LIGHTING AT SPORTS RESERVES				
Wren Street Oval				
Main Field use (per hour)	$7.00	$7.27	$0.73	$8.00
Norris Road Ovals				
Training Field per field (per hour)	$9.00	$9.09	$0.91	$10.00
John Breen Park				
Main Oval per hour (per hour)	$7.00	$7.27	$0.73	$8.00
McLennan Park, Walkerston				
Cycle Track (12 x 2000 wmh & 2 x 250) (4) per tower (per hour)	$9.00	$9.09	$0.91	$10.00
BMX track (5 x 1000 wmh) (1 x 1500 wqi) (2 x 500 wqi) (4 x 400wmv) (per hour)	$9.00	$9.09	$0.91	$10.00
Cricket Nets (per hour)	$7.00	$7.27	$0.73	$8.00
(There is a combination of light types used here)				
Seaforth Tennis Court				
Public (Per Hour)	$12.00	$11.82	$1.18	$13.00
Tennis Coach/Coaching Clinic	$9.00	$9.09	$0.91	$10.00
ENGINEERING SERVICES				
ASSET SERVICES				
WATER AND SEWERAGE PLANS				
Water/Sewer/Drainage Depth/Location Plan for individual allotment where information available	$22.00	$21.82	$2.18	$24.00
Water/Sewer/Drainage Depth/Location Plan for individual allotment where field location required	At cost as a recoverable works	At cost as a recoverable works	At cost as a recoverable works	At cost as a recoverable works

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Water/Sewer/Drainage Depth/Location plan for more than one allotment	At cost as a recoverable works	At cost as a recoverable works	At cost as a recoverable works	At cost as a recoverable works
PARKS AND ENVIRONMENT				
PARKS AND ENVIRONMENT ADMINISTRATION				
Contractor Access Bond - To be paid following approval by Manager Parks and Environment (ONLY)	$2,500.00	$2,625.00	$0.00	$2,625.00
Inspection for Development Approval purposes (per visit)	$100.00	$95.45	$9.55	$105.00
CANELAND PARK, MULHERIN PARK, QUEENS PARK, JOHN BREEN PARK, MEC GROUNDS AND BOTANIC GARDENS				
Admission Fee Event (per day)	$2,251.00	$2,150.00	$215.00	$2,365.00
Bond refundable	$2,251.00	$2,365.00	$0.00	$2,365.00
Events (with no fee being charged to public) (per event)	$609.00	$1,077.27	$107.73	$1,185.00
Bond refundable	$1,126.00	$1,183.00	$0.00	$1,183.00
Charitable Functions -Refundable Bond	$226.00	$240.00	$0.00	$240.00
MACKAY REGIONAL BOTANIC GARDENS				
Administration Building Meeting Room				
- Hire of Meeting Room to environmental, horticultural or similar operational group (per 4 hours)	$21.00	$20.91	$2.09	$23.00
- Hire of Meeting Room to other groups, organisations or companies (per 4 hours)	$92.00	$88.18	$8.82	$97.00
Hanging Fee per exhibition	$114.00	$109.09	$10.91	$120.00
Lagoon Gallery/Deck				
Function Venue (one day/night)	$540.00	$259.09	$25.91	$285.00
Refundable Bond	$1,082.00	$570.00	$0.00	$570.00
Ground Hire for Social Function (Groups over 10 people)				
Hire	$60.00	$57.27	$5.73	$63.00
Building Surrounds				
Cleaning Charges	$30.00	$29.09	$2.91	$32.00
Commercial Promotions				
Photographic/Film Locations	$581.00	$554.55	$55.45	$610.00
Refundable Bond	$1,126.00	$1,185.00	$0.00	$1,185.00
Equipment Hire - Additional to Venue Hire				
Whiteboard	$8.00	$8.18	$0.82	$9.00
Data Projector	$58.00	$55.45	$5.55	$61.00
Refundable Bond	$338.00	$355.00	$0.00	$355.00
Television/Video	$13.00	$12.73	$1.27	$14.00
Refundable Bond	$338.00	$355.00	$0.00	$355.00
Education Program				
Education Program per person	$3.50	$3.18	$0.32	$3.50
Frame Hire Weekly (per frame)	$4.00	$3.64	$0.36	$4.00
WEDDING HIRE FEES				
Botanic Gardens, Queen's, Pioneer Promenade, MEC Grounds & Fountain & Mulherin Park	$125.00	$120.00	$12.00	$132.00
All other parks (including beaches, fountains, laneways)	$61.00	$59.09	$5.91	$65.00
CAMPING FEES - Camping Reserves				
Daily Site 10 x 6 (up to max of 6 persons per site)	$17.00	$16.36	$1.64	$18.00
Weekly Site 10 x 6 (up to a max of 6 persons per site)	$77.00	$73.64	$7.36	$81.00
Additional Persons (adult or child per site)	$9.00	$9.09	$0.91	$10.00
School Groups/Non Profit Community Groups/Clubs per head per stay	$4.00	$4.55	$0.45	$5.00
CEMETERIES				
(Purchase of land payable at time of Burial unless previously reserved)				
Purchase of Land 8 x 4	$608.00	$580.91	$58.09	$639.00
Administration Fee/Recording Fee for Vault or Mausoleum Burial	$111.00	$106.36	$10.64	$117.00
Burial Fees				
8 x 4 Grave Preparation	$747.00	$713.64	$71.36	$785.00
8 x 4 Child under 8 years	$400.00	$381.82	$38.18	$420.00
After normal Cemetery hours Monday - Friday normal fee + actual cost of overtime - with a minimum fee	$135.00	$129.09	$12.91	$142.00
For a burial in urgent or extenuating circumstances only on a Saturday, Sunday or Public Holiday normal fee + actual cost of overtime with a minimum fee	$519.00	$495.45	$49.55	$545.00
Exhumation	$2,496.00	$2,381.82	$238.18	$2,620.00
Extra for hand dig grave due to inaccessible location	$216.00	$206.36	$20.64	$227.00
Maintenance fee on unused reserve lot (per annum)	$150.00	$143.64	$14.36	$158.00
Headstone Application Fee	$15.00	$14.55	$1.45	$16.00
Burial of Ashes:-				

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
In ground	$117.00	$111.82	$11.18	$123.00
In Columbarium - single	$364.00	$350.00	$35.00	$385.00
In Columbarium - double	$713.00	$680.91	$68.09	$749.00
Garden of Memories - cost of preparation and plaque	$226.00	$218.18	$21.82	$240.00
Flower receptacle (Mt Bassett)				
Supply and installation	$39.00	$37.27	$3.73	$41.00
Replacement Inner	$18.00	$17.27	$1.73	$19.00
CIRCUS				
Bond (refundable)	$2,251.00	$2,365.00	$0.00	$2,365.00
Rental Council Ground (per day)	$233.00	$222.73	$22.27	$245.00
Banners - Erection of (includes hanging and dismantling of banners)				
Banners Victoria Street (per Banner) Max exposure 2 week duration	$158.00	$150.91	$15.09	$166.00
Banners Gordon Street or similar (up to 5 poles)	$394.00	$376.36	$37.64	$414.00
Banners Gordon Street (Extras to the above (per pole))	$80.00	$76.36	$7.64	$84.00
Hire of Council Banner (Victoria St Only) (painting cost to be at Customers Expense	$58.00	$55.45	$5.55	$61.00
WATER AND WASTE				
WATER				
Connections				
20mm water meter connection – ≤ 5 working days (single meter per property only)	$759.00	$797.00	$0.00	$797.00
20mm water meter connection – ≤10 working days (single meter per property only)	$670.00	$704.00	$0.00	$704.00
20mm water connection - <5 working days (property with existing meter)	Quote	Quote	$0.00	Quote
20mm water connection - <10 working days (property with existing meter)	Quote	Quote	$0.00	Quote
Meters greater than 20mm	Quote	Quote	$0.00	Quote
Install underground meter box on new service	$185.00	$195.00	$0.00	$195.00
Install underground meter box on existing service	$367.00	$386.00	$0.00	$386.00
Conversion of below ground stop cock to above ground DN20	$203.00	$214.00	$0.00	$214.00
Meter Refund Charge DN20 (meter, stop cock, nut & tails)	$119.00	$125.00	$0.00	$125.00
Meter Refund Charge DN25 (meter, stop cock, nut & tails)	$119.00	$125.00	$0.00	$125.00
Replacement meter DN20 (meter only including installation)	$125.00	$132.00	$0.00	$132.00
Replacement meter DN25 (meter only including installation)	$233.00	$245.00	$0.00	$245.00
Demolition Works - Disconnection of Service				
Disconnection of water service (20mm only)	$130.00	$137.00	$0.00	$137.00
Disconnection of water service (>20mm only)	Quote	Quote	Quote	Quote
Failure to notify Mackay Water of demolition requiring disconnection	$226.00	$238.00	$0.00	$238.00
Repair of Damaged Water Meter Assembly				
Repair of damaged water meter assembly DN20 (run-over meter)	$190.00	$200.00	$0.00	$200.00
Repair of damaged water meter assembly DN25 (run-over meter)	$244.00	$257.00	$0.00	$257.00
Water Meter Testing				
Measured test on site for meter sizes DN20 & DN25	$119.00	$125.00	$0.00	$125.00
Extended testing at Mackay Water Depot for meter sizes DN20 & DN25	$177.00	$186.00	$0.00	$186.00
Testing at Manufacturers Factory for meter sizes DN32-80 plus cost of meter capsule if internal inspection necessary	$233.00	$245.00	$0.00	$245.00
Pressure and Flow Testing				
Hydrant Pressure and flow test – per location	$272.00	$286.00	$0.00	$286.00
Water Service pressure and flow test - per location	$272.00	$286.00	$0.00	$286.00
Tap Rewashering (per tap)				
Rewashering taps for Aged Pensioners – each tap (on production of Pensioner Entitlement Card) ($50.00 community service obligation)	$10.00	$11.00	$0.00	$11.00
Backflow Prevention Devices				
Repairs to devices - per hour (minimum one hour) plus parts	$83.00	$88.00	$0.00	$88.00
Audit of premises for backflow devices - per hour (minimum one hour)	$83.00	$88.00	$0.00	$88.00
Location of Services				
On-site Location of Services - per hour (minimum one hour)	$232.00	$221.82	$22.18	$244.00
Sales of Bulk Water from Hydrant				
For construction purposes	As per policy below	As per policy below	As per policy below	As per policy below
For filling Swimming pools				
Policy - Supply of Bulk Water by Standpipe				

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Bulk water for construction purposes may be supplied via a metered standpipe installed by Mackay Water personnel or by persons approved by Mackay Water staff, a deduction for any outstanding charges or costs associated with damaged equipment will be charged to the customer. Water Consumption Log Books issued by Mackay Water with standpipes as a condition for use must be returned by the due date.				
Charges shall be assessed as follows:				
Accurate daily meter readings shall be kept and supplied to Mackay Water on a monthly basis. Bonds will be released upon return of metered standpipe in good condition and upon full settlement of rental fees and consumption charges.				
Bond payable - held in Trust until termination of rental agreement - Written application for refund must be made for all applications	$1,600.00		$0.00	$1,600.00
Bulk water for filling swimming pools may be supplied via a metered standpipe installed by Mackay Water personnel or by persons approved by Mackay Water staff, a deduction for any outstanding charges or costs associated with damaged equipment will be charged to the customer.				
Bond payable - held in Trust until termination of rental agreement	$271.00	$285.00	$0.00	$285.00
Bulk water charge will be as per the rate adopted for the financial year by Council under the Revenue Policy.				
Standpipe Hire Rate are as follows: -				
- Daily rental (must be returned by 15:30 on Friday to avoid weekend charges)	$12.00	$13.00	$0.00	$13.00
- Weekly rental	$59.00	$62.00	$0.00	$62.00
- Annual (conditions apply)	$1,488.00	$1,563.00	$0.00	$1,563.00
Penalty for late return of standpipe or failure to submit monthly log books:				
First day late	$58.00	$55.45	$5.55	$61.00
Every day late thereafter	$12.00	$11.82	$1.18	$13.00
SEWERAGE				
Connections				
DN150 jump up - new connection (excluding excavation and backfilling)	$1,000.00	$1,050.00	$0.00	$1,050.00
DN150 jump up - new connection (including excavation and backfilling to a maximum 2.5m)	$1,440.00	$1,512.00	$0.00	$1,512.00
DN225 jump up - new connection	Quote	Quote	$0.00	Quote
Other Services (including alterations/upgrading)	Quote	Quote	$0.00	Quote
Connection to manhole - new connection (labour & plant only, excluding excavation and backfilling)	$1,400.00	$1,500.00	$0.00	$1,500.00
Maintenance Access Chamber Level Adjustment				
Raise or lower Precast or Insitu Maintenance Hole ≤100mm	$800.00	$840.00	$0.00	$840.00
For each additional 50mm or part thereof - add extra (max. 1000mm)	$150.00	$158.00	$0.00	$158.00
Location of Services				
On-site Location of Services - per hour (minimum one hour)	$237.00	$226.36	$22.64	$249.00
Sewerage Property Drain Design				
Site inspection and design plan	$310.00	$296.36	$29.64	$326.00
CCTV Inspection & Reporting				
High Pressure Cleaning & Vacuum Debris Removal per meter (prior to CCTV)	$32.00	$34.00	$0.00	$34.00
≤200m - per hour	$130.00	$137.00	$0.00	$137.00
≥200m:	Quote	Quote	$0.00	Quote
DN100-750				
CCTV Site Establishment Fee	$1,100.00	$1,155.00	$0.00	$1,155.00
CCTV Inspection (per hour)	$275.00	$288.00	$0.00	$288.00
CCTV Plant and Equipment Hire (per hour)	$33.00	$35.00	$0.00	$35.00
>DN750	Quote		$0.00	Quote
Additional CCTV inspection due to non-conforming work - Refer to Water and Waste Regulatory Fees and Charges Operational Works - IDAS Applications	$250.00	$263.00	$0.00	$263.00
Liquid Waste Fees & Charges				
Septic tanks contents disposal to Council Treatment Plant (per kilolitre)	$136.00	$143.00	$0.00	$143.00
Disposal of Septic Waste After Hours Callout Fee (minimum 1.5 hours)	$193.00	$203.00	$0.00	$203.00
Trade Waste Fees and Charges				
Application Fee - Category 1 / 2 / 3 Generator	$468.00	$492.00	$0.00	$492.00
Annual Approval Fee - First Year - Category 1 Generator				
Annual Approval Fee - First Year - Category 2 Generator	$466.00	$490.00	$0.00	$490.00
Annual Approval Fee - First Year - Category 3 Generator	$1,539.00	$1,616.00	$0.00	$1,616.00
Annual Approval Fee - Category 1 Generator	$125.00	$132.00	$0.00	$132.00
Annual Approval Fee - Category 2 Generator	$466.00	$490.00	$0.00	$490.00
Annual Approval Fee - Category 3 Generator	$1,094.00	$1,149.00	$0.00	$1,149.00
Trade Waste Standard Site Visit	$104.00	$110.00	$0.00	$110.00
Alteration to existing Trade Waste Approval	$130.00	$137.00	$0.00	$137.00
Council Pump Out Fee (excludes tanker and volume charges)	$260.00	$273.00	$0.00	$273.00
WATER AND WASTE WATER MODELING				
Water and Waste Water Modeling	Quote	Quote	$0.00	Quote
LABORATORY SERVICES				
Physical				
pH	$7.00	$7.27	$0.73	$8.00

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Conductivity	$7.00	$7.27	$0.73	$8.00
Turbidity	$7.00	$7.27	$0.73	$8.00
Colour - Apparent	$12.00	$11.82	$1.18	$13.00
Colour - True	$14.00	$13.64	$1.36	$15.00
Specific - Gravity	$12.00	$11.82	$1.18	$13.00
Solids - Total	$21.00	$20.91	$2.09	$23.00
Solids - Suspended	$18.00	$17.27	$1.73	$19.00
Solids - Total Dissolved	$21.00	$20.91	$2.09	$23.00
Solids - Volatile & Suspended	$33.00	$31.82	$3.18	$35.00
Chemical Tests				
Alkalinity	$12.00	$11.82	$1.18	$13.00
Alkalinity - Bicarbonate, Carbonate, Hydroxide	$18.00	$17.27	$1.73	$19.00
Chlorine (free)	$12.00	$11.82	$1.18	$13.00
Chlorine (total)	$12.00	$11.82	$1.18	$13.00
Chloride	$23.00	$22.73	$2.27	$25.00
Sulphate	$23.00	$22.73	$2.27	$25.00
Fluoride	$23.00	$22.73	$2.27	$25.00
Hardness - Total	$35.00	$33.64	$3.36	$37.00
Hardness - Calcium	$18.00	$17.27	$1.73	$19.00
Hardness - Magnesium	$18.00	$17.27	$1.73	$19.00
Oxygen Dissolved	$7.00	$7.27	$0.73	$8.00
Oxygen (Biological Demand) BOD 5	$44.00	$42.73	$4.27	$47.00
Oxygen (Chemical Demand) COD	$23.00	$22.73	$2.27	$25.00
Total Organic Carbon	$41.00	$40.00	$4.00	$44.00
Anionic Surfactants	$69.00	$66.36	$6.64	$73.00
Oil and Grease	$75.00	$71.82	$7.18	$79.00
Total Hydrocarbons (Freon Extractable)	$81.00	$78.18	$7.82	$86.00
Langelier Index (pH, EC, Ca, Alkalinity)	$49.00	$47.27	$4.73	$52.00
Microbiological Tests				
Protozoa Microscopic Examination (Identification)	$52.00	$50.00	$5.00	$55.00
Coliforms - Membrane Presumptive	$35.00	$33.64	$3.36	$37.00
Coliforms - Confirmed	$69.00	$66.36	$6.64	$73.00
Faecal Coliforms - Membrane Presumptive	$35.00	$33.64	$3.36	$37.00
Faecal Coliforms - Confirmed Faecal, E-Coli	$69.00	$66.36	$6.64	$73.00
Heterotrophic Plate Count	$35.00	$33.64	$3.36	$37.00
Gram, Neisser Staining - Filamentous Bacteria Identification	$92.00	$88.18	$8.82	$97.00
FIA Tests				
Nitrogen - TKN, NH3, Nox	$58.00	$55.45	$5.55	$61.00
Nitrogen - Ammonia	$23.00	$22.73	$2.27	$25.00
Nitrogen - Oxidised (Nox)	$23.00	$22.73	$2.27	$25.00
Nitrogen - Total Kjeldahl Nitrogen (TKN)	$41.00	$40.00	$4.00	$44.00
Phosphorus - Total & Ortho	$35.00	$33.64	$3.36	$37.00
Phosphorus - Total	$23.00	$22.73	$2.27	$25.00
Phosphorus - Ortho (Filterable Reactive Phosphorus	$23.00	$22.73	$2.27	$25.00
Ion Chromatography Tests				
IC Suite (F, Cl, NO2, BR, NO3, PO4, SO4)	$51.00	$49.09	$4.91	$54.00
As individual ion species	$23.00	$22.73	$2.27	$25.00
Organic Acids	P.O.A.	P.O.A.	P.O.A.	P.O.A.
Atomic Absorption Metals Test				
Analysis - individual element	$23.00	$22.73	$2.27	$25.00
Analysis - subsequent element	$12.00	$11.82	$1.18	$13.00
Arsenic, Mercury, Selenium	$69.00	$66.36	$6.64	$73.00
Treatment Plant Assistance Testing				
Volatile Acids - Department of Local Government Method	$46.00	$44.55	$4.45	$49.00
Water Testing				
Distilled Water per Litre	$1.00	$1.82	$0.18	$2.00
Deionised Water >16MΩ per Litre	$2.00	$2.73	$0.27	$3.00
Miscellaneous Charges				
Batch charge / administration and reporting fee (Minimum of $20.00 plus GST at current rate)	10% of charge	10% of charge	10% of charge	10% of charge

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incl. GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incl. GST 2009/10
Sample pick up (Minimum charge of 1 hour)	$58.00	$55.45	$5.55	$61.00
Onsite sampling / monitoring per person per hour, including use of field equipment and travel. (Minimum charge of 1 Hour)	$92.00	$88.18	$8.82	$97.00
24 Hour turnaround (100% of cost)	P.O.A.	P.O.A.	P.O.A.	P.O.A.
48 Hour turnaround (50% of cost)	P.O.A.	P.O.A.	P.O.A.	P.O.A.
Re-issue of reports	$30.00	$29.09	$2.91	$32.00
Hire of equipment (Minimum charge of 2 Hours)				
Odour logger per hour	$12.00	$11.82	$1.18	$13.00
Odour logger per day	$58.00	$55.45	$5.55	$61.00
Odour logger per week	$229.00	$219.09	$21.91	$241.00
Autosampler per hour	$12.00	$11.82	$1.18	$13.00
Autosampler per day	$58.00	$55.45	$5.55	$61.00
Audosampler per week	$229.00	$219.09	$21.91	$241.00
Boat hire per hour inclusive sampling monitoring per person and including field equipment and travel	$115.00	$110.00	$11.00	$121.00
Turn Around Time (TAT) Rules				
Standard TAT is 10 working days unless otherwise specified. TAT requests less than this may occur a surcharge				
WASTE SERVICES (Effective 01 August 2009)				
PAGET WASTE STATION Household/Domestic				
HOUSEHOLD/DOMESTIC				
Sedan, Station Wagon or 4x4 with rear seats upright (below net waste mass of 1 tonne) (per vehicle)	$4.00	$4.55	$0.45	$5.00
Sedan, Station Wagon or 4x4 with rear seats lowered (below net waste mass of 1 tonne) (per vehicle)	$6.00	$6.36	$0.64	$7.00
Utility Vehicle or Flat-Top (below net waste mass of 1 tonne) (per vehicle)	$8.00	$8.18	$0.82	$9.00
Trailer (Below Net Waste Mass of 1 tonne) (per trailer)	$8.00	$8.18	$0.82	$9.00
All Other Vehicles (per tonne)	$88.00	$84.55	$8.45	$93.00
Asbestos disposed of by a resident (maximum amount 250 kg) due to EPA Legislation	$58.00	$77.50	$0.00	$77.50
* Household/Domestic disposal may be a cumulative combination of the fees. For instance, a sedan containing waste for disposal which is towing a trailer containing waste for disposal would incur a fee of $14.00. This option charges for all mixed domestic waste except for clean green waste.				
HOUSEHOLD CLEAN GREEN WASTE				
Sedan, Station Wagon or 4x4 with rear seats upright (below net waste mass of 1 tonne) (per vehicle)	$2.00	$2.73	$0.27	$3.00
Sedan, Station Wagon or 4x4 with rear seats lowered (below net waste mass of 1 tonne) (per vehicle)	$3.00	$3.64	$0.36	$4.00
Utility Vehicle or Flat-Top (below net waste mass of 1 tonne) (per vehicle)	$4.00	$4.55	$0.45	$5.00
Trailer (Below Net Waste Mass of 1 tonne) (per trailer)	$4.00	$4.55	$0.45	$5.00
All Other Vehicles (per tonne)	$55.00	$52.73	$5.27	$58.00
* Household/Domestic green waste will be a cumulative combination of the fees. For instance, a sedan containing green waste for disposal which is towing a trailer containing green waste for disposal would incur a fee of $8.00.				
Note: Tyres will not be accepted for disposal at the Paget Waste Management Centre. Unwanted tyres should be delivered to the Recycling and Resource Recovery section, where fees will be charged accordingly.				
PAGET WASTE STATION Commercial				
COMMERCIAL GREEN				
General Green (per tonne)	$55.00	$52.73	$5.27	$58.00
Tree stumps / Branches > 0.5m diameter (per tonne)	$66.00	$63.64	$6.36	$70.00
COMMERCIAL				
General Commercial (per tonne)	$84.00	$90.00	$9.00	$99.00
Polystyrene loads greater than 5 cubic metres (per cubic meter)	n/a	$100.00	$10.00	$110.00
Asbestos disposed of at Paget (per tonne) maximum amount of 250 kg)	$229.00	$310.00	$0.00	$310.00
Retrieval and copy of waste transaction	$12.00	$11.82	$1.18	$13.00
HOGAN'S POCKET Commercial				
Hogan's Pocket Gate Charge (per tonne)	$73.00	$70.00	$7.00	$77.00
SPECIAL				
Putrescible/Offensive/Noxious Wastes (per tonne)	$109.00	$140.00	$14.00	$154.00
Requested deep burial, eg legal records, insurance claims (per tonne)	n/a	$140.00	$14.00	$154.00
Emergency After-Hours Disposal of Putrescible/Offensive/ Noxious Wastes - Opening Fee	$969.00	$925.45	$92.55	$1,018.00
Emergency After-Hours Disposal of Putrescible/Offensive/ Noxious Wastes - Per Hour after First Hour (per hour)	$352.00	$336.36	$33.64	$370.00
Approved Contaminated Soil (per tonne)	$130.00	$180.00	$0.00	$180.00
Asbestos disposed of at Hogan's Pocket (per tonne)	$120.00	$180.00	$0.00	$180.00
Other Approved Contaminated Materials (per tonne)	$120.00	$180.00	$0.00	$180.00
OTHER WASTE FACILITIES (INCLUDING HOUSEHOLD GREEN WASTE)				
Household/Domestic				
Sedan, Station Wagon or 4x4 (below net waste mass of 1 tonne) (per vehicle)	$4.00	$4.55	$0.45	$5.00
Sedan, Station Wagon or 4x4 with rear seats lowered (below net waste mass of 1 tonne) (per vehicle)	$6.00	$6.36	$0.64	$7.00
Utility Vehicle or Flat-Top (below net waste mass of 1 tonne) (per vehicle)	$8.00	$8.18	$0.82	$9.00

MACKAY REGIONAL COUNCIL - COMMERCIAL AND OTHER CHARGES FOR THE YEAR 2009/10

	Adopted Fee incL GST 2008/09	Proposed Fee 2009/10	GST	Proposed Fee incL GST 2009/10
Trailer (Below Net Waste Mass of 1 tonne) (per trailer)	$8.00	$8.18	$0.82	$9.00
All Other Vehicles (per m3)	$31.00	$30.00	$3.00	$33.00
Household Clean Green Waste				
Sedan, Station Wagon or 4x4 (below net waste mass of 1 tonne) (per vehicle)	$2.00	$2.73	$0.27	$3.00
Sedan, Station Wagon or 4x4 with rear seats lowered (below net waste mass of 1 tonne) (per vehicle)	$3.00	$3.64	$0.36	$4.00
Utility Vehicle or Flat-Top (below net waste mass of 1 tonne) (per vehicle)	$4.00	$4.55	$0.45	$5.00
Trailer (Below Net Waste Mass of 1 tonne) (per trailer)	$4.00	$4.55	$0.45	$5.00
All Other Vehicles (per m3)	$8.50	$8.18	$0.82	$9.00
OTHER WASTE FACILITIES - Commercial				
General Commercial - uncompacted (per m^3)	$31.00	$30.00	$3.00	$33.00
General Commercial - compacted (per m^3)	$36.00	$34.55	$3.45	$38.00
Construction and demolition waste (including concrete) per m^3	$84.00	$80.91	$8.09	$89.00
Car bodies (per car body) - WITH liquids and/or tyres	$31.00	$30.00	$3.00	$33.00
Car bodies (per car body) - all liquids and tyres removed	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE
Tires (per tire) - fees and limits apply	P.O.A.	P.O.A.	P.O.A.	P.O.A.
Commercial clean green waste (per m^3)	$26.00	$25.45	$2.55	$28.00
Commercial clean green waste - Tree stump / branches >0.5m diameter per m^3	$31.00	$30.00	$3.00	$33.00
Polystyrene loads greater than 5 cubic metres (per cubic meter)	n/a	$100.00	$10.00	$110.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
DEVELOPMENT SERVICES				
DEVELOPMENT ASSESSMENT - PLANNING				
General 1. For a combined application or multi-use applications, the fee for the application shall be based on the fee for each component part, unless the secondary or other use is ancillery (a use/s which is necessarily associated with, but incidental and subordinate to, the particular use) or otherwise as determined by Council. 2. Applications that are not well made will incur a further application fee of 50% the prescribed fee. A guideline has been prepared in relation to this matter. A well made application will need to be a properly made application (IPA 3.2.1) and include the correct property and owner information, supporting documentation and the correct number of copies. 3. The application fees contained in this schedule are based on the applicant carrying out all advertising procedures and meeting the cost thereof. 4. No refund of fees will be made by Council in the event of the application lapsing or Council refusing the application. 5. Council reserves the right to request higher fees in exceptional circumstances, where the relevant fee will be insufficient to meet the costs incurred by Council. 6. The value of a project shall generally be the value of building works or alternatively the value of the cost of constructing a subdivision estate. Where any uncertainty occurs in the calculation of the value of a project, the applicant is advised to contact Council's Development Assessment Section prior to lodging an application to confirm the calculation of the value of a project. 7. Where the fee is shown as P.O.A. (Price on Application) quotations will be provided upon request to the Manager Development Assessment - Planning, in writing and including forms and building plans (1 copy) 8. Offshore islands inspection costs are additional to the standard fees and charges as detailed below. The required additional fee is to be negotiated with the Manager Development Assessment - Planning at the time of lodgment of an application or request that requires one or more site visits. The additional fee will incorporate travel costs and additional staff time.				
Fees payable for meetings with Council Officers				
1. No fee is applicable for a first pre-lodgment meeting. All subsequent meetings relating to a particular application will be subject to a fee (note fee to be paid prior to confirmation of the meeting)				$550.00
PRELIMINARY/SUPERSEDED APPROVALS				
Request to assess a Development Application under the Superseded Planning Scheme (in addition to any other fees that apply to the application had it been lodged under the current Planning Scheme)	a	IPA 3.2.1	$700.00	$735.00
Preliminary Approval for a proposed development	a	IPA 3.2.1	90% of the prescribed fee (Minimum $650.00)	90% of the prescribed fee calculated from the potential lot yield, unit yield, GFA site area, etc. (minimum $685.00)
Preliminary Approval to override the Planning Scheme	a	IPA 3.2.1	150% of the prescribed fee (Minimum $980.00)	150% of the prescribed fee calculated from the potential lot yield, unit yield, GFA site area, etc. (minimum $1,030.00)
RECONFIGURING A LOT				
Approval				
For each lot as shown on a proposal plan, including Community Title Lots:-				
0 to 2 lots* (minimum fee of $910)	a	IPA 3.2.1	$865.00	$910.00
3 to 5 lots* ($910 base fee plus $420 per lot over 2 lots)	a	IPA 3.2.1	$865.00 plus lot rate	$910.00 plus lot rate
6 to 10 lots* ($1,935 base fee plus $310 per lot over 5 lots)	a	IPA 3.2.1	$1,840.00 plus lot rate	$1,935.00 plus lot rate
11 to 50 lots* ($3,325 base fee plus $280 per lot over 10 lots)	a	IPA 3.2.1	$3,165.00 plus lot rate	$3,325.00 plus lot rate
More than 50 lots* ($12,355 base fee plus $225 per lot over 50 lots)	a	IPA 3.2.1	$11,765.00 plus lot rate	$12,355.00 plus lot rate
NOTE:-				
(a) *Excludes lot/s to be transferred to Council				

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
(b) Applications for Reconfiguration of a Lot on land zoned Rural, where the minimum lot size proposed is less than 50ha in incur a further fee of 50% of the prescribed fee.				
MATERIAL CHANGE OF USE				
Minor				
Including uses defined in the **MACKAY CITY PLANNING SCHEME** as Agriculture, Animal Husbandry, Bed and Breakfast Accommodation, Care-Takers Residence, Dependent Persons' Accommodation, Dwelling House, Family Day Care, Forestry, Home Occupation, Home-based Business, Park, Public Utility, Roadside Stall, Residential Storage Shed, Stable	a	IPA 3.2.1	$645.00 if code assessable, or $860.00 if impact assessable	$680.00 if code assessable, or $905.00 if impact assessable
Including uses defined in the **SARINA SHIRE PLANNING SCHEME** as Agriculture, Animal Husbandry, Caretaker's Residence, Home Base Business, Host Home Accommodation, House, Open Space, Relatives Apartment, Roadside Stall, Second House, Stable, Utilities - Local	a	IPA 3.2.1	$645.00 if code assessable, or $860.00 if impact assessable	$680.00 if code assessable, or $905.00 if impact assessable
Including uses defined in the **MIRANI SHIRE PLANNING SCHEME** as Agriculture, Animal Husbandry, Bed and Breakfast Accommodation, Dependant Person's Accommodation, Dwelling House, Home-Based Business, Home Occupation, Local Utility, Oversized Shed(s), Stable	a	IPA 3.2.1	$645.00 if code assessable, or $860.00 if impact assessable	$680.00 if code assessable, or $905.00 if impact assessable
Including uses defined in the **MIRANI SHIRE TRANSITIONAL PLANNING SCHEME** as Agriculture, Animal Husbandry, Care-Takers Residence, Dwelling House, Farmstay Accommodation, Home Occupation, Local Utilities, Public Utilities, Relative's Apartment, Roadside Stall, Stable	a	IPA 3.2.1	$645.00 if code assessable, or $860.00 if impact assessable	$680.00 if code assessable, or $905.00 if impact assessable
Small				
Including uses defined in the **MACKAY CITY PLANNING SCHEME** as Bulk Landscaping Supplies, Car Park, Dual Occupancy, Heavy Vehicle Parking, Kennels, Local Community Facility, Machinery and Vehicle Sales, Outdoor Sales Premises, Place of Worship, Plant Nursery, Rural Industry, Special Purpose, Stockyard, Vehicle Hire Premises	a	IPA 3.2.1	$1,935.00 if code assessable, or $2,580.00 if impact assessable	$2,035.00 if code assessable, or $2,710.00 if impact assessable
Including uses defined in the **SARINA SHIRE PLANNING SCHEME** as Aquaculture (Minor Impact), Community Facilities, Kennels, Catteries, Multiple Dwelling Unit (2 units), Plant Nursery, Vehicle Showroom	a	IPA 3.2.1	$1,935.00 if code assessable, or $2,580.00 if impact assessable	$2,035.00 if code assessable, or $2,710.00 if impact assessable
Including uses defined in the **MIRANI SHIRE PLANNING SCHEME** as Building or Landscaping Supplies, Carpark, Commercial Vehicle Parking, Conservation Area, Kennels, Multiple Dwelling Unit (2 units), Outdoor Sales Premises, Produce Sales, Rural Business, Stock Saleyard, Plantation Forestry, Rural Industry	a	IPA 3.2.1	$1,935.00 if code assessable, or $2,580.00 if impact assessable	$2,035.00 if code assessable, or $2,710.00 if impact assessable
Including uses defined in the **MIRANI SHIRE TRANSITIONAL PLANNING SCHEME** as Kennels, Machinery Showroom, Motor Vehicle Showroom, Off-Street Carparking, Special Use, Stockyard, Stock Salesyard, Veterinary Clinic	a	IPA 3.2.1	$1,935.00 if code assessable, or $2,580.00 if impact assessable	$2,035.00 if code assessable, or $2,710.00 if impact assessable
Medium				
Including uses defined in the **MACKAY CITY PLANNING SCHEME** as Aquaculture, Bulk Store, Caravan Park, Cemetery, Child Care Centre, Concrete Batching Plant, Crematorium, Educational Establishment, Extractive Industry, Hospital, Hotel, Indoor Entertainment, Intensive Animal Husbandry, Institution, Junk Yard, Maritime Services, Service Station, Telecommunication Facilities, Veterinary Hospital	a	IPA 3.2.1	$3,870.00 if code assessable, or $5,115.00 if impact assessable	$4,065.00 if code assessable, or $5,375.00 if impact assessable
Including uses defined in the **SARINA SHIRE PLANNING SCHEME** as Aquaculture (Significant Impact), Camping Ground, Caravan Park, Extractive Industry, Indoor Entertainment, Intensive Animal Industry, Licensed Premises, Nightclub, Service Station, Telecommunication Facilities	a	IPA 3.2.1	$3,870.00 if code assessable, or $5,115.00 if impact assessable	$4,065.00 if code assessable, or $5,375.00 if impact assessable

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
Including uses defined in the **MIRANI SHIRE PLANNING SCHEME** as Animal Husbandry, Aquaculture, Caravan Park, Community Facilities, Extractive Industry, External Storage Yard, Intensive Indoor Recreation and Entertainment, Licensed Premises, Service Station, Veterinary Centre	a	IPA 3.2.1	$3,870.00 if code assessable, or $5,115.00 if impact assessable	$4,065.00 if code assessable, or $5,375.00 if impact assessable
Including uses defined in the **MIRANI SHIRE TRANSITIONAL PLANNING SCHEME** as Bulk Store, Caravan Park, Educational Establishment, Extractive Industry, Hospital, Hotel, Indoor Entertainment, Licensed Premises, Lot Feeding of Stock, Piggery, Service Station, Veterinary Centre	a	IPA 3.2.1	$3,870.00 if code assessable, or $5,115.00 if impact assessable	$4,065.00 if code assessable, or $5,375.00 if impact assessable
Brothel	a	IPA 3.2.1	n/a	$4,065.00 if code assessable, or $5,375.00 if impact assessable
Large (A) - Miscellaneous Use				
Including uses defined in the **MACKAY CITY PLANNING SCHEME** as Airport, Marina, Outdoor Entertainment, Rail Transport Terminal, Sport and Recreation, Tourist Facility, Transport Depot, Transport Terminal and Material Change of Use to override the Planning Scheme to facilitate a future reconfiguration (note the value of project determined to be $40,000 per proposed future Lot) Including uses defined in the **SARINA SHIRE PLANNING SCHEME** as Outdoor Entertainment, Rural Tourist Facility, Transport Depot, Utilities - Public and Material Change of Use to override the Planning Scheme to facilitate a future reconfiguration (note the value of project determined to be $40,000 per proposed future Lot) Including uses defined in the **MIRANI SHIRE PLANNING SCHEME** as Major Utility, Special Purpose, Sport and Recreation and Material Change of Use to override the Planning Scheme to facilitate a future reconfiguration (note the value of project determined to be $40,000 per proposed future Lot) Including uses defined in the **MIRANI SHIRE TRANSITIONAL PLANNING SCHEME** as Bus Depot, Freight Terminal, Noxious Transport Depot, Outdoor Entertainment, Sports and Recreation, Transport Terminal and Material Change of Use to override the Planning Scheme to facilitate a future reconfiguration (note the value of project determined to be $40,000 per proposed future Lot)				
- Value of project up to $1,000,000	a	IPA 3.2.1	$3,870.00 if code assessable, or $5,115.00 if impact assessable	$4,065.00 if code assessable, or $5,375.00 if impact assessable
- Value of project greater than $1,000,000	a	IPA 3.2.1	If code assessable; $3,820.00 plus 0.2% of total value of project over $1,000,000, or if impact assessable; $5,115.00 plus 0.2% of value over $1,000,000.00 if impact assessable	If code assessable; $4,015.00 plus 0.2% of total value of project over $1,000,000; or If impact assessable; $5,375.00 plus 0.25% of value over $1,000,000.00 if impact assessable
Large (B) - Residential/Accommodation uses				
Including uses defined in the **MACKAY CITY PLANNING SCHEME** as Accommodation Units, Motel, Multiple Dwelling Units Including uses defined in the **SARINA SHIRE PLANNING SCHEME** as Motel, Multiple Dwelling Units (3 or more) Including uses defined in the **MIRANI SHIRE PLANNING SCHEME** as Accommodation Units, Multiple Dwelling Units (3 or more), Retirement Housing, Tourist Accommodation Including uses defined in the **MIRANI SHIRE TRANSITIONAL PLANNING SCHEME** as Accommodation Units (3 or more)				
0 to 4 code assessable units/keys	a	IPA 3.2.1	$2,330.00	$2,450.00
5 to 50 code assessable units/keys ($2,450 base fee plus $175 per unit/key over 4 units/key)	a	IPA 3.2.1	$2,330.00 plus per unit/key rate	$2,450.00 plus per unit/key rate
More than 50 code assessable units/keys ($10,500 base fee plus $135 per unit/key over 50 units/key)	a	IPA 3.2.1	$9,830.00 plus per unit/key rate	$10,350.00 plus per unit/key rate
Up to 4 impact assessable units/keys	a	IPA 3.2.1	$3,620.00	$3,800.00
5 to 50 impact assessable units/keys ($3,800 base fee plus $185 per unit/key over 4 units/keys)	a	IPA 3.2.1	$3,620.00 plus per unit/key rate	$3,800.00 plus per unit/key rate

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
More than 50 impact assessable units/key ($12,310 base fee plus $150 per unit/key over 50 units)	a	IPA 3.2.1	$11,670.00 plus per unit/key rate	$12,310.00 plus per unit/key rate
Large (C) - Commercial uses				
Including uses defined in the **MACKAY CITY PLANNING SCHEME** as Commercial/Retail Uses (including Catering Shop, Commercial Premises, Hardware Store, Health Care Centre, Retail Showroom, Shop, Shopping Centre, Showroom) Including uses defined in the **SARINA SHIRE PLANNING SCHEME** as Commercial Premises Including uses defined in the **MIRANI SHIRE PLANNING SCHEME** as Commercial Facilities, Hardware Store, Health Care Centre, Office Building, Restaurant, Shop/Shopping Centre Including uses defined in the **MIRANI SHIRE TRANSITIONAL PLANNING SCHEME** as Catering Shop, Commercial Facilities, Commercial Industry, Commercial Premises, Local Store, Shop, Showroom				
- If code assessable	a	IPA 3.2.1	$1,895.00 plus $260.00 per 100m2 or part thereof over 100m2	$1,990.00 plus $270.00 per 100m2 or part thereof over 100m2
- If impact assessable	a	IPA 3.2.1	$2,580.00 plus $260.00 per 100m2 or part thereof over 100m2	$2,710.00 plus $270.00 per 100m2 or part thereof over 100m2
Large D) - Industrial Uses				
Including uses defined in the **MACKAY CITY PLANNING SCHEME** as Industrial Uses (Including Car Repair Workshop, General Industry, Noxious, Offensive or Hazardous, Service Industry, Warehouse) Including uses defined in **SARINA SHIRE PLANNING SCHEME** as Industry (Low Impact), Industry (Medium Impact), Industry (High Impact), Self Storage, Warehouse Including uses defined in the **MIRANI SHIRE PLANNING SCHEME** as General Industry, Light Industry, Noxious or Hazardous Industry, Repair Workshop, Warehouse Including uses defined in the **MIRANI SHIRE TRANSITIONAL PLANNING SCHEME** as Car Repair, General Industry, Heavy Industry, Industry, Junk Yard, Light Industry, Liquid Fuel Depot, Noxious or Hazardous Industry, Warehouse				
- If code assessable	a	IPA 3.2.1	$1,895.00 plus $140.00 per 100m2 GFA or part thereof over 100m2	$1,990.00 plus $145.00 per 100m2 or part thereof over 100m2
- If impact assessable	a	IPA 3.2.1	$2,580.00 plus $140.00 per 100m2 GFA or part thereof over 100m2	$2,710.00 plus $145.00 per 100m2 or part thereof over 100m2
NOTE (For all Material Change of Use Applications): 1. Multiple definition uses, the fee is the combined total of all applicable fees. 2. Where a use is not defined in the planning scheme, the fee will be set as the use deemed most similar by the MDA-P, DDS or CEO. 3. "GFA or part thereof" is defined as the total floor area of a building or buildings including any mezzanine levels rounded up to the next 100m2. (i.e. 450m2 GFA rounds up to 500m2) 4. References to the Mackay City Planning Scheme refer to both the current and superseded planning schemes				
SUNDRY MATTERS				
Changing an application before a decision is made: additional fee is applicable at the time of request of the change, which is calculated as follows:-				
(a) If Acknowledgement Notice issued		IPA 3.2.9		20%
(b) If Information Request issued		IPA 3.2.9		60%
(c) If Notification stage commenced		IPA 3.2.9		80%
(d) If Report/Assessment Memo completed		IPA 3.2.9		95%
General				
Request for Negotiated Decision Notice ($340 base fee, plus $170 per condition requested to be changed)		IPA 3.5.17		$340.00 plus per condition fee
Extension of Currency Period - Code and Impact Assessment	a	IPA 3.5.22	$440.00	$465.00
Change of Development Approval - Code and Impact Assessment	a	IPA 3.5.24	$565.00	$595.00
Change of Plan of Development - Code and Impact Assessment	a	IPA 3.5.33	$565.00	$595.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
Change of Condition - Code and Impact Assessment per condition requiring change	a	IPA 3.5.33	$555.00	$585.00 per condition requiring change
Cancel a Development Approval		IPA 3.5.26	$ Nil	$210.00
Change of a Consent Order, per condition requiring change (the actual legal costs are to be paid prior to the endorsement of the Consent Order by the Court)	a	IPA 3.5.26	$565.00 plus ALL legal costs including GST	$595 (per condition requiring change) plus ALL legal costs, including GST
Infrastructure Agreements				P.O.A. (based on an estimate of cost to Council to assess and/or prepare the Infrastructure Agreement
Request for consideration of plan/s to be considered "generally in accordance with"	a			$680.00
Planning and Development Certificates				
Limited (non-urgent - 5 business days) per lot	a	IPA 5.7.8	$200.00	$210.00
Limited (urgent - 3 business days) per lot	a	IPA 5.7.8	n/a	$315.00
Standard (10 business days) per lot	a	IPA 5.7.8	$775.00	$815.00
Full (non-urgent - 30 business days) per lot	a	IPA 5.7.8	$1,550.00	$1,630.00
Full (urgent - 15 business days) per lot	a	IPA 5.7.8	n/a	$2,445.00
Refund of Application Fees when an Application is Withdrawn				
a) If Application submitted and preliminary clerical work completed			90%	90%
b) If Acknowledgement notice issued			80%	80%
c) If Information request issued			40%	40%
d) If Notification stage commenced			20%	20%
e) If Report/Assessment Memo completed			5%	5%
f) Thereafter				0%
Building Application				
For Council to assess applications as a concurrence agency	a	IPA 3.3.3	$430.00	$455.00
Compliance of Building Application against Development Approval	a		n/a	$455.00
Copies of Documents				
Purchase of publically available common material relating to an application on CD (3 business days)	a	IPA 3.2.8		$65.00
NOTE FOR SUNDRY MATTERS				
1. "Prescribed Fee" is defined as the current fee for a particular application				
MATERIAL CHANGE OF USE - (ERA)				
Please refer to Health & Regulatory Services Fees				
OPERATIONAL WORKS				
Please refer to Development Assessment - Engineering Fees				
COMPLIANCE AND GOVERNANCE				
Building Approval - Class 1 & 10 (residential)	c	IPA 3.7.2	$110.00	$115.00
Building Approval - Class 2 to 9 (commercial / industrial)	c	IPA 3.7.2	$110.00	$115.00
NOTE: It is noted that the fee includes up to 5 sheets of A4 or A3 plans. Larger plans or extra sheets to be copied attract the scheduled fee under Miscellaneous Matters.				
Final Certificate (Form 21) for Class 1 and 10 Approvals (residential)				
Copy of Final Certificate previously issued	c	BA s54		$110.00
Issue of Final Certificate if not previously issued for building approvals prior to 1 May 1998	c	BA s54	$200.00	P.O.A. (minimum fee $210.00)
Re-inspection Fee/additional Inspection Fee	c	BA s54	$200.00	$210.00
Note: Where re-inspection and/or meetings are required to discuss and resolve non-conformities, further fees will apply. These will be discussed and negotiated at initial meeting/site visit.				
Certificate of Classification for Class 2 to 9 Approvals (commercial/industrial)				

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
Copy of Certificate of Classification previously issued	c	BA s54	$110.00	$115.00
Issue of Certificate of Classification if not previously issued for building approvals prior to 1 May 1998	c	BA s54	$200.00	P.O.A. (minimum fee $210.00)
Re-inspection Fee/additional Inspection Fee	c	BA s54	$200.00	$210.00
Note: Where re-inspection and/or meetings are required to discuss and resolve non-conformities, further fees will apply. These will be discussed and negotiated at initial meeting/site visit.				
Final Clearance Inspection (to remove outstanding building/plumbing rerquisitions)				
All Classes of Building (residential/commercial/industrial)	c	BR s123	$250.00	$265.00
Amenity and Aesthetics Approval				
To be obtained prior to lodgment of dwelling application (for example re-site/relocation of dwelling)	a	IPA Regs	$430.00	$455.00
Building Records Search				
No Inspection				
(a) Vacant Land and Class 1 & 10 Buildings	c	LGAs. 1071a(c)	$100.00	$105.00
(b) Class 2 to 9 Buildings (commercial/industrial)	c	LGAs. 1071a(c)	$135.00	$145.00
"Building Work" Lodgment and Archive Fee				
Class I & 10	c	BA 586	$60.00	$65.00
Class 2 to 9	c	BA 586	$75.00	$80.00
Swimming Pool Fencing				
Exemption from Swimming Pool Fencing requirements	c	BA 240	$625.00	$660.00
Pool fencing compliance inspections/report		BA 244		$375.00
Follow up inspection where required		BA 244		$210.00
Miscellaneous				
Registration of Lawful Use				$680.00
General consulting/prelodgment advice/meetings/formal counter building advice (per meeting)				$150.00
Monthly Approval Building Listing	c	LGAs. 1071a(c)	$135.00	$140.00
DEVELOPMENT ASSESSMENT - ENGINEERING				
OPERATIONAL WORKS				
General				
(1) Applications that are not well made will incur a further application fee of 35% of the prescribed fee. A guideline has been prepared in relation to this matter. A well made application will need to be a properly made application (IPA 3.2.1) and include the correct property and owner information, supporting documentation and the correct number of copies.				
(2) No refund of fees will be made by Council in the event of the application lapsing, or Council refusing the application.				
(3) Council reserves the right to request higher fees in exceptional circumstances, where the relevant fee will be insufficient to meet the costs incurred by Council				
Fees payable for meetings with Council Officers				
(1) No fee is applicable for the prelodgment, pre-start, hold points, on and off maintenance meetings				
(2) All subsequent meetings relating to a particular application may be subject to a fee to be calculated as follows:-				
Fee per council Officer (requested to be at the meeting) per hour (to be paid prior to the commencement of the meeting.			$110.00	$115.00
IDAS Applications, except Prescribed Tidal Works and extra-active industries within watercourses (fee includes review of application, issuing of permit, co-ordination with consultants and nominated inspections, which includes hold point inspections. CCTV inspections are not included.				
For works including roads, drainage, earthworks, sewer and water reticulation, landscaping where estimated costs of works:-				
Up to $14,999	a	IPA 3.2.1	$470.00	$600.00
$15,000 up to $249,999	a	IPA 3.2.1	3.0% value of work	3.0% value of work

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
$250,000 - $499,999	a	IPA 3.2.1	$7,500 + 1.9% value of work over $250,000	$7,500 + 1.9% value of work over $250,000
$500,000 - $999,999	a	IPA 3.2.1	$12,250 + 1.3% value of work over $500,000	$12,250 + 1.3% value of work over $500,000
$1,000,000 - $1,999,999	a	IPA 3.2.1	$18,750 + 0.7% value of work over $1,000,000	$18,750 + 0.7% value of work over $1,000,000
$2,000,000 - $4,999,999	a	IPA 3.2.1	$25,750 + 0.35% value of work over $2,000,000	$25,750 + 0.35% value of work over $2,000,000
Greater than $5,000,000	a	IPA 3.2.1	$36,250 + 0.15% value of work over $5,000,000	$36,250 + 0.15% value of work over $5,000,000
For works involving only bulk earthworks, private infrastructure, landscaping with irrigation	a	IPA 3.2.1	50% of above fee	50% of above fee
Re-inspection of non-conforming work	a	IPA 3.2.1	$205.00	$220.00
Reassessment of an Application for operational works as a result of Council issuing a second request for further information when initial information requested has not been fully addressed (this fee is applicable each time further information is requested)	a	IPA 3.2.1	25% of the Current application fee	25% of the Current application fee
Prescribed Tidal Works				
Application for Prescribed Tidal Works	a	IPA 3.2.1	$780.00	$820.00
Non IDAS Applications				
Site Drainage (Internal for Residential Properties)	a	SSL/SWSL	$155.00	$165.00
Other operational work	a	SSL/SWSL		
Advertising Signs				
For signs less than $5m^2$ significant area	a	LL78 s.8	$245.00	$258.00
For signs greater than $5m^2$ significant area	a	LL78 s.8	$245.00	$258.00
Freestanding Billboards (*Generally18sqm per side)*	a	LL78 s.8	$305.00	$321.00
Request for relaxation of requirements	a	LL78 s.8	Nil	Nil
Annual License (fee is calculated per sign)	a	LL78 s.8	Calculated per sign	Calculated per sign
ENDORSEMENT OF SURVEY PLAN				
A) Endorsement of Survey Plans, including Community Title Plan, Building format, volumetric format (includes $25.15 *per lot* DNR valuation maintenance fee) (calculate base fee plus per lot rate)				
0 to 2 lots	a	IPA 3.7.1	$580.00	$800.00
More than 2 lots $800 base fee plus $140 per lot over 2 lots	a	IPA 3.7.1	$580.00 plus lot rate	$800.00 plus lot rate
PLUS endorsement of legal documents (including leases/easements and transfer documents)	a	IPA 3.7.1	$135 per document	$140 per document
B) Endorsement of Survey Plan prior to completion of works (Calculate base fee plus per lot rate)				
0 to 2 lots		IPA 3.7.1	$1,160.00	$1,600.00
More than 2 lots $1,600 base fee plus $280 per lot over 2 lots		IPA 3.7.1	$1,160.00 plus lot rate	$1,000.00
PLUS endorsement of legal documents (including leases/ easements and transfer documents) (includes inspection of completed works and assessment of outstanding works). (Note: Use of this is at the sole discretion of Council)	a	IPA 3.7.1	$270.00 per document	$280.00 per document
C) Re-assessment of an Application for the signing and dating of Survey Plans, as a result of Council request for further information (i.e. all supporting material not provided in accordance with checklist). Calculate 50% of current application fee (this fee is applicable each time further information is requested)	a	IPA 3.7.1	50% of current survey plan application fee	50% of current survey plan application fee
D) Re-endorsement of survey plan	a	IPA 3.7.1	$270.00	$285.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
E) Application Fee including endorsement of survey plan in respect of leases and easements	a	IPA 3.7.1	$135.00	$145.00
F) Application fee including endorsement of survey plan in respect of compiled plans and amalgamation of existing and surveyed lots	a	IPA 3.7.1	$270.00	$285.00
MINOR WORKS				
Works in Road Reserve				
Invert Crossing and Concrete Driveway	c	LL74s14	$148.50	$155.00
Rural Access	c	LL74s14	$172.70	$190.00
Bitumen Sealed Turnout/Shoulder	c	LL74s14	$172.70	$190.00
Concrete Footpath	c	LL74s14	$145.80	$160.00
Stormwater Connection	c	LL74s14	$99.00	$100.00
Landscaping Plan	c	LL74s14	$190.30	$200.00
HEALTH AND REGULATORY SERVICES				
ENVIRONMENTAL PROTECTION				
Fees for Development Approvals and Registration Certificates				
Application for assessment of a development application for 1 or more chapter 4 activities	a	EPR 116 and Schedule 10, Part 1, 1	$400.00 plus the prescribed annual fee amount for the application	$400.00 plus the prescribed annual fee amount for the application
Request, under the Integrated Planning Act, to do any of the following where ERA's are involved:				
(a) extend a period mentioned in s 3.5.21A for a development approval (s 3.5.22(6)(b))	a	EPR Schedule 10 Part 1,2	$175.00	$250.00
(b) change a development approval, other than to change a condition imposed on the approval (s 3.5.24(4)(a)(ii))	a	EPR Schedule 10 Part 1,2	$175.00	$250.00
(c) change or cancel a condition imposed on a development approval (s 3.5.33(4)(b))	a	EPR Schedule 10 Part 1,2	$175.00	$250.00
Application for registration of 1 or more chapter 4 activities, other than continuing chapter 4 activities (Act, s 73D(2)(b))	a	EPR Schedule 10 Part 1,3	$400.00 plus the prescribed annual fee amount for the application	$400.00 plus the prescribed annual fee amount for the application
Application for registration of 1 or more continuing chapter 4 activities (Act, s 73D(2)(b))	a	EPR Schedule 10 Part 1,4	$56.90	$100.00
Annual fee for a development application, or registration certificate, for a chapter 4 activity for which there is no aggregate environmental score	a	EPR Schedule 10 Part 1,5		$300.00
Other Fees				
Fee for late payment of an annual fee for a registration certificate	a	EPR Schedule 10 Part 1,16	$56.90	$100.00
Fee for consideration of a report about a site investigation (Act, s 382) for:				
(a) land that is used exclusively for residential purposes and is not the subject of a development application - for each lot	a	EPR Schedule 10 Part 1,17		$466.00
(b) any other land - for each lot	a	EPR Schedule 10 Part 1,17		$1,048.00
Environmentally Relevant Activity Annual Fees				
M is:				
(a) for a development application, or registration certificate, for a relevant activity	a	EPR 120		$40.00
(b) otherwise	a	EPR 120		$80.00
Part 1 - Aquaculture and intensive animal industry				

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
PTYF - ERA 4 Poultry farming more than 1 000 to 200 000 birds, no aes	a	EPR Schedule 2		$300.00
PYFA - ERA 4 Poultry farming more than 200 000 birds, aes=9	a	EPR Schedule 2		$360.00
PYFB - ERA 4 Poultry farming more than 200 000 birds, aes=9, Small business	a	EPR Schedule 2		$288.00
PYFC - ERA 4 Poultry farming more than 200 000 birds, aes=9, Above compliance	a	EPR Schedule 2		$288.00
PYFD - ERA 4 Poultry farming more than 200 000 birds, aes=9, Small business & Above Compliance	a	EPR Schedule 2		$216.00
Part 2 - Chemical, coal, and petroleum products activities	a	EPR Schedule 2		
ASPM - ERA 6 Asphalt manufacturing in a year - less than 1000t of asphalt, no aes	a	EPR Schedule 2		$300.00
ASMA - ERA 6 Asphalt manufacturing in a year - 1000t or more of asphalt, aes=32	a	EPR Schedule 2		$2,560.00
ASMB - ERA 6 Asphalt manufacturing in a year - 1000t or more of asphalt, aes=32, Small business	a	EPR Schedule 2		$2,048.00
ASMC - ERA 6 Asphalt manufacturing in a year - 1000t or more of asphalt, aes=32, Above compliance	a	EPR Schedule 2		$2,048.00
ASMD - ERA 6 Asphalt manufacturing in a year - 1000t or more of asphalt, aes=32, Small business & Above compliance	a	EPR Schedule 2		$1,536.00
CHMS - ERA 8 Chemical storing the following total quantity of chemicals of class 1 or 2 combustible liquids under AS 1940 or dangerous goods class 3 under subsection (1)(c) - 10m3 to 500m3, no aes	a	EPR Schedule 2		$300.00
PPOA - ERA 12 Plastic product manufacturing 1, in a year, a total of 50t or more of plastic product, other than a plastic product mentioned in item 2, aes=28	a	EPR Schedule 2		$2,240.00
PPOB - ERA 12 Plastic product manufacturing 1, in a year, a total of 50t or more of plastic product, other than a plastic product mentioned in item 2, aes=28, Small business	a	EPR Schedule 2		$1,792.00
PPOC - ERA 12 Plastic product manufacturing 1, in a year, a total of 50t or more of plastic product, other than a plastic product mentioned in item 2, aes=28, Above compliance	a	EPR Schedule 2		$1,792.00
PPOD - ERA 12 Plastic product manufacturing 1, in a year, a total of 50t or more of plastic product, other than a plastic product mentioned in item 2, aes=28, Small business & Above compliance	a	EPR Schedule 2		$1,344.00
PPMA - ERA 12 Plastic product manufacturing 2, in a year, a total of 5t or more of carbon fibre, epoxy coating, foam, foam sandwich, mattings, resin, composite plastics or rigid fibre-reinforced plastics, aes=54	a	EPR Schedule 2		$4,320.00
PPMB - ERA 12 Plastic product manufacturing 2, in a year, a total of 5t or more of carbon fibre, epoxy coating, foam, foam sandwich, mattings, resin, composite plastics or rigid fibre-reinforced plastics, aes=54, Small business	a	EPR Schedule 2		$3,456.00
PPMC - ERA 12 Plastic product manufacturing 2, in a year, a total of 5t or more of carbon fibre, epoxy coating, foam, foam sandwich, mattings, resin, composite plastics or rigid fibre-reinforced plastics, aes=54, Above compliance	a	EPR Schedule 2		$3,456.00
PPMD - ERA 12 Plastic product manufacturing 2, in a year, a total of 5t or more of carbon fibre, epoxy coating, foam, foam sandwich, mattings, resin, composite plastics or rigid fibre-reinforced plastics, aes=54, Small business & Above compliance	a	EPR Schedule 2		$2,592.00
Part 5 - Fabricated metal product activities				
ABGA - ERA 17 Abrasive blasting, aes=16	a	EPR Schedule 2		$1,280.00
ABGB - ERA 17 Abrasive blasting, aes=16, Small business	a	EPR Schedule 2		$1,024.00
ABGC - ERA 17 Abrasive blasting, aes=16, Above compliance	a	EPR Schedule 2		$1,024.00
ABGD - ERA 17 Abrasive blasting, aes=16, Small business & Above compliance	a	EPR Schedule 2		$768.00
BMEG - ERA 18 Boiler making or engineering carrying out the relevant activity for producing, in a year, the following quantity of metal product - 200t to 10 000t, no aes	a	EPR Schedule 2		$300.00
BMEA - ERA 18 Boiler making or engineering carrying out the relevant activity for producing, in a year, the following quantity of metal product - more than 10 000t, aes=46	a	EPR Schedule 2		$3,680.00
BMEB - ERA 18 Boiler making or engineering carrying out the relevant activity for producing, in a year, the following quantity of metal product - more than 10 000t, aes=46, Small business	a	EPR Schedule 2		$2,944.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
BMEC - ERA 18 Boiler making or engineering carrying out the relevant activity for producing, in a year, the following quantity of metal product - more than 10 000t, aes=46, Above compliance	a	EPR Schedule 2		$2,944.00
BMED - ERA 18 Boiler making or engineering carrying out the relevant activity for producing, in a year, the following quantity of metal product - more than 10 000t, aes=46, Small business & Above compliance	a	EPR Schedule 2		$2,208.00
MTLF - ERA 19 Metal forming, no aes	a	EPR Schedule 2		$300.00
MTLR - ERA 20 Metal recovery - recovering less than 100t of metal in a day, no aes	a	EPR Schedule 2		$300.00
MRWA - ERA 20 Metal recovery - recovering 100t or more of metal in a day, or 10 000t or more of metal product in a year, and carrying out the relevant activity - without using a fragmentiser, aes=19	a	EPR Schedule 2		$1,520.00
MRWB - ERA 20 Metal recovery - recovering 100t or more of metal in a day, or 10 000t or more of metal product in a year, and carrying out the relevant activity - without using a fragmentiser, aes=19, Small business	a	EPR Schedule 2		$1,216.00
MRWC - ERA 20 Metal recovery - recovering 100t or more of metal in a day, or 10 000t or more of metal product in a year, and carrying out the relevant activity - without using a fragmentiser, aes=19, Above compliance	a	EPR Schedule 2		$1,216.00
MRWD - ERA 20 Metal recovery - recovering 100t or more of metal in a day, or 10 000t or more of metal product in a year, and carrying out the relevant activity - without using a fragmentiser, aes=19, Small business & Above compliance	a	EPR Schedule 2		$912.00
MRFA - ERA 20 Metal recovery - recovering 100t or more of metal in a day, or 10 000t or more of metal product in a year, and carrying out the relevant activity - using a fragmentiser, aes=51	a	EPR Schedule 2		$4,080.00
MRFB - ERA 20 Metal recovery - recovering 100t or more of metal in a day, or 10 000t or more of metal product in a year, and carrying out the relevant activity - using a fragmentiser, aes=51, Small business	a	EPR Schedule 2		$3,264.00
MRFC - ERA 20 Metal recovery - recovering 100t or more of metal in a day, or 10 000t or more of metal product in a year, and carrying out the relevant activity - using a fragmentiser, aes=51, Above compliance	a	EPR Schedule 2		$3,264.00
MRFD - ERA 20 Metal recovery - recovering 100t or more of metal in a day, or 10 000t or more of metal product in a year, and carrying out the relevant activity - using a fragmentiser, aes=51, Small business & Above compliance	a	EPR Schedule 2		$2,448.00
MVWA - ERA 21 Motor vehicle workshop operation, aes=7	a	EPR Schedule 2		$560.00
MVWB - ERA 21 Motor vehicle workshop operation, aes=7, Small business	a	EPR Schedule 2		$448.00
MVWC - ERA 21 Motor vehicle workshop operation, aes=7, Above compliance	a	EPR Schedule 2		$448.00
MVWD - ERA 21 Motor vehicle workshop operation, aes=7, Small business & Above compliance	a	EPR Schedule 2		$336.00
Part 8 - Miscellaneous Activities				
PRNT - ERA 37 Printing, in a year, the following quantity of printed materials - 200t to 1 000t, no aes	a	EPR Schedule 2		$300.00
PRTA - ERA 37 Printing, in a year, the following quantity of printed materials - more than 1 000t, aes=22	a	EPR Schedule 2		$1,760.00
PRTB - ERA 37 Printing, in a year, the following quantity of printed materials - more than 1 000t, aes=22, Small business	a	EPR Schedule 2		$1,408.00
PRTC - ERA 37 Printing, in a year, the following quantity of printed materials - more than 1 000t, aes=22, Above compliance	a	EPR Schedule 2		$1,408.00
PRTD - ERA 37 Printing, in a year, the following quantity of printed materials - more than 1 000t, aes=22, Small business & Above compliance	a	EPR Schedule 2		$1,056.00
SCGA - ERA 38 Surface coating - anodising, electroplating, enamelling, galvanizing or using, in a year, the following quantity of surface coating materials - 1t to 100t, aes=10	a	EPR Schedule 2		$800.00
SCGB - ERA 38 Surface coating - anodising, electroplating, enamelling, galvanizing or using, in a year, the following quantity of surface coating materials - 1t to 100t, aes=10, Small business	a	EPR Schedule 2		$640.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
SCGC - ERA 38 Surface coating - anodising, electroplating, enamelling, galvanizing or using, in a year, the following quantity of surface coating materials - 1t to 100t, aes=10, Above compliance	a	EPR Schedule 2		$640.00
SCGD - ERA 38 Surface coating - anodising, electroplating, enamelling, galvanizing or using, in a year, the following quantity of surface coating materials - 1t to 100t, aes=10, Small business & Above compliance	a	EPR Schedule 2		$480.00
SCPG - ERA 38 Surface coating - coating, painting or powder coating, using, in a year, the following quantity of surface coating materials - 1t to 100t, no aes	a	EPR Schedule 2		$300.00
Part 9 - Non-Metallic Mineral Product Manufacture				
CCBA - ERA 43 Concrete batching, aes=30	a	EPR Schedule 2		$2,400.00
CCBB - ERA 43 Concrete batching, aes=30, Small business	a	EPR Schedule 2		$1,920.00
CCBC - ERA 43 Concrete batching, aes=30, Above compliance	a	EPR Schedule 2		$1,920.00
CCBD - ERA 43 Concrete batching, aes=30, Small business & Above compliance	a	EPR Schedule 2		1440
WPTM - ERA 48 Wooden product manufacturing - fabricating, in a year, a total of 100t or more of wooden products, no aes	a	EPR Schedule 2		$300.00
Part 11 - Transport and Maritime Servies				
BMRA - ERA 49 Boat maintenance or repair, aes=17	a	EPR Schedule 2		$1,360.00
BMRB - ERA 49 Boat maintenance or repair, aes=17, Small business	a	EPR Schedule 2		$1,088.00
BMRC - ERA 49 Boat maintenance or repair, aes=17, Above compliance	a	EPR Schedule 2		$1,088.00
BMRD - ERA 49 Boat maintenance or repair, aes=17, Small business & Above compliance	a	EPR Schedule 2		$816.00
Part 12 - Waste Management				
WITT - ERA 61 Waste incineration and thermal treatment - incinerating or thermally treating waste vegetation, clean paper or cardboard, no aes	a	EPR Schedule 2		$300.00
ACCOMMODATION				
Annual Registration Fees				
New Application for registration as rental accommodation - one-off fee (not refundable if Application is cancelled, withdrawn or rufused)		LL84		$100.00
Backpackers Hostel including Hotels offering Backpackers Accommodation (plus $2 p/bed in excess of 25 beds)	a	LL84 s.5	$139.00	$146.00
Boarding Houses, Lodging Houses, Tenement Houses (plus $5 p/room in excess of 10 rooms)	a	LL84 s.5	$139.00	$146.00
Holiday Flats and Units (per unit)	a	LL84 s.5	$50.00	$53.00
Resorts/Motels/Hotels (per unit) excluding Backpacking Style	a	LL84 s.5	$20.00	$21.00
Bed and Breakfast	a	LL84 s.6	$133.00	$140.00
Transfer of Registration Fee	a	LL84 s.5	$100.00	$105.00
Caravan Parks				
New Application for registration as a caravan park - one-off fee (non-refundable if Application is withdrawn, cancelled or refused)		LL85	n/a	$100.00
Less than 20 sites	a	LL85 s.4	$139.00	$146.00
20-40 sites	a	LL85 s.4	$160.00	$168.00
41-60 sites	a	LL85 s.4	$184.00	$194.00
61-90 sites	a	LL85 s.4	$205.00	$216.00
91-120 sites	a	LL85 s.4	$274.00	$288.00
Over 120 sites (+ $2 per site over 120 sites)	a	LL85 s.4	$363.00	$382.00
Transfer of Registration Fee			$100.00	$105.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
DOG - Registration Fee				
Full Fee (Entire Dog)	a	LL65 s.7	$96.00	$100.00
Full Fee (Entire Dog) Pensioners	a	LL65 s.7	$48.00	$50.00
Full Fee (Desexed Dog)	a	LL65 s.7	$48.00	$40.00
Discount Fee (Entire Dog) if paid by 30 June	a	LL65 s.7	$48.00	$50.00
Discount Fee (Entire Dog) Pensioners - if paid by 30 June	a	LL65 s.7	$24.00	$25.00
Discount Fee (Desexed Dog) if paid by 30 June	a	LL65 s.7	$24.00	$20.00
Desexed Dog owned by Pensioners	a	LL65 s.7	$12.00	$13.00
Discount Fee - Desexed Dog owned by Pensioners - if paid by 30 June	a	LL65 s.7	$6.00	$7.00
Replacement Tags	a	LL65 s.7	$8.00	$8.00
If registration is applied outside of the discount period and a resident provides evidence that their animal is:-				
a) Only three (3) months of age; or				
b) Has been acquired within the last eight (8) weeks				
Then the pro rata fee in accordance with the following:				
- New dog registration between 1 July to 30 September	d	LL65 s.7	100.00%	100.00%
- New dog registration between 1 October to 31 December	d	LL65 s.7	67.00%	70.00%
- New dog registration between 1 January to 31 March	d	LL65 s.7	33.00%	35.00%
- New dog registration between 1 April to 30 June			n/a	25.00%
DOG - Release Fee				
If Registered (to release to owners)	d	LL2 s.7	$50.00	$55.00
If Unregistered - Registration Fee plus	d	LL2 s.7	$200.00	$210.00
(Fee to double if impounded twice in a 2 year period).				
PERMITS - Animals				
Kennels (per premises)	d	LL2 s.7	$88.00	$93.00
Additional Dogs - Exhibitor (per premises)	d	LL2 s.7	$88.00	$93.00
Additional Dogs - Working Dogs (per premises)	d	LL2 s.7	$88.00	$93.00
Pet Shops	d	LL2 s.7	$88.00	$93.00
Dangerous Dog Permit Fee (annual - In addition to Annual Registration Fee)	d	LL2 s.7	$250.00	$263.00
Rooster Permit (per premises)	d	LL2 s.7	$88.00	$93.00
FLAMMABLE & COMBUSTIBLE - Annual License Fees				
Application for the storage of handling of flammable and combustible liquids (one-off fee) (non-refundable if Application is withdrawn, cancelled or refused		DGSMR	n/a	$200.00
Classes C1 & C2 only (Combustible Liquids Only)				
< 10,000 L	a	DGSMR s.82	$116.00	$125.00
10,000 - 25,000 L	a	DGSMR s.82	$139.00	$150.00
25,001 - 60,000 L	a	DGSMR s.82	$160.00	$170.00
60,001 - 100,000 L	a	DGSMR s.82	$182.00	$195.00
100,001 - 500,000 L	a	DGSMR s.82	$205.00	$215.00
500,001 - 1,000,000 L	a	DGSMR s.82	$275.00	$290.00
> 1,000,000 L	a	DGSMR s.82	$363.00	$385.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
Classes PGI, PGII, PGIII, C1 C2 (Flammable and Combustible)				
< 10,000 L	a	DGSMR s.82	$139.00	$146.00
10,000 - 25,000 L	a	DGSMR s.82	$160.00	$170.00
25,001 - 60,000 L	a	DGSMR s.82	$182.00	$195.00
60,001 - 100,000 L	a	DGSMR s.82	$205.00	$220.00
100,001 - 500,000 L	a	DGSMR s.82	$275.00	$290.00
500,001 - 1,000,000 L	a	DGSMR s.82	$363.00	$385.00
> 1,000,000 L	a	DGSMR s.82	$387.00	$410.00
Application for amendment to licence	a	DGSMR s.97	n/a	$100.00
Transfer Fee	a	DGSMR s.83	$100.00	$105.00
FOOD PREMISES - Annual License Fees				
Application for Food Business Licence - one-off fee (non-refundable if Application is withdrawn, cancelled or refused)		FA	n/a	$100.00
Application for amendment to licence (Food Act 2006, S74)			n/a	$50.00
Bakeries (Local)	a	FA s.49	$220.00	$281.00
Food Packers or Manufacturers	a	FA s.49	$258.00	$291.00
Food Shop	a	Fas.49	$258.00	$291.00
Supermarkets with Multiple Activities	a	FA s.49	$343.00	$411.00
Takeaway Food Bars	a	FA s.49	$220.00	$281.00
Food Vendors (eg mobile food vending vehicle)	a	FA s.49	$174.00	$193.00
Cafes, Restaurants, Hotels, Clubs, Caterers, Nursing Homes				
Up to 40 Seats	a	FA s.49	$220.00	$281.00
41-100 Seats	a	FA s.49	$242.00	$305.00
101 - 200 seats	a	FA s.49	$265.00	$329.00
Island Based Resorts			$568.00	$697.00
Travel to/from Inspection Tours (minimum twice yearly)	a	FA s.49	At Cost	At Cost
Re-inspection Costs (Environmental Health Issues)	a	FA s.49	$62.00	$65.00
Temporary Food Premises - Commercial				$30.00
Temporary Food Premises - Not for Profit				
Community Groups - One Day Event	a	FA s.49	Nil	Nil
Large Food Events (Exempt outdoor events (concerts))	a	FA s.49	$169.00	$178.00
Domestic Water Carrier Permit Fee	a	FA s.49	$100.00	$105.00
Food Safety Programs (Food Act 2006, S54)				
Accreditation of Food Safety Program		FA	$200.00	$310.00
Audit of Food Safety Program		FA	n/a	$400.00
FOOTPATH DINING PERMITS				
Application for Footpath Dining Permit - One-Off Fee (non refundable if application cancelled, withdrawn or refused)		LL75	n/a	$100.00
1-5 Tables (per annum)	a	LL75 s.4	$142.00	$150.00
6-10 Tables (per annum)	a	LL75 s.4	$306.00	$322.00
11-15 Tables (per annum)	a	LL75 s.4	$520.00	$546.00

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	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
16 & above Tables (for every 5 tables, or part thereof) (per annum)	a	LL75 s.4	$176.00	$185.00
Footpath Dining - Use of Parking Bays per space (per annum)	a	LL75 s.5	$2,926.00	$3,073.00
Transfer Fee		LL75	n/a	$105.00
ITINERANT AND STATIC VENDORS				
Application for Static and/or Itinerant Vendor Permit - One-Off Fee (not refundable is application cancelled, withdrawn or refused)		LL75	n/a	$100.00
Itinerant Vendors Permit (per annum)	a	LL75 s.4	$562.00	$591.00
Casual Itinerant Vendors (per day)	a	LL75 s.4	$90.00	$95.00
Static Vendors Permit (plus relevant regulated parking fees) (per annum) MINOR	a	LL75 s.4	$540.00	$567.00
Casual Static Vendors Permit (plus relevant regulated parking fees) (per day)	a	LL75 s.4	$90.00	$95.00
Transfer Fee		LL75	n/a	$105.00
ABANDONED VEHICLES				
Release and Towing Fee	a	NEW	$150.00	$160.00
PLACE OF PUBLIC AMUSEMENTS				
Application for Registration - One-Off Fee (non refundable if application cancelled, withdrawn or refused)		LL71	n/a	$100.00
Annual License Fees				
Skating Rinks	a	LL71 s.4	$182.00	$192.00
Picture Theatres (per annum)	a	LL71 s.4	$292.00	$307.00
Amusement Arcade (per annum)				
Up to 10 machines	a	LL71 s.4	$133.00	$140.00
11-20 machines	a	LL71 s.4	$229.00	$241.00
over 20 machines	a	LL71 s.4	$423.00	$445.00
Place of Public Amusement (e.g. dance halls etc.) (per annum)	a	LL71 s.4	$30.00	$32.00
Transfer Fee	a	LL71 s.4	$100.00	$105.00
Permits				
Outdoor Function (Concerts) (Refund 25% if event application is withdrawn, event cancelled or permit not approved	a	LL71 s.4	$341.00	$359.00
PIGGERIES - Annual License Fee				
Piggery	a	LL65 s.5	$128.00	$135.00
SWIMMING POOLS - PUBLIC USE				
Application for Permit - One-Off Fee (non refundable if application cancelled, withdrawn or refused)		LL84	n/a	$100.00
Annual License Fee (Motels, Caravan Parks, Resorts etc) (Mackay only - no applicable law for Sarina or Mirani)	a	LL84	$129.00	$136.00
Swimming Pools Fencing Standards (ASA Booklet)	a	LL81 s.8	No Charge	No Charge
Transfer Fee		LL84	n/a	$105.00
PLAN PROCESSING FEES - ALL LICENCED PREMISES				
Application for Plan Processing - New Premises	a	Various	$200.00	$210.00
Application for Plan Processing - Alterations to Existing Premises	a	Various	$110.00	$116.00
RE-INSPECTIONS - ALL LICENCED PREMISES (WHERE NOT SPECIFIED ELSEWHERE)				
Re-inspection for non-conformance	a	Various	$200.00	$210.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
POUND FEES				
Rates of Damage (Impounding by Private Persons)				
For every head of horses, cattle, camels, goats, swine or sheep	d	LL2 s.7	$113.00	$120.00
Rates of Damages (Impounding by Local Government)				
For every head of horses, cattle, camels, goats, swine or sheep	d	LL2 s.9	$113.00	$120.00
Driving, Leading or Transport Charges (Payable for in respect of driving, leading or transporting any animal to the Pound)				
For every head of horses, cattle, camels, goats, swine or sheep (per km)	d	LL2 s.7	$4.00	$5.00
Poundage (Payable in respect of each and every animal impounded, for each day or part thereof during which such animal is impounded)				
For every head of horses, cattle, camels, goats, swine or sheep (per day)	d	LL2 s.7	$7.00	$8.00
Sustenance Rates (Payable in respect of each and every animal impounded, for each day or part thereof during which such animal is impounded)				
For every head of horses, cattle, camels, goats, swine or sheep (per day)	d	LL2 s.7	$10.00	$11.00
STABLES				
Annual License Fees	a	LL65 s.5	$125.00	$132.00
FINANCIAL SERVICES				
RATES AND PROPERTY SEARCHES				
Rates Search in respect of each separately surveyed parcel of land of the Local Government Act 1993:-				
(a) Registered Proprietor and Postal Address	c	LGAs. 1071a(c)	$20.00	$21.00
(b) Registered Proprietor, Postal Address, Property Description, Rates Details and Requisitions recorded on file (Up to 7 day turnaround)	c	LGAs. 1071a(c)	$105.00	$111.00
(c) Epathway Certificate - Registered Proprietor, Postal Address, Property Description, Rates Details and Requisitions recorded on file (1 working day turnaround)	c	LGAs. 1071a(c)	$90.00	$95.00
Change of Ownership Fee (transfer of property per assessment only except for transfer by death to partner)	b	LGAs. 1071a(b)	$58.00	$58.00
ENGINEERING SERVICES				
ASSET SERVICES				
Application Fee Under Local Law 3 - Gates and Grids on Roads	c	SLL3.s1	$231.00	$243.00
Works in Road Reserve				
Temporary Road Closure				
- Short Term (Less than 24 hours)	c	LL74s14	$132.00	$139.00
- Long Term (More than 24 hours)	c	LL74s14	$159.50	$168.00
- Extension of either Short Term or Long Term Application	c	LL74s14	$132.00	$139.00
Permit for Alteration/Improvements to Roads (Shipping containers, Rubbish Skips etc)	c	LL74s14	$212.30	$223.00
Irrigation Pipes	c	LL74s14	$172.70	$182.00
Underground Utility Service Crossing	c	LL74s14	$145.80	$154.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
Boat Mooring	c	LL74s14	$46.20	$49.00
Tracked Cane Harvester Crossing				
- Change of Permit Details	c	LL74s14	NIL	NIL
- New Crossing Details	c	LL74s14	$172.70	$182.00
Landscaping Plan	c	LL74s14	$190.30	$200.00
Use of Roads for Regulated Purposes (Storage of Materials on Roads)	c	LL74s14	$212.30	$223.00
PARKS AND FACILITIES				
CEMETERIES				
Search of records when written reply is required for inquiries other than information concerning further burials or purchase of land	c	LGAs.1071a(c)	$109.00	$115.00
CIRCUS				
Application Fee	a	LGAs.1071a(c)	$86.00	$91.00
WATER AND WASTE				
SOLID WASTE DISPOSAL				
Waste Removal Approval (Annual Fee):-				
Major	a	EPA 369	$1,005.00	$1,056.00
Small	a	EPA 369	$214.00	$225.00
Garden Waste Removal	a	EPA 369	$214.00	$225.00
Pathological/Biomedical Waste Removal	a	EPA 369	$214.00	$225.00
WATER SUPPLY				
Conservation Measures Exemption Fee		WA 2000	$58.00	$61.00
Irrigation Systems (Backflow Prevention)				
Application Fee	a	WA2000	$33.00	$35.00
Scrutiny of Plans (each review; plans prepared by Applicant)	a	WA2000	$50.00	$53.00
Inspection (per hour; minimum 1 hour)	a	WA2000	$63.00	$67.00
Backflow Prevention Devices				
Registration/License Fee (per device)	a	WA2000	$49.00	$52.00
Registration/License Fee (per additional device on site)	a	WA2000	$41.00	$44.00
Testing Fee				
- One device	a	WA2000	$107.00	$113.00
- Each additional device	a	WA2000	$43.00	$46.00
SEWERAGE				
Building Over Sewers				
Building Over Sewers Application Assessment Fee	a	WA s.823	$271.00	$285.00
CCTV Inspection				
CCTV Inspection - Building Over Sewer Application (including pre and post inspection)	a	WA.823	$610.00	$641.00
Demolition Works - Disconnection of Services				
Disconnection of house drainage service (excluding excavation and backfilling)	a	SPDR s.33	$450.00	$473.00
Disconnection of house drainage service (including excavation and backfilling)	a	SPDR s.33	$1,190.00	$1,250.00

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
PLUMBING APPLICATION FEES				
The fee structure includes one inspection of all mandatory inspection stages as noted in the development permit. In the event additional inspections become necessary, the relevant additional/re-inspection fee will apply and must be paid prior to the service being given.				
NB: Plumbing Applications require quality plans that address all required aspects of the applicable legislation.				
Where the fee is shown as Price on Application (POA) quotations can be provided on request.				
A 100% surcharge applies to all retrospective development applications that is plumbing works already commenced and/or completed.				
The installation of 'required' water meters in class 2 to 9 buildings are considered as fixtures and will be charged at fixture rates.				
Note: All Plumbing Applications require professional quality plans detailing compliance with all the relevant aspects of Queensland Government Plumbing Legislation at time of lodgment.				
DWELLING AND OUTBUILDING CLASS 1 & 10				
NEW DWELLING				
1-6 fixtures	a	SSL/SPDR or WA	$562.00	$591.00
7-10 fixtures	a	SSL/SPDR or WA	$727.00	$764.00
Over 10 fixtures (plus additional $50.00 per fixture)	a	SSL/SPDR or WA	$727.00 + $50 / fixture	$763.00 + $50/ fixture
UNITS Class 1 - To be calculated based on number of fixtures per detached units [e.g. 6 detached units with 9 fixtures each unit - $727.00 per unit 6 units = $3,744.00])				
GENERAL ADDITIONS AND ALTERATIONS (CLASS 1 & 10)				
Up to 2 fixtures	a	SSL/SPDR or WA	$296.00	$311.00
3-4 fixtures	a	SSL/SPDR or WA	$466.00	$490.00
Over 4 fixtures	a	SSL/SPDR or WA	As per new dwelling fees	As per new dwelling fees
COMMERCIAL/INDUSTRIAL - CLASS 2 TO 9				
NEW CLASS 2-9 DEVELOPMENTS				
First 10 fixtures	a	SSL/SPDR or WA	$774.00	$813.00
10-50 fixtures (plus additional $50.00 per fixture over 10)	a	SSL/SPDR or WA	$744.00 + $50 / fixture	$785.00 + $50 / fixture
Over 50 fixtures	a	SSL/SPDR or WA	P.O.A.	P.O.A.
DETACHED UNITS - To be calculated based on number of fixtures per detached units [e.g.. 6 detached units with 9 fixtures each unit - $774.00 per unit x 6 units = $4,644.00]) MULTI STOREY UNITS - To be calculated based on				
ALTERATIONS AND ADDITIONS TO CLASS 2-9				
One fixture only	a	SSL/SPDR or WA	$296.00	$311.00
Up to 3 fixtures	a	SSL/SPDR or WA	$466.00	$490.00
Over 3 fixtures up to 5 fixtures	a	SSL/SPDR or WA	$523.00	$550.00
Over 5 fixtures	a	SSL/SPDR or WA	As per New Class 2-9 Developments	As per New Class 2-9 Developments
OFF SHORE ISLANDS "PLUMBING WORKS"				
Off shore islands plumbing and drainage inspection costs are additional to the standard fees and charges as detailed above. The required 'special' arrangements are to be negotiated with CAS at the time of lodgment and will form part of the conditions of approval. This will incorporate travel costs.			P.O.A.	P.O.A.
AMENDED PLANS				
Basic Amendment (Class 1 and 10 only)	a	SSL/SPDR or WA	$127.00	$134.00
Substantial Amendment (Class 1 and 10 only)	a	SSL/SPDR or WA	$256.00	$269.00
Class 1b & 2-9	a	SSL/SPDR or WA	P.O.A.	P.O.A.
NB: Basic amendments does not include additional fixtures.				
ADDITIONAL / RE-INSPECTION FEE				
Additional / Re-Inspection Fee	a	SSL/SPDR or WA	$205.00	$216.00
MISCELLANEOUS FEES AND CHARGES				
Replace earthenware pipe with PVC	a	SSL/SPDR or WA	$205.00	$216.00
Redirect house drainage	a	SSL/SPDR or WA	$300.00	$315.00
Install swimming pool backwash (one application)	a	SSL/SPDR or WA	$205.00	$216.00
Project Services/Q Build inspection/s or the like (includes four (4) inspections)	a	SSL/SPDR or WA	$812.00	$853.00
ON-SITE SEWERAGE SYSTEM OR GREY WATER REUSE SYSTEM				

MACKAY REGIONAL COUNCIL - REGULATORY FEES FOR THE YEAR 2009/10

	Legislative Authority	Relevant Legislation	Adopted Fee 2008/09	Proposed Fee 2009/10
On-site sewerage system or grey water reuse system (not in conjunction with a new building)			$250.00	$263.00
TRADE WASTE FEES				
Installation of 1 water meter	a	SSL/SPDR or WA	$205.00	$216.00
Installation of more than 1 water meter	a	SSL/SPDR or WA	$205.00 plus $50 per water meter	$215.00 plus $50 per water meter
Installation of basket traps (DBA)	a	SSL/SPDR or WA	$205.00	$216.00
Installation of more than 1 basket trap	a	SSL/SPDR or WA	$205.00 plus $50 pet basket trap	$215.00 plus $50 per basket trap
Replace grease interceptor	a	SSL/SPDR or WA	$300.00	$315.00
Disconnect grease interceptor	a	SSL/SPDR or WA	$205.00	$216.00
Install oil separator	a	SSL/SPDR or WA	$205.00	$216.00
Disconnect oil interrupter	a	SSL/SPDR or WA	$205.00	$216.00
Installation of backflow prevention device	a	SSL/SPDR or WA	$205.00	$216.00
Installation of more than 1 backflow prevention devices	a	SSL/SPDR or WA	$205 plus $50 per backflow prevention device	$215 plus $50 per backflow prevention device
MISCELLANEOUS				
Inspections				
Inspection for supervision of external works per hour				
- Supervisor/Inspector (per hour)	a	SPDR or WA	$92.00	$97.00
- Engineer (per hour)	a	SPDR or WA	$109.00	$115.00

Mackay REGIONAL COUNCIL

2009/2010 OPERATIONAL PLAN

Revised 23/06/09

2009/10 OPERATIONAL PLAN

2.1 DEVELOPMENT SERVICES (MANAGEMENT)					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
2.1.1	Department Management	To provide leadership to and management of the Development Services Department. **(Corporate Plan Objectives 1, 2, 3, 4, 5, 6 and 7)**	Development and continuous improvement of management structure and systems within the department, which both serve the department's needs and reflect a corporate view. Provision of direction to Program Managers and other staff to achieve established targets. Management of organisation-wide matters as they relate to the department including Workplace Health and Safety, DDA Action Plan Continuous Improvement and Risk Management. Review Departments functional areas of operation.	Effective and timely Agenda preparation, internal reporting, external correspondence and management of the Development Services Department. Corporate linking of strategic planning for consolidated community development and service delivery. Provide ongoing advice/guidance to Council on strategic and tactical planning.	Review of Process/ Procedures for activities of Council. Resolve Contract obligations. Link City Centre Revitalisation with a Strategic Vision for the Region, linked with place management.
2.1.2	Sustainable Futures	To assist towards enhancing and protecting the environmental aspects of the Region. **(Corporate Plan Objective 3)**	Ensure future sustainable practices are implemented within the Programs within the Department.	Implementation of future sustainable practices.	Promotion of future sustainable practices to the Sustainable Futures Committee.
2.1.3	Community Plan	To provide strategic input into the development of the Community Plan as it relates to the functions of the Development Services Department. **(Supports all Corporate Plan strategies)**	Engage residents, business, staff and other stakeholders in the development of a long term community plan for the Mackay Regional Council area.	A long term community plan which encapsulates the future needs and aspirations of the Mackay Regional Council community.	Community Plan is endorsed by Council.

2009/10 OPERATIONAL PLAN

2.2 STRATEGIC PLANNING					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
2.2.1	Strategic Planning Management	To manage the effective delivery of regional planning and strategic planning services to Council and the community in order to reflect the aspirations and lifestyle of our community **(Corporate Plan Objective 4)** Ensure that the program, in collaboration with other areas in council, provide integrated strategic land use associated with strategic trunk infrastructure planning **(Corporate Plan Strategy 4.7)**	Development and continuous improvement of management structure and systems within the department, which both serve the department's needs and reflect a corporate view. Review and provide advice on legislation, policies and proposals of strategic interest to the Council and strategic partners.	Strategic Planning Projects completed to a high standard and within established timelines. High quality reporting and assessment of implications on Council's strategic direction. Effective and timely reporting on key issues to Council, internal reporting, external correspondence and stakeholder engagement.	• Compliance with established standards and timelines. • Increased customer service satisfaction and community consultation events. • Monthly, quarterly and annually reporting through the Business Services Program. • Improved co-operation and communication with relevant stakeholders and all levels of government in the strategic planning of future land use.
2.2.2	Vision and Strategy	To take an active approach to integrated regional planning to reflect the aspirations and lifestyle of our community. **(Corporate Objective 4).** To manage the growth and development of the Mackay Region through an effective suite of Planning Instruments, including a Regional Strategic Plan, new Planning Scheme and associated policies. Engage with local communities to manage growth and change through local area planning initiatives **(Corporate Plan Strategy**	Identify the community's aspirations for the Mackay Region. Compile, refine and implement a Strategic Framework and Strategic Plan to guide future development. Compile a Mackay Region Planning Scheme and associated policies. Translate community aspirations through contemporary local planning instruments such as master plans and local area plans.	Development and implementation of a Strategic Framework and Strategic Plan that provides direction and context for the future development of Mackay Region. Develop Desired Environmental Outcomes (DEOs) and a series of Planning Studies required as a basis for the new Planning Scheme. Determination of areas for future urban growth of Mackay Region. Develop Master Plans and Local Area Plans for specific areas.	<u>Strategic Framework/ Plan</u> • Develop a Mackay Region Strategic Plan with draft strategic outcomes by June 2010. <u>Mackay Region Planning Scheme</u> • Commence with specific planning studies in preparation for a new Mackay Region Planning Scheme. • Draft Mackay Region Planning Scheme submitted for 1st State Interest Review by 2013. • WHAM Regional Plan accommodates local planning instruments and vice versa. <u>Master Planning</u> • Commence with the development of Master Plans for 2 Future Growth Areas.

2009/10 OPERATIONAL PLAN

2.2 STRATEGIC PLANNING

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Vision and Strategy (Cont'd…)	**4.5)**			Local Area Planning • Review the City Centre Master Plan through the development of a City Centre Local Area Plan with a draft LAP available before June 2010. • Commence with the development of a Local Area Plan for North Mackay.
2.2.3	Planning Schemes Maintenance	To manage the growth and development of the Mackay Region through an effective suite of Planning Instruments.	Ensure that land use planning and adopted planning instruments facilitate the social, economic and environmental needs of the community, Council and the State. (various corporate plan strategies)	Conduct Public information sessions and use other avenues to provide information on planning scheme and policy amendments. Appropriate maintenance of the Planning Schemes and policies.	• Number of public information sessions and other communication provided. • Mackay Planning Scheme amendments 1 and 2 of 2009 submitted for 1st State Interest Review by December 2009. • Mirani Planning Scheme Amendments 1 of 2007 adopted by March 2010. • Manage other planning schemes and policy amendments where required.
2.2.4	Strategic/ Special Projects and Regional Planning	Actively participate in the implementation of the regional plan **(Corporate Plan Strategy 4.9).** To take an active approach to integrated regional planning to reflect the aspirations and lifestyle of our community. **(Corporate Objective 4)** To manage the growth and development of the Region through an effective suite of	Ensure that land use planning and adopted planning instruments facilitate the social, economic and environmental needs of the community, Council and the State.	The WHAM Regional plan, state policies and projects and other strategic projects incorporates the Mackay community's vision and aspirations and promotes sustainable development by accommodating Mackay's strategic infrastructure requirements.	• Appropriate and integrated comments provided on WHAM Regional Planning Studies and Policies, state planning policies, legislation and projects of regional significance. • Number of strategic policies developed, input provided or studies for specific strategic land use issues. • Input /comments provided on external studies e.g Ports Land Use Plans, state projects feasibility studies, etc. • Major EIS in other areas monitored for impact on Mackay Region.

2009/10 OPERATIONAL PLAN

2.2 STRATEGIC PLANNING

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
		Planning Instruments.			
2.2.5	Heritage Planning Heritage Planning (Cont'd…)	Develop strategies to preserve and promote local history and heritage **(Corporate Plan Strategy 1.13)**	Ensure heritage matters form part of the assessment process for relevant development applications. Develop and implement initiatives raised through the Heritage Advisory Committee and endorsed by Council. Manage the biennial Mackay Region Character and Heritage Awards.	Ensure that the Planning Schemes adequately deal with character and heritage. Produce Information Sheets and Brochures on the value of historical buildings and places and how owners may preserve their character.	• Increased regional heritage profile in the community. • Information provided to public. • Comments provided on specific development applications. • Heritage Advisory Committee meetings and stakeholder liaison. • Inclusion of places, where appropriate, on the local heritage registers for Mackay, Mirani and Sarina Planning Scheme Areas.
2.2.6	Strategic Infrastructure Planning	Develop and implement effective infrastructure planning consistent with council's Priority Infrastructure Plan **(Corporate Objective 4.2)** To plan key trunk infrastructure that meets present and future needs of the Region's urban growth areas. Support economic growth within the region through the effective integration of infrastructure planning and land use planning.	Ensure that infrastructure planning is integrated with land use planning and provides a sound framework to meet the demands of private and public development for stormwater, transport, water, sewerage and open space networks. Develop and implement appropriate Priority Infrastructure Plans and Infrastructure Charges Schedules in relation to development.	To undertake Studies to plan for effective and co-ordinated provision of trunk infrastructure.	• Improved decision making and programming for the provision of trunk infrastructure. • Integration of effective and sustainable strategic land use and infrastructure planning increased. • Mackay PIP and associated Planning Scheme Amendments submitted for formal review by December 2009. • Commence with the RICS/ PIPS for Mirani and Sarina planning scheme areas for submission in 2010. • Contribution Policies updated according to relevant indexes.

2009/10 OPERATIONAL PLAN

2.2 STRATEGIC PLANNING

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
2.2.6.1	Stormwater Management (Quantity)			Flood studies compiled for priority areas and reviewed where required.	• Pioneer River Flood Study updated and Flood and Inundation Overlay Code reviewed accordingly. • Gooseponds Creek/ Vines Creek Flood Study completed. • Commence with the McCready's Creek (south) stormwater trunk infrastructure study. • Commence Greenmount stormwater study. • Survey for future stormwater studies in Mirani and Sarina done to inform future studies.
2.2.6.2	Traffic/ Transport Strategic Infrastructure Planning		Manage the region's road network to enable the movement of people and goods in a safe and efficient manner **(Corporate Plan Strategy 5.4).** Support the use of alternative transport modes, including the provision of a more integrated network of bikeways and pathways **(Corporate Plan Strategy 5.3)**.	To develop or refine instruments to assist in the planning for effective and co-ordinated provision of trunk infrastructure. Promote the establishment of the proposed Mackay Ring Road.	• Assist DMR in update the MAITS transport model. • Assist DMR in the Arterial Road Study and Urban Congestion Study. • Conduct scenario modeling to determine the impact of alternative treatments on Council's road network. • Traffic Impact Assessment (TIA) Policy adopted. • Transport Network Contribution Policies updated.
2.2.6.3	Water and Sewerage Strategic Infrastructure Planning		Integrate effective land use and trunk infrastructure planning. Provide advice to Programs within Council that deliver infrastructure regarding the timely delivery of trunk infrastructure to satisfy development requirements.	To assist other programs in council to develop or refine instruments to assist in the planning for effective and co-ordinated provision of trunk infrastructure.	• Water and Sewerage Strategic Infrastructure Plans aligned and integrated with the strategic plan, planning schemes and priority infrastructure plan.
2.2.6.4	Parks, Open Space and Community Land Strategic Infrastructure Planning	Plan and advocate for district and local recreational facilities in the development of new proposed future growth areas **(Corporate Plan Strategy 4.3)**	To assist in the planning for effective and co-ordinated provision of trunk infrastructure.	Provide advice to Programs within Council that deliver infrastructure regarding the timely delivery of trunk infrastructure to satisfy development requirements. Develop specific parks, open	• Parks, Open Space and Community Land requirements addressed in the Planning Scheme, Policies and Priority Infrastructure Plan.

2009/10 OPERATIONAL PLAN

2.2 STRATEGIC PLANNING					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Parks, Open Space and Community Land Strategic Infrastructure Planning (Cont'd...)			space and community land planning scheme requirements in consultation with the relevant programs.	
2.2.7	Stormwater Management (Quality)	To protect the health of aquatic ecosystems from degradation by managing the impact of stormwater. **(Corporate Plan Strategy 3.2).**	Ensure that development takes into consideration the impact of stormwater on the health of aquatic ecosystems. Encourage environmental awareness by promoting activities and practices that support preservation of the region's natural environment	Develop and maintain an effective Stormwater Management Plan and associated Catchment Management Plans (CMP) CMP Gooseponds Monitoring Monitor water quality at 21 waterway locations. Develop a Report Card for significant urban catchments. Provide advice to relevant Programs within Council and to the Community regarding initiatives to protect the aquatic ecosystem. Education – Consultants and Developers • MUSIC Guidelines – Guidelines applicable to the Mackay Region developed and industry educated on its implementation; • Example site based Stormwater Quality Management Plans developed (Industry & Res); • SQUID Guidelines – standard specifications provided.	Water quality assessed and effectiveness of Stormwater Quality Improvement Devices (SQID's) monitored to assist healthy waterways. SQMP for MRC updated in accordance with the DENRM's new Policy and Guidelines on Stormwater Quality Management. Compliance with established standards and timeframes according to the Water Health Monitoring Plan, including: • Ambient sampling done quarterly. • Event sampling done in accordance with the Water Health Monitoring Plan. • Sediment sampling done on annually. • Example SBSMP for industrial, residential and small lots/unit developments provided.

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2.3 DEVELOPMENT ASSESSMENT - PLANNING

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
2.3.1	Development Assessment	To administer the Integrated Development Approval System (IDAS) and policies for all development to ensure Council's planning objectives are met. **Corporate Plan Strategies:- 1.1, 2.5, 4.3, 4.4, 4.6, 4.7, 4.8, 5.3, 7.1, 7.2, 7.3, 7.4, 7.9, 7.15, 7.16 and 7.17.**	To receive and process Development Applications for Material Change of Use and Reconfiguration of a Lot and make decisions and recommendations to Council which are consistent with the Integrated Planning Act, Council's Planning Instruments, and relevant infrastructure strategies and standards.	Reports and recommendation that are thorough, accurate and consistent. Development applications as assessed in accordance with the requirements of the Integrated Planning Act Development Applications are decided in accordance with Council's Planning Instruments, and relevant infrastructure standards. Developments completed in accordance with approvals.	Reports that are deferred due to inadequate information. 100% of acknowledgement notices and information requests issued within relevant IPA time frames on properly made applications. 90% of decisions made within relevant IPA time frames and 95% applications decided within agreed extended time frames. Recommendations for decisions and conditions are correctly applied in accordance with the planning instruments. 80% of decisions notices accepted by the applicant and are not negotiated or appealed 70% of all Medium and Large and 30% of all Small Material Change of Use approvals inspected for compliance with decision notices.
2.3.2	Administration of Planning Scheme	To administer the provisions of the Integrated Planning Act and Council's Planning Instruments and related policies and regulations. **Corporate Plan Strategies:- 1.1, 2.5, 4.3, 4.4, 4.6, 4.7, 4.8, 5.3, 7.1, 7.2, 7.3, 7.4, 7.9, 7.15, 7.16 and 7.17.**	To provide information and pre-lodgment advisory services for development inquiries. To prepare and issue Planning & Development Certificates with the information specified under the IPA.	Accurate and consistent advice provided in a timely and courteous manner. Certificates containing accurate and thorough information.	Requests for information and advice on Policy and procedures met in accordance with Council's adopted protocols. 95% of all Certificates processed within IPA timeframes.
2.3.3	Development Compliance and Governance	To ensure compliance with Council's Planning Instruments and Development Permits.	To investigate possible breaches of the Planning Schemes, development approval conditions Building	Development that is consistent with the Planning Schemes and existing approvals, Building and Planning legislation and	All identified non-compliance issues are effectively resolved by negotiation, enforcement notices or legal action. 80% to be resolved without legal

2009/10 OPERATIONAL PLAN

2.3 DEVELOPMENT ASSESSMENT - PLANNING					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Development Compliance and Governance (Cont'd..)	**Corporate Plan Strategies:- 1.1, 2.5, 4.4, 7.1, 7.2, 7.3, 7.4, 7.9, 7.15, 7.16 and 7.17.**	and Planning Legislation and applicable Local Laws, and carry out necessary enforcement action.	applicable Local Laws.	action.
		To provide Building/Plumbing Governance services and administer relevant provisions of the Building Act and the Plumbing & Drainage Act.	Provide advice and carry out all appropriate governance responsibilities under the relevant building and plumbing/drainage legislation, and provide property information in relation to building and plumbing/drainage matters.	Efficient and effective management of all building governance issues.	Low level of complaints in respect of Building Governance matters.

2009/10 OPERATIONAL PLAN

2.4 URBAN RENEWAL AND ECONOMIC DEVELOPMENT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
2.4.1	City Centre Revitalisation Project	To facilitate the delivery of revitalisation initiatives in Mackay's Regional Centres.	Pro-active coordination of Council projects related to implementation of the City Centre Revitalisation Strategy. A revitalised and active City Centre. A CBD conceptual plan for formal planning and development guidelines for new Town Planning Scheme. Place Management Plan developed for Sarina and Mirani town centres (staged). Developing and implementing economic development partnership projects.	Delivery of Council initiatives of the strategy in accordance with agreed timeframes.	Economic Development Plan development City Centre revitalisation promoted to local state and national audiences as part of ongoing process of citywide growth and change. Annual program of events and activities adds to city life and attracts visitors/residents to City Centre Appropriate commercial development attracted to City and town Centres including waterfront lifestyle, increased office space and additional main street commercial activity. Progressive refurbishment of City Heart continued in anticipation of major redesign by 2012. Street signage upgrade program delivered in conjunction with Victoria Street West upgrade, major riverfront projects Mackay Economic Development Advisory Committee takes active role in promoting revitalisation and providing advice to Council
2.4.2	Economic Development	To nurture a positive environment for Mackay region businesses and industries.	In conjunction with other economic development agencies, develop and implement an Economic Development Plan which informs:- • Appropriate infrastructure provision • The marketing of Mackay Region as a base for exports and a place to	Recognition that Council has contributed positively to the economic environment of the City. Clarity on Council's broader role in Economic Development. Facilitation of Private Investment	Growth in the industrial, commercial and retail sections. Level of co-operation between Economic Development Agencies. Level of private sector participation in Economic Development and Tourism Strategies. Level of regional co-operation between

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2.4 URBAN RENEWAL AND ECONOMIC DEVELOPMENT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Economic Development (Cont'd...)		invest. • Council policy making to influence investment attraction. • Actively pursuing and investigating economic development for the City and other regional centres. • Monitoring and action as appropriate, issues/opportunities as they arise as part of core business activity. • Liaison with relevant organisations, agencies and individuals.	Access to current economic data to support funding application.	Local Governments. Participation levels in economic development & revitalisation partnership projects. Economic and demographic data collection, interpretation, reporting Awareness of Mackay Region as a tourism and business destination.
2.4.3	Economic Development Contributions and Sponsorship	To provide contributions and sponsorship to organisations and events identified to contribute a positive impact on the economic development of the City and other regional centres.	Provision of contributions and general sponsorships, both financial and non-financial to the MWREDC, Mackay Tourism Limited, Sarina and Pioneer Valley Tourism and Development Associations Specific purpose contributions to other agencies/businesses to facilitate economic development. Marketing industry/commercial capacity of Mackay Region and opportunities within the city and other regional centres.	Recognition of Mackay as the major support centre for the Bowen Basin. Participation and co-operation with other local governments for Regional Development. Encouraging Economic Development.	Level of regional co-operation between Local and State Governments. Awareness of Mackay region as a tourism and business destination. Economic Development Plan for regional townships Level of Contribution (Local and State).

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2.5 HEALTH AND REGULATORY SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
2.5.1	Health Governance	To manage Council's Health Governance responsibilities under the appropriate provisions of relevant state legislation and Council Local Laws. Support the community through proactive initiatives that promote community health, wellbeing and safety and minimise risks. **(Corporate Plan Strategy 1.6)** In line with state and local laws, regulate and provide relevant community health services. **(Corporate Plan Strategy 1.15)** Prepare to respond to natural disasters and other emergencies and engage in planning activities aimed at minimising the impact of such disasters on the community. **(Corporate Plan Strategy 5.5)** Provide professional, responsible, timely and accessible services to external and internal customers that reflect the values of the organisation. **(Corporate Plan Strategy 7.2)** Support innovation by implementing technologies	Co-ordinate and carry out all appropriate responsibilities under the relevant health codes in terms of planning, licensing, inspections, approvals and advice. Consistent approach to health surveillance and enforcement activities across the Region.	Efficient and effective management of all Health Governance issues. Ongoing health surveillance across the Region. High level of compliance of licensed premises in accordance with the appropriate provisions of the relevant legislation. Provision of information in conjunction with health surveillance activities to assist compliance with relevant legislation.	Increase in service provision to the community that is both proactive and consistent. Adherence to the Environmental Health Inspection Regime. Renewal information for all licensed premises to be distributed prior to the expiry date of each licence. All licensed premises to undergo at least one inspection per year. Ongoing increase of the level of compliance of all licensed premises. Resolution of all customer requests within one (1) month of receipt. All applications to be assessed within statutory timeframes and as per the Environmental Health Officer Core Duties, Procedures and Operating Guidelines. Use of Council's existing corporate software to deliver reportable inspection and complaint data feedback. Review of the Disaster Management - Health Sub-Plan each October. Review of the Environmental Health Officer Core Duties, Procedures and Operating Guidelines document each September.

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2.5 HEALTH AND REGULATORY SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Health Governance (Cont'd...)	that improve the way council conducts its business and manages its information and data. **(Corporate Plan Strategy 7.7)** Ensure the administration of the region is governed through open and transparent decision-making and reporting processes. **(Corporate Plan Strategy 7.15)**			
2.5.2	Disease Control	To manage Council's Disease Control Program and Vector Control Management Plan. **(Corporate Plan Strategy 1.15)** To provide a level of control over nuisance species and vectors of medical importance sufficient to reduce vector borne disease in the Mackay region, ensuring all appropriate legislative responsibilities are adhered to. **(Corporate Plan Strategy 1.6)**	Delivery of service to the community utilizing an integrated vector management approach, including: • The provision of general information on personal protection, vector species, habitats and life cycle. • Mosquito surveillance, larval sampling, identification of species, data recording and constant updates of treatment sites on the GIS system. • Chemical control, biological control, environmental modification or a combination of these actions. • Institute a climate of continual research and development and continuous improvement for the Vector Management Program.	To improve the general management of the community diseases specifically concentrating on actual disease vectors. To raise the general community's disease resistance through appropriate education and training. Reduction in customer requests to a more acceptable level. Use the most effective equipment to control mosquitoes.	Resolution of Customer Requests within one (1) month of receipt. Provide details of weekly light trapping program. Provide monthly details of Ross River notifications. Provide monthly details of survey site inspections, sites treated and hectares treated. Increase in service provision to the community (Sarina & Mirani). No more than 20 customer requests are received per month. Expansion of vector pre-treatment sites and update of pre-treatment GIS mapping prior to November 2009.

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2.5 HEALTH AND REGULATORY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Disease Control (Cont'd..)		Reduce the incidence of nuisance and vector mosquitoes to an acceptable level within the Mackay region.		
2.5.3	Local Law Operations	To manage Council's Local Law Program efficiently and effectively including the enforcement of Council's regulating Parking and Off Street parking in a manner that meets public expectation. To carry out Council's obligations under the Local Laws, Transport Act and Regulation, SPER Act, noise regulations under the Environmental Protection Act, Water Act and the Local Government Act. **(Corporate Plan Strategy 1.6)** Promote the importance of responsible pet ownership strategies to the community. **(Corporate Plan Strategy 1.14)** Provide professional, responsible, timely and accessible services to external and internal customers. **(Corporate Plan Strategy 7.2)**	Facilitate animal licensing and registration through active day-to-day enforcement and through house-to-house survey program. Develop new Regulated Parking Strategy working in conjunction with Urban Renewal & Economic Development Program, targeting problem locations within the City Centre. Develop and use existing Council software to reduce office administration time for inspectors. Review animal control and overgrown allotments local laws to ensure compliance within tighter timeframes.	Increase the number of dogs currently registered with Council and ensuring that people have obtained appropriate licences for their animals. Increase compliance of users of City Centre parking. Standardised correspondence to be produced through Pathways allowing officers to provide simple information to administration officers who would print that as 'batch' print jobs.	Increase level of dog registrations by 20%. Increase vehicle turn over throughout City Centre parking areas confirming through feed back of business operators – Survey City Heart Traders every four (4) months to benchmark compliance. The system of 'batch' printing correspondence to be implemented by 30 January 2010. All parking appeals decided within two (2) weeks. Reminder notices for unpaid fines done monthly. Overgrown allotment notices to be acted on within two (2) days of expiry of notice.
2.5.4	Pest Management	To manage Council's Pest Management Plan ensuring all appropriate legislative responsibilities are undertaken. **(Corporate Plan Strategy 1.15)** In partnership with the	Co-ordinate and carry out all appropriate responsibilities under the relevant Pest Management Codes including the control of declared plants and animal pests. Co-ordinate public education	Increased community awareness of declared plants and animal pests. Reduction in quantity of plant and animal pests. Resource sharing days and	Effective delivery of services addressing declared plants and pests. Encourage landholders to continue to improve pest management compliance. 6 Field Days are organised per year.

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2.5 HEALTH AND REGULATORY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Pest Management (Cont'd...)	community and external agencies, promote and support the preservation and enhancement of the natural environment. **(Corporate Plan Strategy 3.1)** Encourage environmental awareness by promoting activities and practices that support the region's environment. **(Corporate Plan Strategy 3.2)** Provide professional, responsible, timely and accessible services to external and internal customers. **(Corporate Plan Strategy 7.2)** Provide pest management staff with relevant learning and personal development opportunities to achieve stated strategic priorities and corporate objectives. **(Corporate Plan Strategy 7.3)**	and awareness of weeds, pigs, wild dogs. Build partnerships with relevant stakeholders, including government agencies, businesses and landowners. Conduct Drum Muster program. Participate actively in the Mackay Regional Pest Management Group.	projects.	6 "Shed Meetings" are organised per year. Attend Pioneer Valley, Sarina and Mackay Shows All customer requests are actioned within 1 month. Wild Dog 1080 baiting is completed in September 2009 and May 2010. Mackay Regional Pest Management Group approves and achieves 2 projects per year.
2.5.5	Health & Regulatory Education Health & Regulatory	To develop and implement education strategies relating to Health, Environment, Disease Control and Local Laws issues. To contribute to building a safe, strong and self- reliant community. **(Corporate Plan Corporate Objective 1.4)** Support the community through proactive initiatives that promote community health, wellbeing and safety	The development of educational strategies to provide greater community awareness and compliance relating to: a) Food legislation and hygiene b) Mosquitoes and other vectors c) Nuisance and Local Law Issues d) Flammable and Combustible Liquids Regulation e) Animal ownership and responsibilities	Greater level of awareness, compliance and acceptance of responsibility by businesses, residents, staff and community.	Increased awareness and compliance by businesses and residents. 2 training sessions per year with assistance from Pest Management for Council staff and contractors. Establish a partnership with TAFE for an accredited training course for Non-profit Organisations in relation to food safety by December 2009. Provide educational programs that meet community expectations.

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2.5 HEALTH AND REGULATORY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Education (Cont'd...)	and minimise risks. **(Corporate Plan Strategy 1.6)** Promote the importance of responsible pet ownership strategies to the community **(Corporate Plan Strategy 1.14)** Provide professional, responsible, timely and accessible services to external and internal customers. **(Corporate Plan Strategy 7.2)**	f) Pest Management & Control g) Environment		Conduct educational programs to all schools and non-profit organisations upon request. All Health & Regulatory Services fact sheets and information on Council's website are reviewed and updated annually. Local laws review complete by September 2009.
2.5.7	Environmental Governance	To carry out Council's obligations under the Environmental Protection Act 1994, associated Regulations, Policies and Integrated Planning Act 1997. **(Corporate Plan Strategy 1.6 and 7.15)** Encourage environmental awareness by promoting activities and practices that support the region's environment. **(Corporate Plan Strategy 3.2)** Support innovation by implementing technologies that improve the way environmental protection conducts its business and manages its information and data. **(Corporate Plan Strategy 7.7)** Provide professional, responsible, timely and accessible services to	Assessment, approval and monitoring of Environmentally Relevant Activities (ERAs), including investigation of complaints. Investigate commercial nuisance complaints. Advocate for improved environmental legislation that is consistent with Council's objectives. Ensure ERA information is available on Council's website. Corporate software to be used to its full potential to allow efficiency and productivity.	Efficient and effective management of all Environmental Governance issues. That activities which require a Development Approval and Registration Certificate, hold an Approval and Certificate according to EP Act and IPA process and are achieving compliance with Approval conditions. Greater level of awareness regarding environmental issues.	ERA renewals are co-ordinated and sent at the beginning of each month. Registered ERAs are inspected one month after their Annual Return is submitted with payment. Use Council's existing corporate software to deliver reportable inspection data feedback by September 2009. 90% of ERA conditions and Development Approvals issued within IPA timeframes. All customer requests are actioned within 1 month. Proposed environmental legislation amendments reviewed and response communicated. ERA information on Council's website is reviewed and updated by August 2009.

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2.5 HEALTH AND REGULATORY SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Environmental Governance (Cont'd...)	external and internal customers. **(Corporate Plan Strategy 7.2)**			

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2.6 DEVELOPMENT ASSESSMENT - ENGINEERING					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
2.6.1	Engineering	To ensure all development works are designed and constructed in accordance with Council's engineering requirements.	To assess the engineering aspects of Material Change of Use, Reconfiguration of a Lot and Operational Works applications and make decisions and/or recommendations to Council which are consistent with Council's planning policies and related standards, guidelines and specifications. To audit development construction works, in particular Council infrastructure, for compliance with approvals.	Reports, recommendations and/or decisions that are through, accurate and consistent. Liaison with Planning for consistency of planning and engineering conditions. High standard of construction works, in particular, Council infrastructure.	Conditions of recommendations or decisions are reasonable and relevant for the development and consistent with Council's requirements. 90% applications decided within available IPA time frames on properly completed applications. 95% applications decided within agreed extended timeframes.

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3.1 CORPORATE SERVICES (MANAGEMENT)					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.1.1	Department Management	To provide leadership to, and management of, the Corporate Services Department. To provide a professional and timely Corporate Service to support all Departments to achieve Council service goals in an efficient and effective manner. **Corporate Plan Objective 7, Strategies 7.1 and 7.2**	Development and continuous improvement of management systems within the department, which both serve the department's needs and reflect a corporate view. Provision of direction to Program Managers and other staff to achieve established targets. Implementation of Operational Plan as it relates to the department. Provision of support for Committees associated with the department. Management of rehabilitation matters within the Department. Management of organisation-wide matters as they relate to the department, including Workplace Health and Safety, DDA Action Plan, Enterprise Bargaining, Continuous Improvement and Risk Management.	Effective and timely Agenda preparation, internal reporting, external correspondence and management of the Corporate Services department.	Timely monthly and quarterly management reports. Review processes/procedures for activities relevant to the Department.
3.1.2	Sustainable Futures	To assist towards enhancing and protecting the environmental aspects of the Region. **(Corporate Plan Objective 3)**	Ensure future sustainable practices are implemented within the Programs within the Department.	Implementation of future sustainable practices.	Promotion of future sustainable practices to the Sustainable Futures Committee.
3.1.3	Community Plan	To provide strategic input into the development of the Community Plan as it relates to the functions of the Corporate Services Department **(Supports all Corporate Plan strategies)**	Engage residents, business, staff and other stakeholders in the development of a long term community plan for the Mackay Regional Council area.	A long term community plan which encapsulates the future needs and aspirations of the Mackay Regional Council community.	Community Plan is endorsed by Council.

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3.2 - HUMAN RESOURCES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
3.2.1	General Human Resources	**HR Governance & Process** Develop integrated policies which results in process simplification **(Corporate Plan Strategies 7.1 and 7.2)**	Analysis of current policies to be undertaken. Development of policy framework and matrix which identify potential gaps and develop action plans. Extensive consultation with all key stakeholders. Implementation of new policies once approved by SLT/ Council. Comprehensive training program to educate and train employees on new policies.	Consolidate, consistent and relevant HR policies, internal operating guidelines and procedures. Improved level of organisational level of performance, through increase in staff retention rates. Reduction in staff terminations. Increased awareness of individuals responsibility and expectations of them as MRC employees.	The development of a comprehensive HR policy manual, providing suitable flexibility, efficiency and productivity deliverables, by 31 March 2010. All policies to be reviewed annually
		Develop integrated performance planning and review process **(Corporate Plan Strategies 7.1 and 7.2)**	Integrated development & career planning. Development of talent pool and revised performance management process. Development of a succession planning matrix. Comprehensive training on succession planning matrix. Utilisation of HRIS to administer the succession planning matrix and provide key reports to management to assist with budgeting and future planning. Development of leadership discovery program	Succession plans for all positions. Talent pool plan and management plans for identified talent. Improved retention in corporate knowledge. Increase in retention of key/ talented employees. Innovative succession planning matrix training program for all key opinion leaders.	Improved internal promotion statistics to be in place by 30 September 2009. Accurate and timely capture of training needs in HRIS to assist in both retention strategies and in budget development, to be in place by 30 September 2009. Reduction in staff turnover in hand to fill positions. Turnover target to be reduced to < 15% by the end of the Financial Year.
		Establish a remuneration framework (	Value creation drives remuneration	Review of remuneration for key/ hard to fill positions	Improved remuneration framework which aids in retention/ attraction of

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3.2 - HUMAN RESOURCES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	General Human Resources (Cont'd..)	**Corporate Plan Strategies 7.1 and 7.4, Objective 7)**			staff. To be in place by 31 December 2009.
		Cultural Change Development of vision and mission statements for the Human Resources Program **(Corporate Plan Strategy 7.1 and 7.2)**	Define Program Area vision and mission statements Prepare measurable key performance indicators for all areas within the Human Resources Program in accordance with the Operational Plan Define and implement leadership philosophy Comprehensive communication of outcomes verses proposed key performance indicators Monitor progress of in performance reviews/ development plans	Increased responsibility/ accountability to contribute to and achieve organisational outcomes Increased productivity as a result of clearly defined, attainable and measurable goals Improved work area morale and team work in order to achieve KPIs Improved customer focus and service levels to wider organisation	Human Resources Program Area Business Plans to be completed by 31 December 2009.
		Reinforce the organisational values and development of MRC culture **(Corporate Plan Strategy 7.1, 7.2, 7.3, 7.4 and 7.5)**	Develop sustainable human resources practices and procedures that build team morale and team work. Assist managers/ supervisors with comprehensive human resource management training. This will enable them to lead, control and manage their staff in a professional manner and in an environment which fosters personal development. Reinforce corporate plan and communicate this throughout the organisational. This involves breaking the plan into segments which are relevant, attainable and easily understood by all.	Opportunities for all staff to attend seminars and workshops on team commitment and team building Opportunities for all supervisors and leaders to develop core human resource management skills Develop mediation skills in HR/ key management/ supervisory staff Develop and build on facilitation skills in HR/ key management/ supervisory staff Development of mediation workbook	Increased retention rates, with targeted turnover of < 15%. Decrease in absenteeism due to workplace conflict of 5%. Decrease in WorkCare applications for stress leave of 5%. Increase in attendance at team building seminars/ workshops (targeted attendance 95%) Increase in attendance at leadership seminars/ workshops (targeted attendance 95%) Reduction in formal grievances by 5%.

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3.2 - HUMAN RESOURCES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	General Human Resources (Cont'd..)		Management/ Supervisors need to lead by example; "walk the talk". The Human Resources Program need to support and advise these staff to deliver their outcomes	Opportunities for all staff to attend seminars and workshops on leadership	Reduction in informal workplace conflicts by 5% Increase in supervisors/ management accountability and responsibility for human resource management, by including in Management Performance KPIs.
		Capability Development Provide an integrated human resources document control system which ensures accuracy and integrity of records **(Corporate Plan Strategies 7.1 and 7.9)**	Define parameters of system including: access, location, security, archiving, relevancy, and maintenance of all employment related documentation. Review and consolidate the Human Resources electronic and hard copy records to Mackay Administration Building. Review workflows and job processes to ensure adequate record keeping.	Easily accessible data pertaining to employees, industrial issues and other human resources functions from all former Councils and the current MRC data. Accurate historical data in which to make informed recommendations and decisions Protection of confidential information through defined controls	Integrated document control and personnel filing system in place by 31 March 2009. Six monthly audit on personnel filing system. Monthly report to identify any confidentiality breeches
		Ongoing implementation of Mackay Regional Council Certified Agreement 2008	Appropriate training for Council staff in relation to new Certified Agreement.	Comprehensive training for management/supervisors on new Certified Agreement.	Comply with conditions of agreement.
		Implementation of LGEG and new Training Committee, as required under 2008 Mackay Regional Council Certified Agreement.	Relevant groups to be formed, in line with Mackay Regional Council Certified Agreement 2008	Formation of the LGEG/ Training Committee to ensure efficient and productive bargaining outcomes. Enhanced communication with the workforce.	Meetings held in line with Mackay Regional Council 2008 Certified Agreement. Minutes communicated to the work force within one week of the meeting.
		Development of Succession Planning/Talent Management Program **(Corporate Plan Objective 7 and Strategy 7.3)**	Develop succession planning guidelines and identify key roles. Identify employees who are at risk of exiting the organisation and develop appropriate succession plans.	Succession Plans for all key positions. Talent Management Plans for identified talent. Improved retention of corporate knowledge.	Improved internal promotion statistics in place by 30 September 2009. Capture of training needs in HRIS to assist in budget development in place by 30 June 2010.

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3.2 - HUMAN RESOURCES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	General Human Resources (Cont'd..)		Develop talent management guidelines Train management on the use of the program. Utilise HRIS to administer program	Improved retention of talented employees	
		A relevant, timely and informative induction for MRC staff **(Corporate Plan Objective 7)**	Form working group to determine appropriate content and structure of inductions. Develop new management/supervisor Induction Program.	Consistent induction and orientation program across worksites relevant to level of appointment. Improved retention of new employees. Improved efficiency of new supervisory and management staff.	A best practice induction program for all MRC employees in place by 31 July 2009. A best practice induction program for all new Supervisory/Management employees by 31 July 2009. A best practice contractor induction program for all contractors to MRC by 31 July 2009.
		An effective employee exit program to support continuous improvement of MRC and HR policies and procedures **(Corporate Plan Objective 7)**	Review Exit Interview Process. Develop new Exit Interview process and internal operating guideline. Implement new process and train key personnel.	Capture of allocated assets to ensure recovery Capturing exit data to steer HR retention strategy Provide timely report to Management on concerns raised for continuous improvement	A best practice exit interview process, policy and internal operating guidelines in place by 31 October 2009.
		Develop a best practice performance management review and planning system **(Corporate Plan Objective 7 and Strategy 7.1)**	Review current system and work with key stakeholders on key issues Review best practice systems Develop new system Implement new system Develop performance appraisal policy and internal operating guideline Develop Council sponsored training and development policy and internal operating guideline Review and develop competency based progressions	Timely identification of training requirements Improved communication between employees and management Improved workplace culture A system that is linked to the succession planning matrix and organisational training needs analysis	Improved ownership, acceptance and use of performance review and planning process in place by 30 November 2009.

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3.2 - HUMAN RESOURCES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	General Human Resources (Cont'd..)	Developed measurable workforce statistics to support MRC decision making and policy direction **(Corporate Plan Objective 7 and Strategies 7.1 and 7.9)**	Define Human Resource reports and improve the process, use and quality of organisational information. Develop reporting template for monthly, quarterly, annual reporting. Capture data to provide statistical information in reports.	Workforce analysis to feed into annual planning cycle for Council's Operational Plan as well as long term Corporate Plan.	Regular and accurate workforce statistics for decision making and policy direction.
		Improved decision making through the use of accurate and timely human resources data **(Corporate Plan Objective 7 and Strategy 7.9)**	Revise data entry processes and systems to ensure timely and accurate capture of data. Reduce risks associated with reliance on customised reports by using standard reports where possible. Eventual access permissions for management and training in report writing.	Greater ability to access data by management staff in order to make informed decisions.	Increased reporting capability of CHRIS21 system in order to meet management needs in place by end October 2009.
		Continuous improvement of Council's human resources information system to create processing and decision making efficiencies. **(Corporate Plan Objective 7, and Strategies 7.2 and 7.9)**	Upgrade to 7.1.17. Comprehensive training on HRIS and development of procedure manuals. Implementation of e-recruitment system Implementation of employee self service Kiosk. Training for all end users and procedure manuals developed.	Increased system capacity. Reduced manual data entry. Reduced employee queries. Increased availability of timely and accurate HR information. Increased capacity of all staff utilising HRIS.	Up-to-date HRIS delivering on outcomes and providing increased efficiencies in all transactions. Continue to enhance reporting throughout the financial year.
		Continued support and direction from council to provide safe and healthy workplaces thereby ensuring the safety of staff, contractors and members of the public are priority	Utilisation/ customisation of HRIS to provide accurate statistics and key management reports. Develop and provide WH&S instruction and training in support of WH&S injury prevention and	Improved WH&S records management and provision of WH&S data. Injury management process (including incident investigation) integrated into Program delivery.	Injury rehabilitation, asbestos management, risk management and noise management guidelines released and available on the intranet by end of August 2009.

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3.2 - HUMAN RESOURCES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	General Human Resources (Cont'd..)	Improved resource allocation of the injury management function. **(Corporate Plan Strategy 7.4)**	management. Foster management of WH&S costs by those using the goods and services. Development of WH&S component of the Integrated Management System providing staff with access to their WH&S guidelines and procedures. Develop and implement workplace based rehabilitation strategies including improved early contact procedures and timely submission of claims. Monitoring of progress and recovery. Ensuring Local Government WorkCare is provided with all relevant case notes. Develop sustainable and productive stakeholder relationships with management and health practitioners. Develop responsible return to work policies in accordance with Legislation Assign WHSO's to the five portfolio areas.	Program involvement in effective investigation of incidents, identifying cause and recommending corrective actions. Continued effective rehabilitation and compensation management. Program management of personal safety items. WH&S information available from the intranet. Expeditious return to work of injured employees. Accurate records of contact with injured employees. Improved participation in the rehabilitation process by management and health professionals. Legislative compliant and best practice return to work and rehabilitation program.	Expeditious return to work of injured employees. Accurate records of contact with injured employees. Improved participation in the rehabilitation process by management and health professionals. Legislative compliant and best practice return to work and rehabilitation program.
3.2.3	Organisational Development	Align current educational opportunities with long-term Council recruitment strategies including work experience for tertiary studies, scholarships, cadetships, graduate program, community jobs project	Review previous programs. Development of training needs analysis matrix to identify current and potential gaps and to assist with budgeting process. Develop a document/strategy to	Revised programs promoted as a key attraction strategy for professional appointments in skill shortage areas. Capture of organisational training requirements within HRIS.	Implemented best practice graduate program providing relevant training by 30 November 2009. Reviewed and improved scholarship, work experience, cadetship programs by 31 May 2010.

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3.2 - HUMAN RESOURCES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Organisational Development (Con't...)	**(Corporate Plan Objective 7 and Strategy 7.3)** Implementation of MRC Organisational Training Needs Analysis process **(Corporate Plan Objective 7 and Strategy 7.3)**	capture TNA for each position in conjunction with management and supervisors. Development and utilisation of succession planning matrix to develop development plans and to assist with budgeting. Implementation of a training calendar on the intranet. Development and implementation of online training. Development of mentoring program.	Improved capacity to budget accurately. Improved ability to identify compulsory/ essential training, personal development opportunities and succession planning. Improved cost efficiencies in organisational training across the organisation.	Annual MRC Training Needs Analysis document prepared by 31 January for inclusion in annual budget. Innovative performance management process and evaluation by 31 Jan 2010. Increase in training requests being handled electronically (intranet) by September 2009. Increase in usage of online training by 30 November 2009.
3.2.4	Trainees	Ensure all trainees and apprentices receive quality training through mentorship, coaching and achievable training plans **(Corporate Plan Objective 7 and Strategy 7.3)** Tailored induction program for trainees to be delivered upon induction and at 9 months of employment **(Corporate Plan Objective 7 and Strategy 7.3)** Seek new funding for trainee and apprenticeship incentives **(Corporate Plan Objective 7 and Strategies 7.1 and 7.3)** Enhance trainee and apprentice recruitment and selection practices	Trainees and apprentices to have clear reporting relationships and a delegated mentor. Mentor's to be trained in mentorship. Close monitoring of training plans to ensure competencies are being achieved within acceptable timeframes. Induction program to include: study skills, training plans, conflict management and code of conduct. 9 month program will cover: resumes, how to write key selection criteria's, self canvassing, detailed cover letters and interview techniques. Extensively research Commonwealth and State initiatives – discuss funding opportunities with other Council's. Participate in local youth projects.	Improve trainee and apprentice retention. Traineeships and apprenticeships are being completed within or before specified timeframes. Improve retention through progress reports on competencies. Improve retention by providing ongoing development support. Maximise employment opportunities for all existing trainees and apprentices. Find additional funding to increase trainee intake for 09/10. Improve trainee and apprentice retention, and a reduction in trainee related issues.	More skilled and qualified members of the community available for employment at the end of traineeship. Higher skill and performance levels within the existing workforce by 31 August 2009. Traineeship requests lodged with LGAQ by 1 July 2009. Increased internal and external employment ratios of trainees upon completion of traineeship and/or apprenticeship. Internal trainees – aim to employ 40% internally.

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3.2 - HUMAN RESOURCES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Trainees (Cont'd…)	**(Corporate Plan Objective 7 and Strategies 7.1 and 7.3)**	including career events, youth week and school presentations. Apply literacy and numeracy testing, and other applicable assessments during the recruitment process.		
3.2.5	Pay and Benefits	Continue full utilisation of HRIS more to improve efficiency and processes Implement "Kiosk" to all possible end users and develop procedure manual to aid with training **(Corporate Plan Objective 7 and Strategy 7.9)** Trained Payroll Team **(Corporate Plan Objective 7).** Rotation of Payroll Team **(Corporate Plan Objective 7)..** Regular Meetings with Input Operators **(Corporate Plan Objective 7, Strategy 7.1)**	Visitation to other Council Users to gain further knowledge on system. End-user training to be provided to employees unfamiliar with the CHRIS21 system. Payroll workstation at Bedford Rd Depot Thursday mornings. Establishing workstations for use at Sarina and Mirani on Thursday afternoons. Develop and maintain a Procedures Manual. Enable all team members to be multi skilled/ multi disciplined in all payroll functions. Problem solving and feedback from all operators.	Accurate and timely MRC organisational payroll data. Improved relationships with external workforce. Decreased lost time by external workforce visiting Mackay Administration Building. Enhanced payroll accuracy. Multiskilled/ multidiscipline payroll team. Increased timesheet entry accuracy.	Established payroll interface with external workforce on a regular basis. Improved access to outdoor staff by regular attendance at respective depots . Reduction in misinformation about claiming for allowances etc. Reduction in payroll errors. Payroll run time reduced and errors minimised.
3.2.6	Recruitment and Selection	Implement pre-employment medical assessments to ensure fitness for work and capacity to undertake position duties and responsibilities **(Corporate Plan Objective 7 and Strategy 7.4)**	Develop working group to develop action plan to implement pre-placement medicals. Budget for program in 09/10 budget. Seek advice from local medical practitioners.	Reduced injuries caused by exacerbation of existing ailments. Improved selection decisions. Ability to manage restrictions once identified within the department or program. Improved protection for Council	Implemented pre-employment medical policy and internal operating guideline by end July 2009. Implemented drug and alcohol policy and internal operating guideline. Implementation by end July 2009. Involved comprehensive education and training on both the policy and

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3.2 - HUMAN RESOURCES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
					usage of alcohol/ drugs by end July 2009.
	Recruitment and Selection (Cont'd..)	Ensure appropriate selection techniques are employed for vacant positions. **(Corporate Plan Objective 7 and Strategy 7.1)**	Review interview guide format and rating methodology. Provide behavioural interview training to panel members. Ensure panel members are representative of the program area where the vacancy exists. Utilise other suitable selection techniques relevant to job type. Comprehensive training on the recruitment process and development of recruitment internal operating guideline. Review contracts of employment. Introduction and implementation of in-house psychometric testing. Introduction and implementation of computer competency testing.	Educated selection decisions. Reduced turnover. Improved efficiency of the recruitment process.	Reduced wastage due to poor selection decisions, reflected in reduction in turnover <15%.

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3.3 - FINANCIAL SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.3.1	Administration & Operational Expenditure	To provide a professional and timely Financial Services function to support all Departments to achieve Council service goals in an efficient and effective manner. To ensure that council receives the maximum return from its investments On-going development and increased understanding of the features and functionality of the Corporate Computer Software (GEAC Pathway, and Technology One's Finance One, Hansen and Chris HR) by Financial Services staff. **Corporate Plan Strategies:- 7.2, 7.6, 7.7, 7.8, 7.9, 7.11, 7.12, 7.13, 7.15, 7.16, 7.18 & 7.19.**	To ensure appropriate accounting procedures are in place for labour, plant and materials Co-ordinate quotes, evaluations and determine future interest profile and cash flow needs. To increase understanding of the features and functionality of the Corporate Computer System and co-ordinate upgrades.	Delivery of quality Financial Services to departments and programs. Appropriate level of financial operations to satisfy accounting standards. Timely completion and review of finance processes. Reduction in number and severity of audit issues. Ensuring that Council achieves a competitive return on investments Ensure effective implementation of software upgrades. Increase knowledge of new software	Service delivered to stakeholders in line with agreed Service Level agreements to 90% reliability. Monthly Executive Financial Management Report completed and submitted to Council by the 4th week following end of month. Unqualified audit report received from the Queensland Audit Office. Efficient and effective use of Finance One software with 95% availability maintained during business hours. Investment Policy complied with in all respects.
3.3.2	National Completion Policy	To develop National Competition Policy procedures and management practices that improve Council's efficiency and accountability, and to satisfy government guidelines. **Corporate Plan Strategies:- 7.9, 7.11, 7.12, 7.15, 6.1 & 6.2.**	Review of internal costing controls and procedures to accurately cost Council Business Unit functions. Update the performance measuring processes of the identified business activities.	Compliance with guidelines to ensure that available grants are received, improved operations, greater accountability, improved reporting.	No high risk compliance issues identified by the Queensland Competition Authority. Completion of Annual Return to Queensland Competition Authority and Tax Equivalents return completed within statutory timeframes. No high risk audit issues identified by the Queensland Audit Office.

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3.3 - FINANCIAL SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.3.3	Debt Management	To provide availability to the cheapest funding for activities to be carried out in accordance with Council's Debt Management Policy. **Corporate Plan Strategies:- 7.11 & 7.19**	Implementation of loan program with council's debt management parameters.	Council's funds received at competitive prices. Borrowing is consistent with adopted Ten Year Strategic Financial Plan.	Loan approval documentation submitted by 31 March, 2010. Borrowing Policy complied with in all respects.
3.3.4	Financial Support	Preparation of financial statements for Mackay Regional Council and Pioneer River Improvement Trust. To eliminate audit issues and potential audit issues. **Corporate Plan Strategies:- 7.9, 7.11 & 7.15.**	Preparation of Annual Financial Statements	Completion of financial statements. Reduction in number and severity of audit issues.	Financial statements completed and submitted to the Queensland Audit Office by 15 September, 2009. Unqualified audit report received from the Queensland Audit Office.
3.3.5	Business Support	To provide efficient and effective Business Support to the business units within council. To ensure Council is informed on any available funding sources that are consistent with Council's Corporate Plan. **Corporate Plan Strategies:- 7.9, 7.11, 7.12 & 7.15.**	Business support and preparation of monthly Performance Plan Reports for Mackay Convention and Entertainment Centre, Aquatic Centres and Commercial Services. Business unit support to other Programs of Council. Refer available funding opportunities to relevant departments. Manage the grants and subsidy acquittal process.	Effective financial support to Council's business units. Enhancement of level of Business unit support. Receipt of grants and subsidies for purposes consistent with the Corporate Plan. Timely completion of returns and acquittals	Monthly Executive Financial Management Report completed and submitted to Council by the 4th week following end of month. Returns and acquittals completed within designated timeframes with 95% reliability. No high risk audit issues identified by the Queensland Audit Office.
3.3.6	Rates and Charges Income and Collection	To collect budgeted income of Council in conjunction with the Customer Service Centre, while maintaining an open and friendly interface with the	Rates and charges will be levied and collected in a manner acceptable to council and its clients.	Receipt and recording of monies due to Council. Minimise Rate arrears.	Water metering completed in accordance with the Commercial Services Performance Plan. Rate notices issued in

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3.3 - FINANCIAL SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Rates and Charges Income and Collection (Cont'd...)	public and to ensure that collection methods meet public expectations. To ensure efficient and effective collection of all rate and sundry debtor arrears. **Corporate Plan Strategies:- 7.11 & 7.13 & 7.15 & 6.3.**	Appropriate basis of Collection. Half Yearly Water Billing.	Effective water billing in line with Commercial Service's customer charter for customer satisfaction. Review of Council's Revenue Policy.	accordance with agreed timeframes in Council's Revenue Policy/Statement. Rate Arrears to be no more than 5% rate revenue at 30 June, 2010. No high risk audit issues identified by the Queensland Audit Office. Review of Council's Revenue Policy by 31 May, 2010.

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3.4 - PROCUREMENT AND PLANT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.4.1	Procurement/Store	To provide administrative support for the Procurement & Stores functions **(Corporate Plan Objective 7 and Strategy 7.1)**	To provide a service to support the Procurement & Stores functions at the respective Council Depots. Establishment of a comprehensive stores management and distribution system and associated protocols. Provide Corporate Procurement support for high risk procurement. Implement a centralised purchasing section within Procurement and Plant.	Significantly improve the requirements from within the sections. Greater focus on service to Council operational sections, purchasing of goods and the management of a centralised stores function. Increased number of Standing Offer Arrangement Contracts currently required by Council. Effective and efficient Internal Stores Operations Business Unit. Improve compliance with Council purchasing policies and procedures. Improve Council's tendering and contract management processes	An increased level of application of purchasing procedures and SOA contracts, through appropriate training and appropriate reviews. Services delivered to be in line with agreed service level agreements. Implementation of centralised purchasing section by 30 June 2010.
3.4.2	Plant Operations	To provide a cost effective plant/fleet for Council operations **(Corporate Plan Objective 7 and Strategy 7.1)**	To efficiently manage the plant/fleet including establishing competitive hire rates and identifying plant maintenance requirements.	To maximise plant/fleet utilisation and to operate fleet/plant program to meet both maintenance and Capital construction needs. Effective and efficient Internal Plant Hire Business Unit.	Maximise Plant utilisation and minimise down time by regular utilization reports.
3.4.3	Plant Purchase and Replacement Program	To continually upgrade Council plant fleet **(Corporate Plan Objective 7 and Strategy 7.1)**	To upgrade in accordance with 10 year Plant replacement Strategic Financial Plan.	To replace items at the best value to Council, to ensure effective and efficient utilisation of plant.	Service delivered to be in line with service level agreements. Reduced maintenance and down time. To be monitored by monthly reporting.
3.4.4	Workshop Operations	To provide workshop services to maintain Council's plant and fleet	To include appropriate maintenance, repairs and purchase of Council's plant and fleet.	Well maintained plant fleet appropriate to the needs of the organisation.	Reduced down time, increased utilisation. To be monitored by monthly reporting.

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3.4 - PROCUREMENT AND PLANT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
		(Corporate Plan Objective 7 and Strategy 7.1)		Effective and efficient Internal Workshop Business Unit.	Service delivered to be in line with service level agreements.
3.4.5	Corporate Furniture and Equipment	To ensure the Council workplace areas are furnished and equipped with relevant and workplace compliant items, as required for efficient operations **(Corporate Plan Objective 7 and Strategy 7.1)**	Purchase of appropriate furniture and (non-specialist) equipment for entirety of Council workplace operations.	Provision of furniture and equipment sufficient for the efficient operations of Council.	Timely purchase of suitable equipment within one month of request.

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3.5 - INFORMATION SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.5.1	I.T. Services	To provide a professional and timely Information Technology to support all Departments to achieve Council service goals in an efficient and effective manner. **(Corporate plan strategies 7.2 & 7.6)** Provide telephone services and infrastructure to support council programs. **(Corporate plan strategies 7.2 & 7.6)** Provide effective management of Council records and utilisation of Councils records management system. **(Corporate plan strategies 7.2, 7.6, 7.17 & 7.21)**	Provide IT support services by way of staff and equipment, including management of all computing facilities, whether hardware, software or network related. Provide telephone support services by way of staff, equipment and infrastructure. To increase the understanding of the features and functionality of the Dataworks systems and upgrades.	Maximise availability of computers to all users, provide a support service which satisfies customers needs in a timely manner. Implementation of sustainable and energy efficient computing equipment. Research on potential new technology. Delivery of a flexible and reliable phone system that meets the evolving needs of Council. Efficient and effective records service to the organisation as a whole.	All service level agreement targets met. Reports to SLT on potential new technology. Implementation of IT Strategic Plan, and report back on each strategic plan milestone. >99.5% availability of telephone services. Improvement of 5% on 2008 retrieval and delivery times.
3.5.2	Geographic Information Systems Services	To provide a professional and timely GIS function to support all Departments to achieve Council service goals in an efficient and effective manner. **(Corporate plan strategies 7.2 & 7.9)** Provide a high level of service availability.	Provide geographic information services by way of specialist staff and specialist application software.	Provide an information resource, which satisfies customer needs in a timely manner. Develop and maintain a corporate data bank of Council's geographic information. Development of systems to deliver and maintain the corporate geographic	All service level agreement targets met. All collected data to be recorded within timelines specified by internal operating guidelines. Implementation of new features within MILIS / MIMAPS.

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3.5 - INFORMATION SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Geographic Information Systems Services (Cont'd....)	**(Corporate plan strategy 7.2 & 7.6)** Development and maintenance of geographic corporate information and systems to deliver that information as per corporate requirements. **(Corporate plan strategy 7.9)** Maintain rural road addressing. **(Corporate plan strategy 2.5)**	 Allocate new numbers and/or replace missing Rural Road Addressing numbers.	information. Allocation of unique addresses and signposts will continue to benefit emergency services and routine activities based upon addressing.	ArcGIS to be no more than 1 release behind the latest version. Unique addresses for all properties within Mackay region that ask for one.
3.5.3	Corporate Computing Systems	Develop, upgrade and enhance Council's Corporate Software Systems. **(Corporate plan strategies 7.6 & 7.7)**	Development of further integration between corporate software applications. Upgrades and enhancements to major Corporate Computing Systems such as FinanceOne, Pathway, Dataworks, Aurora, Hansen, HRIS and GIS computer systems. Implementation of Asset Management Systems. Offer sound business analysis services to Council in order to maximise investment in corporate systems.	Development of enhanced integration between corporate applications software (Pathway, DataWorks, Hansen, GIS, Finance One and CHRIS21) Ongoing upgrade of existing Corporate Computing Systems Improved use of Council's corporate systems.	All corporate software versions to be no more than 2 releases behind the latest version. User ability to extract information and produce reports as required, with less reliance on IT staff, measured by a 10% reduction in reporting support requests. Provision of a seamless link between the property related applications, thus removing the need for duplicated data. Productivity gains and new uses of Pathway, Hansen, CHRIS21, Finance One, GIS etc.
3.5.4	I.T. Development	Provide modern computing platform to allow users to make efficient use of Information Technology. **(Corporate plan strategies 7.6 & 7.7)**	Maintain a modern computing environment, including maintenance, upgrade and enhancements to Council information systems.	Provision of modern Information Technology platform, with users being confident they have the necessary IT tools to perform their allotted tasks.	Acquisition and installation of approved budget items on timely basis, with minimum disruption to users. Reports to SLT on potential new

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3.5 - INFORMATION SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	IT Development (Cont'd...)		Redevelopment of Server Room to latest data centre technology.		technology.
		Development of new applications as required. **(Corporate plan strategies 7.1 & 7.7)**	Implementation of new technology as considered appropriate.	Ongoing research on new technology and its' potential application.	>99% availability of council network. Upgrades of latest Office Products within 6 months of corporate compatibility sign-off.
3.5.5	Delivery of Corporate Information to the Internet	To enable the community and business to access relevant Corporate information to facilitate the planning and decision-making process. **(Corporate plan strategies 7.2 & 7.7)**	Identify information within Council's Corporate Computing Systems, which is suitable and the delivery technology mature enough to allow for secure publication on the Internet.	Public access to relevant Corporate information via the Internet will reduce the number of face to face and telephone requests for the same information.	20% reduction in the number of face to face and telephone requests for Corporate information that is available via the Internet.
				Improve search engineering capability for the internet.	Reduce customer response time by >10%.
		To enable the community and business 24x7 access to relevant Corporate information. **(Corporate plan strategy 7.2)**	Provide for further development of ePathway, which will provide a suite of Council's services online, specifically the implementation of ePathway Licencing and Applications modules.		Increase of Council website usage of 5%.
			Expansion of Online Services to include Mirani and Sarina regions	Expansion of Online Services to include Mirani and Sarina regions (ie for online payments, general application enquiries)	Provision of the most current and valid information in relation to Mirani and Sarina.
3.5.6	Aerial Photography	To provide enhanced spatial information to support all areas of Council as per corporate informational requirements. **(Corporate plan strategies 7.6 & 7.7)**	To provide up-to-date, high quality and detailed aerial photography of Mackay regional Area.	Updated spatial information for the whole Mackay Regional Council area to 0.5m pixel in rural areas and 0.1 in Sarina and Mackay Rural Areas.	Provision of up-dated and high quality aerial photography via Council's GIS system(s) every 3 years.
			To provide access to aerial photography via Council's geographic information system.	Provision of detailed, high quality spatial information via Council's GIS system.	New version of MILIS / MIMAPS to be released.
		To enable community and business access to enhanced spatial information to support		Implementation of digital terrain model data for coastal and	Completed flood study of Pioneer catchment.

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3.5 - INFORMATION SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
		planning processes **(Corporate plan strategies 7.6 & 7.7)**		riverine areas.	
3.5.7	Intranet Intranet (Cont'd...)	To provide a corporate knowledge base that enables more customer enquiries to be answered at the first point of contact **(Corporate plan strategies 7.1, 7.7 & 7.21)**	The improvement of the new intranet and knowledgebase system that provides information and collaboration tools within Council Investigate other uses of Sharepoint (the web platform on which the intranet is developed.	Access to the relevant information will enable a measurable increase in the number of enquires answered at the first point of contact and reduce the double handling of enquiries Implementation of Sharepoint services for other uses.	10% increase in the number of enquires answered at the first point of contact. 50% increase in the amount, type and use of information being stored and shared on the intranet.

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3.6 - OFFICE OF CHIEF EXECUTIVE OFFICER (MANAGEMENT)					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.6.1	Corporate Leadership	To provide leadership and direction to the organisation of Council to implement the Corporate and Operational Plans **Corporate Plan Objective 7**	Monitor external factors affecting Local Government. Identify and implement organisational improvements to improve capacity and flexibility to deliver Corporate objectives. Co-ordinate preparation, implementation, review, monitoring and reporting against Operational Plan and Corporate Plan. Co-ordinate and lead Executive Team.	Ensure Council is briefed on contemporary issues affecting Local Government and that Mackay Region Provides input where appropriate. Organisational structure refined and strategies in place to encourage cost effective service delivery. Implementation of Operational Plan. Represent Council in relevant meetings/delegation with major stakeholders.	Regular reporting to Council on external factors that influence the Organisation through participation and submissions. Monthly reports on progress of Operational and Corporate Plan implementation. Annual Report on Organisation achievements for the year ended 30 June 2010, by 31 July 2010

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3.7 - INTERNAL AUDIT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.7.1	Internal Audit	To maintain an Audit Committee and internal audit function within Council. **Corporate Plan Strategies:- 7.7, 7.8, 7.9, 7.11, 7.12, 7.15, 7.17, 7.18 & 7.21**	Periodic Audit Committee meetings in accordance with policy. Implementation of Audit Program to monitor compliance, identify and encourage improvement.	Systematic review and continuous improvement of Council's internal control and management systems. Identification of areas for policy, process and compliance improvement.	• Strategic Audit Plan in place by 31 July, 2009. • Annual Audit Plan completed as documented with 90% reliability. • Audit Committee to meet at least four times each financial year.

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3.8 - ASSET MANAGEMENT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.8.1	Asset Management	Establish long term asset management plans to improve and maintain service to the community. Establish and maintain accurate records of Council's infrastructure assets. Develop and implement cost effective strategies for management of assets. **Corporate Plan Strategies:- 7.7, 7.11, 7.12, 7.15, 7.16, 7.17, 7.18, 7.19, 6.1, 6.2, 6.6, 5.1, 5.2, 5.6, 5.8, 4.2, 3.6 & 1.4.**	Maintenance of databases and graphical information of infrastructure for accounting, asset management and operational purposes. Co-ordinate the collection data on type, location and condition of various infrastructure assets and inclusion into databases for access via GIS.	Improved asset management practices with resultant long-term efficiencies. Reliable information on assets readily available to all employees using the GIS for operational and public use, including financial requirements.	• Asset Management Plan completed by 31 March, 2010. • Asset Management Action Plan completed by 30 September, 2009. • Major Project Prioritisation Tool completed for testing 20 September, 2009. • No High Risk audit issues identified by Queensland Audit Office.

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3.9 - CUSTOMER SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
3.9.1	Customer Services Centre and Call Centre	To deliver effective and efficient customer services which exceed customer expectations **(Corporate Plan Strategies 7.1, 7.2 and 7.9)** To provide equity of access to timely and affordable services . **(Corporate Plan Strategies 7.1 and 7.2)** To generate positive perceptions of service quality, customer value and positive word of mouth **(Corporate Plan Strategies 7.1, 7.2 and 7.14)** To ensure successful business performance **(Corporate Plan Strategies 7.6 and 7.15)** To develop positive relationships with our customers **(Corporate Plan Strategies 7.1 and 7.2)** To develop a service-oriented climate of customer service excellence **(Corporate Plan Strategies 7.1 and 7.2)**	• Develop a shared Vision for the program • Promote innovative service leadership and management practices • Promote the development of a customer-centric culture in the program, where we listen to voice of the customer by actively seeking feedback • Build our knowledge of our customers by identifying customer segments, requirements and future needs • Apply progressive human resource practices, including access to specialised learning and development opportunities and focus on work-life balance • Develop innovative service encounter practices, including reviewing customer contact/access channels • Empower employees to build customer relationships and satisfy our customers by delivering valued solutions. • Customer Service Reference Group continuing. • Foster a culture around exceeding customer expectations as the way we do business • Continuously review and enhance service systems • Support innovation by implementing technologies that improve the way the program delivers its service	• Business Plan, incorporating Vision and Values • Refreshed customer satisfaction research program • Contribute to the delivery of the Community Attitude Survey • Review of Customer Service access points • Contribute to the creation of community hubs as a place of customer interaction • Development of a Customer Service Charter • Provision of readily accessible information, delivered in a consistent, timely and efficient manner • Timely and effective management of service requests • Accurate receipt of Council monies • Implementation of the International Customer Service Standard framework. • Customer Service Reference Group to review proposed Customer Service Improvement initiative.	• Internal service delivery to be in line with Service Level Agreements. • 80% of calls answered within 25 seconds. • 7% or less call abandonment rate. • 80% of enquiries to Call Centre and Customer Service Centre retained and handled without the need for referral. • 95% accuracy for line of business referral in both Call Centre and Customer Service Centre. • 95% of Service Requests closed on-time. • 100% of payments processed accurately at point of entry. • 100% rate of accuracy for information provided by and collected by the Customer Service Centre • 90% or better customer satisfaction rating with services provided by the program. • Customer Service Reference Group to meet at least 4 times per year.

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3.9 - CUSTOMER SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
			• On-going support of the Customer Service Reference Group		
3.9.2	Emergency After Hours and Water Monitoring Service	Evaluation of the potential to establish a 24 x 7 customer service operation on a commercial basis as a means of facilitating growth and investment in the region **(Corporate Plan Strategies 7.1 and 7.2)** Provision of 24 x 7 customer services to support delivery outcomes identified in 3.9.1 above. **(Corporate Plan Strategies 7.1 and 7.2)**	• Evaluate service delivery options to diversify risk and ensure the viability of the proposal • Investigate the potential application of shared services • Develop a robust business case which compares options and models of service delivery • Implementation of approved service delivery model	• Business case document • Budget proposals and costings • Detailed implementation plan and schedule	• Internal service delivery to be in line with Service Level Agreements. • 80% of calls answered within 25 seconds. • 7% or less call abandonment rate. • 80% of enquiries to Call Centre and Customer Service Centre retained and handled without the need for referral. • 95% accuracy for line of business referral in both Call Centre and Customer Service Centre. • 95% of Service Requests closed on-time. • 100% rate of accuracy for information provided by and collected by the Customer Service Centre • 90% or better customer satisfaction rating with services provided by the program.

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3.10 - CORPORATE COMMUNICATIONS					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.10.1	Corporate Communications and Operations	To maintain a regular and formal system of internal communications to influence awareness and promote cultural values amongst council staff **(Corporate Plan strategies – 7.5, 7.8, 7.10, 7.14,7.19)**	Staff provide input in compilation of monthly internal newsletter *Grapevine.* Monthly prizes awarded as part of internal newsletter to boost morale. Daily media monitoring of council-related news stories, issued to management team *Weekly e-info snapshot* issued to all staff following weekly council meeting. Develop consistent internal signage across council buildings. Corporate Communication staff to regularly attend monthly program managers meeting to identify communication issues	Increased awareness by staff and improved efficiencies in communication capabilities. Council staff will be better informed about the decisions of Council and feel more involved and aware of the functions of the organisation. Corporate Communications well placed to provide communications advice and assistance to all sectors of the Council on a variety of issues.	• Distribution of 11 editions of Internal newsletter per annum. • Comprehensive Media Monitoring service provided on every working day of the year. • Distribution of weekly-e-news update to staff from council meetings. • Development of an endorsed Communication Strategy for council and ongoing education to staff. In place by 30 September 2009. • Improved internal signage across council buildings – delivered by November 2009
3.10.2	External Communications	Promote and support council's prominence in the community and media through a variety of communication, branding and marketing opportunities. **(Corporate Plan – 1.1, 1.6, 2.7 7.2, 7.9, 7.14, 7.20)** To support Council's Disaster Management Committee in times of natural disaster and manage the dissemination of public information to the community via media. **(Corporate Plan – 5.5, 7.9)**	Issue news releases, letters of support and advertising campaigns during the year. Delivery of six bi-monthly council community newsletter *In Focus.* Production of council brochures and other marketing collateral. Maintain strong council branding through the provision of a corporate visual standard. Continued development of corporate website, including presence of social networking sites (Facebook, Youtube and Twitter)	Heightened awareness of Council's operations and initiatives. mitigation of negative coverage on Council, and informed public debate. Improved visual presence of Council brand and a positive image within the community Stronger links to council corporate website.	• 90 % uptake of Media Releases • Attendance of media at council functions, events and activities • Release of Annual Report by November • Production of A-Z Guide of council services – to be delivered by October 2009 • Consistent marketing of Council services – ongoing during 12 months • Maintain 1 million visits every month to council Website. • Media enquiries responded to within same day or 24

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3.10 - CORPORATE COMMUNICATIONS

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	External Communications (Cont'd...)				hours. • Number of people registered with council's social networking sites increased by 5 % • Delivery of 36 entrance signage to local villages across the region. – Delivery date by October 2009.
3.10.5	Civic Hospitality	To acknowledge and celebrate our community's identity, spirit, patriotism, cohesion and achievements. **(Corporate Plan – 1.1, 1.3)**	Host citizenship ceremonies during the year. Conduct school visits to council on an as need basis. Civic Receptions staged at request of Mayor.	Increased acknowledgement of achievements of members in the community. Students informed on council issues and operations Civic recognition for special events and visits by delegates	• New citizens welcomed through citizenship ceremonies. • Mayoral welcomes and Civic Receptions hosted. • Annual advertising campaign for National Volunteers Week
3.10.7	Corporate Event Management	To strengthen community identity and foster positive relations between the community and council. **(Corporate Plan – 1.3, 7.10, 7.20)**	Australia Day celebrations staged across the region. Facilitate Anzac Day commemorations in conjunction with local RSL groups Promotion of Local Government Awareness Week, and other civic minded events requested by Mayor and councillors.	Opportunity for all residents to attend Australia Day community celebrations. Increased awareness of local government roles through Local Government Week. Community awareness of Council facilities and assets through the provision of corporate style events.	• A 5 % increase in participation at Australia Day events. • Increased awareness of councillors' role in servicing the community.

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3.11 - GOVERNANCE					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.11.1	Governance	To provide a professional and timely governance function to support operational departments to achieve Council service goals in an efficient and effective manner. **Corporate Plan Strategies:- 7.17, 7.21, 6.6, 5.4, 5.8 & 3.5**	Provision of administrative services, including legal, managerial, local laws, Council policies. Delegations and Instruments of Appointment, with a focus on customer service by the organisation as a whole.	Efficient and effective governance services to the organisation as a whole.	• Policy Framework in place by 31 December, 2009. • Risk Management Framework completed by 31 December 2009. • First draft Risk Register completed by 30 June, 2009. • No High Risk audit issues identified.

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3.12 - ADMINISTRATION MANAGEMENT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.12.1	Administration	Provide direct support to the Director Corporate Services in relation to:- • Customer Services • HR • IT • Procurement & Plant Provide direct support to the Chief Executive Officer in relation to Corporate Projects. **Corporate Plan Objective 7 and Strategies 7.1 and 7.2**	Provides leadership role in relation to administration management. Development and continuous improvement of management systems within the Programs, which both serve the Programs' needs and reflect a corporate view. Provision of direction to Program Managers and other staff to achieve established targets. Implementation of Operational Plan as it relates to the Programs. Management of organisation-wide matters as they relate to the Program, including Workplace Health and Safety, DDA Action Plan, Enterprise Bargaining, Continuous Improvement and Risk Management.	Effective and timely Agenda preparation, internal reporting, external correspondence and management of the Programs within Administration. Progress in relation to Lend Lease(Caneland) land agreement, Shoal Point Road land development, Pioneer Shire Building sale, Showgrounds relocation project, and Mackay Sports Stadium. Co-ordination of the Mackay Development Board.	Review processes/procedures for activities relevant to the Programs by 31 March 2010. Progression of nominated projects in line with set timeframes. Successful co-ordination of the Mackay Development Board meetings. Monthly reports on progress of projects.

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3.13 - COUNCILLOR SUPPORT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
3.13.1	Councillor Support	To provide efficient service and effective administration support to Councillors at meetings, deputations and conferences. **Corporate Plan Strategies:- 7.15, 7.16, 7.18, 7.20 & 7.21**	Resources to support the Mayor and Councillors in their roles.	Resources applied to enable efficient meetings. Ensure appropriate personal assistant support to Councillors.	Local Government Remuneration Tribunal determinations and Mackay Regional Council Reimbursement of Expenses and Provision of Facilities for Councillors Policy complied with in all respects.

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4.1 - COMMUNITY SERVICES (MANAGEMENT)					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
4.1.1	Department Management	To provide leadership to and management of the Community Services Department. **Supports the following Corporate Plan strategies: 1.1 to 1.13, 1.17, 2.1, 2.4, 2.9, 5.8 and 7.1 to 7.21**	Development and continuous improvement of management systems within the department which both serve the department's needs and reflect a corporate view. Provision of direction to Program Managers and other staff to achieve established targets. Implementation of Operational Plan as it relates to the department. Provision of support for Committees associated with the department. Management of rehabilitation matters within the Department. Management of organisation-wide matters as they relate to the department including Workplace Health and Safety, DDA Action Plan, Enterprise Bargaining, Continuous Improvement and Risk Management.	Effective and timely Agenda preparation, internal reporting, external correspondence and management of the Community Services department.	Monthly and quarterly management reports. Achievement of individual KPI's. Community Services Department Managers achievement of KPI's and operational plan performance measures.
4.1.2	Departmental Review	To establish firm financial and performance plans for the various businesses within the community services department. **Supports the following Corporate Plan strategies: 1.1 to 1.13, 1.17, 2.1, 2.4, 2.9, 5.8 and 7.1 to 7.21**	Review the various business operations of the department including aquatic facilities, convention, entertainment and arts facilities and tourism facilities such as the Sarina Sugar Shed and Mirani Caravan park	Preparation of detailed plans for endorsement of Council in relation to the future operations of: Sarina Sugar Shed Mirani Caravan Park Aquatic Facilities Convention, Entertainment and Arts facilities.	Development of and endorsement by Council of plans for the future operation of: Sarina Sugar Shed Mirani Caravan Park Aquatic Facilities Convention, Entertainment and Arts facilities.
4.1.3	Sustainable Futures	To assist towards enhancing and protecting the environmental aspects of the Region. **(Corporate Plan Objective 3)**	Ensure future sustainable practices are implemented within the Programs within the Department.	Implementation of future sustainable practices.	Promotion of future sustainable practices to the Sustainable Futures Committee.

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4.1 - COMMUNITY SERVICES (MANAGEMENT)					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
4.1.4	Community Plan	To provide strategic input into the development of the Community Plan as it relates to the functions of the Community Services Department. **Supports all Corporate Plan strategies.**	Engage residents, business, staff and other stakeholders in the development of a long term community plan for the Mackay Regional Council area.	A long term community plan which encapsulates the future needs and aspirations of the Mackay Regional Council community.	Community Plan is endorsed by Council.

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4.2 - PROPERTY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
4.2.1	Property Administration	To provide safe and adequate building and property facilities to support operational Programs and provide assistance as identified for the recreational needs of the community. Oversee the effective use of Council's general leased land areas and other property dealings required for Council operations. **Link to Corporate Plan-5.2, 5.8, 3.4 and 7.2.**	Develop services and service levels that meet both internal and external customer expectations in a timely and efficient manner. Encourage improved efficiency and implement sustainable practices to assist with Greenhouse Gas Reduction in Council buildings and facilities. Provision of services to assist identified outcomes, including legal and administrative.	Council buildings maintained to required standard inline with all legislative requirements. Property dealings completed to assist internal and external customers in meeting their operational requirements.	Meetings to be held on a 4 monthly basis with representatives from programs that operate in buildings maintained by the Property Services program to ascertain service level satisfaction. Capital Works schedules to be completed by the end of June 2009 with associated works to be 100% completed by the 30 June 2010. Meetings held with Hall Managers on a 6 monthly basis. Initial response to request within 24 hrs and completion of property dealings within an appropriate period subject to third party adherence to timeframes.
4.2.2	Council Facilities Maintenance / Refurbishment	Provision, development and maintenance of Council's general facilities and buildings in line with user requirements and associated legislative standards and regulations. **Link to Corporate Plan-5.2 and 5.8.**	Liaison with users regarding needs and requirements. Development of systemic maintenance initiatives to help identify required programmed maintenance.	Develop and implement Service Level Agreements with relevant Council programs. Establish program facilities in Hansen to facilitate programmed maintenance. Preparation of contract arrangements for the provision of services to Council	Response to logged maintenance requests to be – initial contact within 2 working days, urgent matters made safe within 24 hrs and minor repairs to be addressed within 10 working days. Major works to be subject to funding and resources. Satisfaction levels of clients to be gauged through a job satisfaction survey being undertaken with a cross section of clients on a quarterly basis. Schedules for both Maintenance and Capital Works projects to be completed by the end of June

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4.2 - PROPERTY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Council Facilities Maintenance / Refurbishment (Cont'd..)				2009, with 100% of works to be completed prior to 30 June 2010 with schedules to be reviewed on a quarterly basis to measure performance. Property Services facilities and maintenance schedules established in Hanson by the end of December 2009. (Subject to budget approval) Service level agreements with relevant programs, groups and companies to be in place by April 2010.
4.2.3	Community Accommodation	To maintain Council's stock of community housing to ensure affordable quality housing is provided to people in need on either an aged or disability payment in the a majority of the region with the Sarina area housing being for low income families. To assist in the provision of quality accommodation for students through the Student Residential College. **Link to Corporate Plan-1.1, 5.2 and 5.8.**	To adhere to State government legislation for housing provision. A developed systematic approach to addressing asset maintenance.	Well maintained, safe, comfortable accommodation. Establish Community Housing Units in Hansen to facilitate programmed maintenance.	Quarterly meetings to be held with tenants to gauge satisfaction levels with a sample of tenants to be selected for survey prior to each meeting. Response to logged maintenance requests to be – initial contact within 2 working days, urgent matters made safe within 24 hrs and minor repairs to be addressed within 10 working days. Major works to be subject to funding and resources. Community Housing occupancy rate to be maintained at 97%. Scheduled maintenance on Community Housing units and the Student Residential College to be 100% completed by the end of the 2009/10 financial year.

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4.2 - PROPERTY SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
4.2.4	Sarina Sugar Shed	Provision of a facility centrally located within the Sarina township providing tourist opportunities and associated economic benefits to the area and wider region. **Link to Corporate Plan-1.11, 2.1 and 7.1**	Provide a high class tourist facility to act as an attraction to visitors ensuring that they stop and enjoy the Sarina experience and in so doing provide economic benefit to local businesses.	High quality tourist attraction.	Visitor's feedback form to be developed by July 2009 with 20 visitors to be selected per month to be surveyed. Sugar Shed Operational and Development Review to be completed by the end of August 2009. Sugar Shed Business Plan to be completed by the end of September 2009. Total number of visitors to the Sugar Shed during the 2009/10 Financial year to be increased by 5%. Sugar Shed product sales to increase by 10% during the 2009/10 Financial year. Sugar Sheds dependence on Council funding to decrease by 15% during the 2009/10 Financial year.

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4.3 - COMMUNITY DEVELOPMENT AND LIBRARY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
4.3.1	Library Services	Vibrant connected communities The provision of libraries as learning information and community hubs **Supports the following Corporate Plan strategies:** **1.1; 1.2; 1.4; 1.5; 1.7; 1.8; 1.11; 1.12; 1.13; 1.17; 7.2; 7.3; 7.4; 7.5; 7.6; 7.7; 7.8; 7.9; 7.14; 2.9**	**Know our community and who we reach:** Analyse demographics and customers Analyse program use and establish benchmarks **Utilise Libraries to connect communities** Encourage community participation through programs, events and social networking **Delivering a consistent service in more ways and places** Investigate technology to promote services, resources and programs Keep abreast of current trends and innovation in library industry **Deliver partnered learning programs** **Maintain a learning community steering group** Source available external funding, including sponsorship, for specific projects **Preserving our heritage** Improve access to image collection through digital media Strengthen existing relationships with existing local history and genealogical societies and museums in the region Investigate and prioritise the application of new technologies for enhancing access to, and participation in, local history collections and projects Increase promotion of Greenmount Homestead as an important heritage facility and collection **Providing a welcoming, vibrant, safe and accessible community**	Significant contribution from library services will aid Council in building strong, self-reliant communities; aware of the diverse range of community services and facilities and actively participating in the opportunities for community learning and community life	• 5% increase in membership by June 2010 • Compliance with SLQ Standards • Monthly reports indicate all libraries operating within budget • Success of programs and activities indicated by achievement of outcomes in Event/Project plans • Undertake customer satisfaction survey by March 2010 • Reduce hard copy reminders by 50% by end of financial year • 5% increase in participation in activities. • Gordon White Meeting Room is utilised at 75% occupancy rate throughout the financial year • Meeting room and use of public space is benchmarked against similar size libraries by June 2010 • Greenmount Heritage Fair is a success evidenced by media reports and attendance levels

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4.3 - COMMUNITY DEVELOPMENT AND LIBRARY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Library Services (Cont'd...)		**space** Benchmark spaces against other like library services Continuation of negotiation for new Community/Library Hub for Northern Beaches **Recognise cultural diversity and identity and develop inclusive libraries.** Continue to promote available services to people from CALD and indigenous backgrounds Continued emphasis on "many cultures" story time		• Report on progress prepared for Council by December 2009 • 5% increase in participation in Multicultural Story time
4.3.2	Library Staff	A highly skilled, confident, customer-focused, flexible team The provision of a best practice culture that embodies customer service excellence A safe and healthy work environment in which the importance of work/life balance is recognized. **Supports the following Corporate Plan strategies: 7.1; 7.3; 7.4; 7.5; 7.8; 7.9**	**Sharing existing knowledge and skills** Undertake an internal library staff skills audit that identifies staff skills. Prioritise an internal skills learning program to share skills and develop achievable KPI's. Communicate Corporate Plan and relevant strategies upon which library services must deliver Develop new Business Plan to meet Corporate Plan strategies Develop individual staff action plans to meet goals of the Library Business Plan **Develop a culture of learning and empower staff to be skilled and confident in their roles** Clarify decision-making roles of staff, give authority with responsibility Identify and provide appropriate learning opportunities Develop and implement a training plan based on skills audit findings **Review current organisational structure and implement**	The library team will continue to provide excellence in delivering service to our community with exceptional focus on our customers and a culture of flexibility and continuous improvement Efficient and effective organisational structure over multi-branch operations	• Number and range of training opportunities offered to staff • Implement strategies in new Business Plan by December 2009 • Undertake staff skills audit by December 2009 • Individual training plans in place by June 2010 • Quarterly review of Business Plan undertaken • Report and adoption by Council of proposed organisational structure. Implemented by July

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4.3 - COMMUNITY DEVELOPMENT AND LIBRARY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Library Staff (Cont'd..)		**recommendations.**		2010
4.3.3	Library systems	User friendly, state of the art, integrated, sustainable and consistent systems and technology. **Supports the following Corporate Plan strategies: 1.4; 1.7; 7.6; 7.7; 7.9; 7.14**	**Maximise available and emerging technology for the benefit of all customers** Investigate and implement technology which improves services and outcomes for our customers **Ensuring environmentally sustainable practices are implemented across the service** Review and audit existing practices and identify necessary measures for improvement Apply environmentally sustainable practices across a staged timeline **User friendly policies, customer focused services across all delivery points** Ensure communication, understanding and uptake of all policies and procedures Investigate and implement alternative communication methods **Work in partnership with relevant stakeholders for the benefit of our community** Continue to develop and report on partnerships across Council and the community **Creating a culture of continuous improvement** Benchmark best practices across Australia and globally Prioritise and review current procedures and practices Identify new opportunities with relevance to Mackay and plan implementation of those selected	A fully integrated, seamless and reliable network is in place with a leading edge library management system delivering a blended platform of services including online content. Our customer service is based on our customer charter and user friendly policies with continuous improvement in all that we do	• Development of Customer Service Charter by June 2010 • 5% increase in web visits by June 2010 • Customer satisfaction indicated by way of annual satisfaction and attitude surveys • Complete phase 1 of Shelf Ready Project by June 2010 • Redeploy staff to improve high levels of customer service and decrease book turnaround • Review all current policies and identify policy gaps by December 2009

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4.3 - COMMUNITY DEVELOPMENT AND LIBRARY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
4.3.4	Governance	Accountable, transparent, sustainable financial management and governance. **Supports Corporate Plan Objectives: 1.7; 5.2; 5.6; 5.8; 7.11; 7.15; 7.17; 7.18; 7.19; 7.20; 7.21**	**Efficient budget planning and expenditure** Ensure effective financial management is in place adhering to Council's timeframes and policies **Effective Strategic and Operational Planning** Prepare, implement and review strategic and operational plans in alignment with Council's Corporate Plan **Sustainable asset management, including collections** Develop collection plan for collection development, weeding, ensuring a blend of formats are offered to our customers **Compliance with all regulatory requirements for staff management** Ensure compliance with, and communication of, all regulatory requirements for staff management and recruitment **Compliance with reporting and policy requirements** Comply with all Council reporting requirements Comply with all State Library of Queensland reporting requirements and service level agreement requirements Comply with other regulatory policy requirements	A sustainable, appropriately funded library service with robust, meaningful, strategic, operational and asset management in place	• Monthly reports confirm Program is operating within budget • Operational Plans are adopted by Council and monitored and reviewed quarterly • Annual Reports are submitted to SLQ as per funding agreement • Compliance with all Council reporting requirements • Compliance with all SLQ and other regulatory reporting requirements
4.3.5	Community Development	A vibrant community that has equitable access to knowledge, choice, facilities and resources as a means of achieving, enhancing and sustaining quality of life. **Supports the following Corporate Plan strategies:**	Network with the community and other agencies/departments to identify community needs and develop coordinated responses. Build community capacity across all areas and strengthen social capital. Provide assistance to achieve the	Community needs are identified and a co-ordinated approach adopted to address these needs. Community capacity is increased. Issues are addressed with an	• Number and range of community groups assisted to develop appropriate responses that meet the needs of the community. • Number of opportunities to provide input into the development of social

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4.3 - COMMUNITY DEVELOPMENT AND LIBRARY SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Community Development (Cont'd...)	**1.2; 1.2; 1.3; 1.4; 1.5; 1.6; 1.8; 1.9; 1.10; 1.11; 1.12; 1.17; 7.1; 7.2; 7.3; 7.4; 7.5; 7.8; 7.9; 7.10;**	objectives of Council's community engagement framework and policy.	increased level of community involvement. Clear direction for the development of social infrastructure and resources in the Mackay Regional Council Area is obtained through engagement with the community..	infrastructure in the region. • Officer's reports reflect the variety of work undertaken to build the capacity of the community. • Quarterly reviews of CDO work plans • Development of Seniors Interagency network by September 2009 • Continued coordination of general Interagency Network
4.3.6	Grants Program	Donations and contributions distributed to organisations and groups within the Mackay Regional Council Area in accordance with Council Policy. **Supports the following Corporate Plan strategies 1.1; 1.2; 1.3; 1.4; 1.5**	Assistance provided to eligible organisations, as required, to maximize access to available resources.	Dissemination of information to the community in relation to available grants. Allocation of financial and other resources in line with Council guidelines.	Number of organisations/individuals assisted through: • The Grants program • In-kind Assistance program • Junior Sports grant program • Arts and Cultural program
4.3.7	Arts Development Program	A vibrant and sustainable Arts and Cultural Community. **Supports the following Corporate Plan strategies: 1.1; 1.2; 1.3; 1.4; 1.5; 1.9; 2.9.**	Co-ordinate and administer the Regional Arts Development fund in line with Council and State Government guidelines. Engage with a range of artist and art practitioners to facilitate the development of sustainable skills	A range of workshops, information and grant writing sessions that build the capacity of the arts community. Provision of information through a range of mediums, that supports and develops the arts community	The number and range of quality applications received through the Regional Arts Development Fund. Number of outcome reports received within appropriate timeframes. Number of people receiving information through a range of mediums.

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4.4 - MACKAY CONVENTION PRECINCT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
4.4.1	Mackay Convention Centre Operations	To provide a quality Convention facility that is well utilised by commercial and private hirers as well as the community. Provision of commercial operations for which cost recovery occurs. **Supports the following Corporate Plan strategies: 1.1 to 1.13, 1.17, 2.1, 2.4, 2.9, 5.8 and 7.1 to 7.21**	Establish ongoing business operations. Effective management of the facility including customer services, marketing, human resources, volunteer programs, external functions, tenancies, office services, financial administration and merchandise sales.	A convention centre that contributes to City Centre revitalisation and regional economic development. A Convention Centre that is recognised as a leading regional facility.	Monthly management reporting detailing KPI's which include budget, customer satisfaction, service levels, venue utilisation and mix of hirers. Develop Business and Marketing Plan for endorsement by Council by January 2010. Develop methodology to report and record on KPIs, by July 2009. Customer satisfaction and service will be measured by formal evaluation. Feedback forms will be placed in venue to actively solicit comment and ratings while every hirer will be asked to complete formal feedback A formal review of KPI's and feedback will be provided to Council in June 2010.
4.4.2	Artspace Mackay Operations	To provide for the day to day operations of Artspace Mackay (and the Old Town Hall) to meet community needs for accessible arts, heritage and cultural services. **Supports the following Corporate Plan strategies: 1.1 to 1.13, 1.17, 2.4, 2.9, 5.8 and 7.1 to 7.21**	To support the efficient operations of Artspace Mackay in the delivery of exhibitions, programs and events through all aspects of daily administration including customer services, human resources, volunteer programs, external functions, tenancies, office services, financial administration and merchandise sales. Effective management and maintenance of the Artspace Mackay and the Old Town Hall facilities including specialist equipment, infrastructure, services, cleaning, pest control,	Operational efficiency and effective administration of Artspace Mackay programs. Sales of merchandise. Best practice volunteer program. Timely exhibition changeover. Maintain museum standards in security, lighting and climate control through implementation of maintenance procedures and schedules. Implementation of WHS	Monthly management reporting detailing KPI's which include budget, customer satisfaction, service levels and venue utilisation. Customer satisfaction and service targets to be formally measured each month and reported to Council. Following twelve months worth of recorded data, continuous improvement targets to be set.. Maintain or better number of volunteers in program

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4.4 - MACKAY CONVENTION PRECINCT

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Artspace Mackay Operations (Cont'd...)		security and climate control to maintain professional museum standards. Effective management of MCC corporate issues as they relate to built facilities, particularly in the areas of Workplace Health and Safety, DDA Action Plan, Continuous Improvement and Risk management.	standards in all aspects of program delivery. Improved liaison with tenants.	User satisfaction with facilities will be recorded by way of formal evaluation forms placed in facility and reported to Council. Ensure the number of exhibition days is consistent with the number of days gallery is available and open to public.
4.4.3	Artspace Mackay / Artistic Program	To provide an accessible modern service that builds and meets community needs in terms of participation, range, interaction and quality. **Supports the following Corporate Plan strategies: 1.1 to 1.13, 1.17, 2.1, 2.4, 2.9, 5.8 and 7.1 to 7.21**	To develop and deliver an on-going artistic program of touring exhibitions, events, artist residencies, artistic displays, outreach programs and publications. To develop and deliver a comprehensive public and educational program for schools and the wider community. To plan, develop and facilitate the provision of Council's collection of artworks and its collection of artists books for the benefit of the community. To market and promote Artspace Mackay's programs to the community, arts industry and the cultural tourism sector.	Regular education courses and public program events. A continuous program of art exhibitions and related events. Customer satisfaction with products. Planning and curating at least one self generated exhibition every year. Stronger and more vibrant links with the community. Enhancement, conservation and maintenance of Council's artworks and artists' book collection. Greater awareness of Artspace Mackay and its role in the community.	Events delivered within budget and timelines. Media coverage. Customer satisfaction with facilities will be recorded by way of formal evaluation forms placed in facility and reported to Council, continuous improvement targets to be set. Attendance figures to be maintained and or bettered. Number of items in Art Collection acquired or conserved Number and value of works accepted and donated through Cultural Gifting Scheme Compliance with internationally accepted standards for the exhibition, documentation and storage of artworks.
4.4.4	Artspace Mackay / Foundation	To provide an accessible modern service that builds and meets community needs in	To support the fundraising activities of the Artspace Mackay Foundation.	Increased income. Customer satisfaction.	Increased income. Customer satisfaction.

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4.4 - MACKAY CONVENTION PRECINCT

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Artspace Mackay / Foundation (Cont'd....)	terms of participation, range, interaction and quality. **Supports the following Corporate Plan Strategies 1.1, to 1.9 & 5.8,**		Disbursement of funds according to the Artspace Mackay Foundation Constitution.	Satisfaction with Foundation events
4.4.5	MEC Operations	To ensure all areas of the performance plan are identified and sustained with particular emphasis on the quality and provision of services, marketing and promotion, audience development, accessibility to the community and financial initiatives. **Supports the following Corporate Plan strategies: 1.1 to 1.13, 1.17, 2.1, 2.4, 2.9, 5.8 and 7.1 to 7.21**	Continued promotion of the cost effectiveness of all aspects of the venue to further increase usage, rental and attendance levels in accordance with the approved Performance Plan.	That both rental and attendance levels will remain high. Achievement of the targets contained within the Performance Plan.	Financial and non-financial performance targets within the Performance Plan are achieved. Monthly Management Reporting. Undertake a strategic review of theatre operations determining hourly costs of service provision and report back to Council by June 2010.
4.4.6	Major Building Maintenance	To ensure the building, fittings and contents are maintained to a high standard to further enhance and increase rentals and customer satisfaction. To ensure that all equipment meets the expectations of clients and the needs of the Centre to operate effectively and economically within WHS guidelines. **Supports the following Corporate Plan Strategies 1.1, to 1.9 & 5.8,**	Continued maintenance of the interior and exterior of the building. Purchase of theatre and other equipment.	Overall appearance of the building, its fittings and contents will be of a high standard Customer and client satisfaction will be high. Equipment purchased relates to the requirements of operations of the Centre and keeps abreast with advancements in technology.	Maintenance will be completed within both budget and time frames. Equipment purchased will be within budget and installed within an agreed time frame.
4.4.7	Entrepreneurial	To cater for all tastes and genre of performing arts within the community. To introduce new and challenging works to the community.	Purchase of a variety of product across the performing arts spectrum. To develop and promote differing presentation formats.	An increase in customer satisfaction and attendance levels. A greater diversity of experiences. Meeting the needs of the	High customer satisfaction. Increased attendance levels. Review entrepreneurial program to ensure a topical mix of theatre that

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4.4 - MACKAY CONVENTION PRECINCT

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Entrepreneurial (Cont'd...)	To entrepreneur local performers and groups. **Supports the following Corporate Plan strategies: 1.1 to 1.13, 1.17, 2.1, 2.4, 2.9, 5.8 and 7.1 to 7.21**		community through the hosting of free concerts.	is relevant to the community is provided that will reduce the impost to Council by December 2009.
4.4.9	Events Management	To build and strengthen community identity, spirit and patriotism. To celebrate with the community key events and to promote the cultural diversity of the Mackay Regional Council area. **Supports the following Corporate Plan Strategies 1.1, to 1.9 & 5.8**	This objective is achieved through events such as Global Groves, River to Reef and other such events. Development of KPIs to determine community satisfaction and establish continuous improvement methodologies.	Opportunity for community based celebration and civic pride in the Mackay Region. Community awareness of Council facilities and assets through the provision of events.	Schedule of Council events finalised and approved by Council February 2010. Undertake a formal festivals and events review and report to Council by February 2010. Develop KPIs and measure community satisfaction by February 2010 with continuous improvement targets set for future years. Monthly management reporting.
4.4.10	Festival of Arts	To deliver a premier arts, music and entertainment festival which: Promotes and celebrates outstanding regional arts practice. Exposes audiences to innovative and high-quality arts, music and cultural experiences. Contributes positively to Mackay Regional Council's appeal as a visitor destination. **Supports the following Corporate Plan Strategies 1.1, to 1.9,**	Hosting a 7-14 day festival offering a diversity of experiences in a broad range of art forms.	Broader community involvement in all art forms. Regional art organisations will become more self-sufficient. Increasing market for Regional arts products. Celebration of the Regional community's cultural and artistic diversity. Contribute to the Regions economic development.	Facilitation of 2010 Festival of Arts ensuring Regional focus. Events delivered within budget and timelines. Optimum attendance levels to be established and continuous improvement targets set.

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4.5 - RECREATIONAL SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
4.5.1	Aquatic Facilities Operations	To be recognised by the community as a high value provider of recreational swimming facilities. To put the customers first and encourage a high level of usage by patrons with a high level of satisfaction by users. **(Links to Corporate Plan 2009 – 2014 strategies 1.1, 1.2, 1.4, 1.5, 1.6, 1.9, 1.12, 2.1, 2.4, 7.1)**	Provision of a service to the community that is good value and that provides a range of services/activities that meets accepted social, health, economic and environmental standards.	Achieve the outcomes of the Performance Plan: • Business objectives • Customer Charter • Performance measures	That both financial and non-financial performance targets within the Performance Plan are achieved. Operations of aquatic facilities managed within respective budgets. Monthly Management Reporting. Quarterly Performance Plan Reporting.
4.5.2	Bluewater Lagoon Development	The continuous development of the Bluewater Lagoon at Caneland Park. The operation of the Bluewater Lagoon. **(Links to Corporate Plan 2009 – 2014 strategies 1.1, 1.2, 1.4, 1.5, 1.6, 1.9, 1.12, 2.1, 2.4, 7.1)**	Manage the delivery of the Minor Works Project to completion and further enhance ongoing operations.	A lagoon development that contributes to City Centre revitalisation and the livability of the City. Enhancement of contractual and other arrangements for the delivery of operational services.	Level of success associated with outcomes of the Minor Works Project to completion, and further enhance ongoing operations. Key dates: - Appoint contractor by 01/07/09 - Complete project by 15/09/09 Monthly management reporting. Satisfaction of users of the facility through Council's Community Attitude Survey. Target: 70% satisfaction rate or higher.
4.5.3	Aquatic Facilities Maintenance / Refurbishment	To meet all of the requirements of the Health and Safety provisions. To ensure adequate utilisation of the swimming pool facilities. **(Links to Corporate Plan 2009 – 2014 strategies 5.8 and 7.1)**	Development of systematic maintenance and enhancement initiatives including capital improvements to ensure best possible facility provision.	Well maintained and presented facilities.	Satisfaction of users of facilities through Council's Community Attitude Survey. Target: 70% satisfaction rate or higher.
4.5.4	Aquatic Facilities Development	To provide a holistic approach to residents of the Mackay Region in delivering aquatic facilities	To audit existing aquatic facilities and services and to research contemporary needs and usage	Clear identification of the existing aquatic facilities, services and community needs.	Meeting existing and future community needs.

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4.5 - RECREATIONAL SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
		and services. **(Links to Corporate Plan 2009 – 2014 strategies 1.1, 1.2, 1.4, 1.5, 1.6, 1.9, 1.12, 2.1, 2.4, 7.1)**	trends to develop a strategy for the delivery of aquatic services for the Mackay Region.		Audit to be completed by 30 June 2010.
4.5.5	National Competition Policy	Adhering to set National Competition Policy requirements for the operation of a business unit.	Identifying and addressing requirements inc accounting issues.	Meeting of requirements.	Successfully meeting NCP requirements.
4.5.6	Sporting and Recreation	To develop, implement and evaluate strategies for the community to participate in sport and recreation activities and to facilitate the development of facilities and services through integrated planning and strategic initiatives. **(Links to Corporate Plan 2009 – 2014 strategies 1.1, 1.2, 1.4, 1.5, 1.6, 1.9, 1.12, 2.1, 2.4, 7.1)**	To develop and implement Council's strategic open space, sports and recreation vision for the region and to assist community based sporting and recreation organisations in their development.	Increase in sports and recreation participation and awareness of associated facilities, services and activities. Further enhancement of existing sports and recreation facilities and services.	Level of development in sports and recreation in the region. Open Space, Sports & Recreation Strategy Project - Appoint consultant by 17/07/09 - Complete project by 30/04/10 North Queensland Sports Foundation (NQSF) Level of support and community awareness associated with the following five (5) activities/events prior to 30 June 2010: - Sports Development Bursary - Event Support - Sportsstar Award - 2010 Suncorp Games - Education Tours

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5.1 - ENGINEERING SERVICES (MANAGEMENT)					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
5.1.1	Departmental Management – Engineering Services	To provide leadership to and management of the Engineering Services Department. **Supports all Corporate Plan strategies.**	Development and continuous improvement of management systems within the department which both serve the department's needs and reflect a corporate view. Provision of direction to Program Managers and other staff to achieve established targets. Implementation of Operational Plan as it relates to the Department. Provision of support for Committees associated with the Department. Management of rehabilitation matters within the Department. Management of organisation-wide matters as they relate to the department including Workplace Health and Safety, DDA Action Plan, Enterprise Bargaining, Continuous Improvement and Risk Management.	Effective and timely Agenda preparation, internal reporting, external correspondence and management of the Engineering Services Department.	Monthly management reports. Achievement of Individual KPI's. Engineering Services Department Managers' achievement of KPI's and Operational Plan performance measures.
5.1.2	Ocean-Blue River Walk	To provide design and concept plans for future development of the Blue Water Trail. **Supports the following Corporate Plan Strategies: 1.2, 1.5, 1.6, 3.2, 4.3, 5.3, 5.4**	To progress the planning and design of the trail project along the Pioneer River between Ron Camm bridge and Canelands Park and the area between Hospital Bridge, Bridge Road and the Mackay Regional Botanic Gardens.	Provide detailed documentation to enable the construction of boardwalks, footpaths and associated facilities in the area from Canelands Park to Ron Camm Bridge. Provide detailed concept plans for the remaining sections and where appropriate detailed design plans.	Meeting established time frames for construction program and funding application. Community satisfaction in terms of design parameters and time frames. Construction of these linkages to be completed by 30 June 2010.
5.1.3	Disaster Management	To provide a planned approach for dealing with emergencies by the Mackay Local Disaster Management Group (MLDMG)	To have in place and maintain a comprehensive Regional Counter-Disaster Plan that provides operational guidelines including	Minimising the impact and cost of disasters on the community. Fully trained operational staff and	Quick and effective response to all emergencies. Completion of a reviewed

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5.1 - ENGINEERING SERVICES (MANAGEMENT)

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Disaster Management (Cont'd…)	and the State Emergency Service as determined by the State Disaster Management Act 2003. **Supports the following Corporate Plan Strategies: 1.4, 1.11, 5.5, 7.1, 7.2, 7.4**	support of the State Emergency Service Unit. Includes a review of the current Plan to meet the template from the State Government. Preparedness of mitigation, response and recovery for disaster situations.	SES.	Counter Disaster Plan applicable across the Region by 30 June 2010. Achievement of a 10% increase in the numbers of SES volunteers and a retention rate of 70% for the 12 month period to 30 June 2010.
5.1.4	Disaster Management Capital Works	To provide infrastructure for a planned approach for dealing with emergencies by the Mackay Local Disaster Management Group (MLDMG) and the SES. **Supports the following Corporate Plan Strategies: 5.5**	To provide accommodation, equipment and furniture for Counter-Disaster operations. Upgrade SES facilities across the Region.	Efficiently operating Centres and improved conditions for training of SES volunteers.	Efficient operation during regular exercises and SES activities. (Also refer to 5.1.3 performance measures)
5.1.5	Disaster Risk Management	To manage the implementation of Council's Disaster Risk Management Plan. **Supports the following Corporate Plan Strategies: 5.5**	Review actions associated with the Disaster Risk Management Plan and put in place effective implementation plans.	Ongoing implementation of mitigation/treatment. Improved community awareness and involvement.	Review current Implementation Plan by 31 December 2009. Fully document revised implementation plans in accordance with the adopted Disaster Risk Management Plans by 30 June 2010. Increase SES membership by 10% by 30/06/2010.
5.1.6	Depot Management	To manage the maintenance and operation of Council's Depots and associated assets. **Supports the following Corporate Plan Strategies: 5.4, 5.5, 5.7, 5.8, 6.3, 6.5, 7.4**	To provide accommodation, equipment and its associated maintenance for the facilities at Bedford Road, Calen, Sarina, Mirani, Eungella and Palmyra.	Ensure appropriate working conditions and overall amenity for staff from within Mackay Water, Maintenance, Construction, Parks and Environment, Plant and Procurement. Maintenance and operation of all Depot facilities.	Effective and efficient maintenance and operation of all Depot facilities.
5.1.7	Sustainable Futures	To assist towards enhancing and protecting the environmental aspects of the Region. **(Corporate Plan Objective 3)**	Ensure future sustainable practices are implemented within the Programs within the Department.	Implementation of future sustainable practices.	Promotion of future sustainable practices to the Sustainable Futures Committee.
5.1.8	Community Plan	To provide strategic input into	Engage residents, business, staff	A long term community plan	Community Plan is endorsed by

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5.1 - ENGINEERING SERVICES (MANAGEMENT)					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
		the development of the Community Plan as it relates to the functions of the Engineering Services Department. **Supports all Corporate Plan strategies.**	and other stakeholders in the development of a long term community plan for the Mackay Regional Council area.	which encapsulates the future needs and aspirations of the Mackay Regional Council community.	Council.

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5.2 - MAINTENANCE					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
5.2.1	Integrated Management System	Delete and include in Operational Plan 5.1 – no funding provided in 5.2			
5.2.2	Maintenance Management	To provide administrative and logistic support for the Maintenance Operations function in the Engineering Services Department based at all Depots. Administrative support provides professional, responsible and timely service to both internal and external customers for effective performance and reporting. **Supports the following Corporate Plan Strategies: 1.5, 3.5, 5.4, 5.5, 5.6, 6.11, 7.1, 7.2, 7.7, 7.17**	Provide administrative and logistical services to support the Maintenance Operations section, at all Depots. Centralised administration providing core services with specific decentralised services provided according to Depot needs and functions.	• Measure of communities attitude to the outcomes of customer requests and maintenance activities. • Administrative and logistical services which are provided continuously and to consistent standards, including meeting corporate targets • Centralised coordination of corporate objectives; • Improvement opportunities identified and implemented as appropriate; • Positive relationships across the whole organisation complement the quality of advice and service provided.	Timely provision of administrative and logistical support to facilitate operational effectiveness and efficiencies. Accurate and timely processing of purchasing activities in line with Purchasing Policy. Feedback from within the organisation on level of co-operation and service. Achievement of Program KPI's and Operational Plan performance measures. Accurate and timely completion of business support process. Annual System Review Completed. Staff Turnover < 15% Toolbox Talks > 15 per month Safety Hazard Inspections completed as per program Safety Committee Meetings held bi monthly Reduce Number of Incidents, Lost Time Injuries and Number of Days lost by 5% from last year. Customer Satisfaction Survey Results remain at greater that 3.75 Stars

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5.2 - MAINTENANCE

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
5.2.3	Main Roads Maintenance	To maintain the State Controlled Road Network to an agreed standard. Main Roads asset condition maintenance and service amenity maintenance according to prescribed Levels of Service and allocated funding programs. **Supports the following Corporate Plan Strategies: 3.5, 5.4, 7.1, 7.2, 7.17**	Works undertaken on a preferred supplier basis for Department of Main Roads under a Road Maintenance Performance Contract (RMPC).	Maintenance and minor works activities undertaken within agreed intervention levels, timeframes and funding allocated, to the approval of Main Roads. • Works programmed according to specified standards and timeframes; • Regular inspections to confirm provision of service standards and development of future programs; • Claims processed for completed works on a monthly basis; • Negotiation of RMPC with Main Roads representatives to ensure continuity and recognise relevant growth and needs. • Identify minor works needs and liaise with DMR for suitable funding allocations.	Identified maintenance tasks and minor works undertaken in line with agreed intervention levels and standards. Satisfactory annual performance review by Main Roads and compliance with Main Roads audit in late 2009. Achievement of NCP margin on all works completed within the RMPC agreement.
5.2.4	Council Roads Maintenance	To maintain Council's road network to an acceptable/safe standard within the limits of allocated funding. Services provided consistently meet nominated levels of service and service standards, including asset management and amenity provisions. **Supports Corporate Plan Strategies: 3.5, 5.2, 5.4, 5.6, 7.1, 7.2, 7.17**	Routine and special maintenance activities undertaken on Council's transport network in an effective and efficient manner, eg road surface, pavement repairs, kerb and channel, drainage, street furniture, road delineation, vegetation control, line marking, and traffic signals.	A road network maintained providing best value and maximising benefit of the allocated funding, through: • Regular inspections to assess road and drainage • infrastructure condition and defects for the development of maintenance programs; • Maintenance programs developed to meet nominated service	Review of Council's current sealed and unsealed road maintenance program in conjunction with levels of service to be reported to Council by 31 March 2010. Approved defect intervention levels and budget met in areas of unsealed and sealed road maintenance, line marking, culverts, signs and kerb and channel.

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5.2 - MAINTENANCE

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Council Roads Maintenance (Cont'd...)			standards and consistency factors; • Services effectively provided through maintenance programs; • Resource planning based on routine maintenance programs; • Asset data gathered and collated as appropriate; • Amenity standards which are monitored through feedback / surveys; • Regular non-financial performance reports to demonstrate achievements.	
5.2.5	Off Street Parking	Council car parks are maintained according to prescribed standards for asset condition and amenity, within the limits of allocated funding. **Supports the following Corporate Plan Strategies: 2.3, 3.5, 5.7, 7.17**	Effective maintenance of surfacing, pavement and line marking.	Well maintained and presented car parks to promote the use of off street parking. • Pavement and surfacing meeting technical service standards for off-street areas; • Cleanliness and presentation meeting customer service standards.	Assessment of current condition and needs to be completed by November 2009. Assessment of achievable levels of service that can be linked to the 2009/10 budget to be completed by 28 February 2010. Program for future achievement of desirable standards to be completed by 31 March 2010.
5.2.6	Depot Operations (Note: Consolidated with 5.1.6)	To maintain and operate Council Depots to meet the needs of users within constraints of budget and to support all operational programs. **Supports the following Corporate Plan Strategies:** **5.4, 5.5, 5.7, 5.8, 6.3, 6.5, 7.1, 7.4, 7.17 working out of the Depots.**	Regular maintenance of the Depot infrastructure undertaken in line with needs in a timely and efficient manner. To provide accommodation, equipment and its associated maintenance for the facilities at Bedford Road, Calen, Sarina, Mirani, Eungella and Palmyra. Maintenance of Bedford Road and Ness Street Depots kept to minimum in recognition of	Ensure appropriate working conditions and overall amenity for staff from within Mackay Water, Maintenance, Construction, Parks and Environment, Plant and Procurement.	Depot facilities and infrastructure maintained and operated within budget allocations.

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5.2 - MAINTENANCE

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Depot Operations (Note: Consolidated with 5.1.6) (Cont'd...)		development of new Depot facility at Paget.		
5.2.7	Natural Disaster Cyclone/Flood Damage	Restoration of infrastructure and facilities' assets according to pre-existing condition, damage received and available funding . Council's contribution to the cost of restoration of damage caused by flood or natural disaster for both submergence and saturation damage. **Supports the following Corporate Plan Strategies: 5.4, 5.5, 7.17**	Utilisation of appropriate construction and maintenance techniques to restore assets and facilities. Maintain strong working relationships with State and Federal Government Natural Disaster Recovery agencies.	Restoration of flood/ rain damaged assets through: • Inspections following major events to assess damage and restoration needs; • Preparation of claims for restoration; • Assets and facilities restored to pre-existing condition according to condition, need and available funding; • Review of needs for renewal or upgrading of assets, including new works, eg flood mitigation works, to protect asset condition. •	Road infrastructure repaired and restored in a timely and efficient manner to pre-disaster condition within the prescribed two (2) year period; February 2008 event – by May 2010; Jan/Feb 09 event by May 2011.
5.2.8	Quarry Operations and Stockpile Sites Quarry Operations and Stockpile Sites (Cont'd...)	To produce suitable quality road gravel for road maintenance from Council operated Quarries. Road building and maintenance material needs are provided from Council operated quarries to approved specifications, where raw product is of suitable quality. Council stockpile sites managed in accordance with our Site Based Management Plans. **Supports the following Corporate Plan Strategies:**	Sub-contract mobile crushing plant utilised at licensed gravel pits. Licensing and appropriate approvals for quarries established, maintained and complied with. Management of our Stockpile Sites in accordance with our Site Based Management Plans.	• Production of quality road material at a competitive price, suitable for unsealed and sealed (lower pavement course materials) road maintenance. • Quality testing of material to ensure conformity with standards and guidelines.	Timely production of quality material to meet demands, at a competitive cost, from Council's gravel quarry sites. Compliance of the manufactured material supplied to the recommendations of the ARRB guidelines. Compliance of Council's Stockpile Sites with all relevant legislation. Review the costs associated with developing gravel from Council owned and operated quarries as compared to privately operated

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5.2 - MAINTENANCE

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
		3.5, 5.4			quarries by 31 December 2009.
5.2.9	Bridge Maintenance	Council bridges are maintained according to best appropriate practice, for safety, asset condition, and accessibility, within limits of available funding. **Supports the following Corporate Plan Strategies: 5.2, 5.4, 7.17**	Routine inspections and scheduling of maintenance of Council owned bridges to provide for public safety and accessibility.	Bridge infrastructure regularly inspected and assessed, and maintenance needs programmed, through: • Regular inspections to assess bridge condition and defects for the development of maintenance programs, • Maintenance programs developed to meet nominated service standards; • Asset data gathered and collated as appropriate.	Current condition and needs of bridge infrastructure to be completed by November 2009. Bridge integrity maintained through timely inspection and maintenance regime , to provide for safe trafficking.
5.2.10	Cycleways and Walkways Maintenance	To maintain Council's cycleways and walkways (footpaths) to an acceptable standard and level of service. Services provided consistently meet nominated Levels of Service and service standards, including asset management and amenity provisions. **Supports the following Corporate Plan Strategies: 1.1, 1.2, 5.2, 5.3, 7.17**	Regular routine inspections and scheduled maintenance of Council's footpath and cycleway network, (Including surfacing, signage and line marking).	Well-maintained and safe cycleways and walkways network, through: • Regular inspections to assess cycleway and walkway condition and defects for the development of maintenance programs; • Maintenance programs assigned to meet nominated service standards; • Services effectively provided through Maintenance Programs; • Asset data gathered and collated as appropriate.	Defect intervention levels met, within allocated budget. Number of reported incidents on the cycleway/walkway network reduced.
5.2.11	Traffic Signals	To ensure all traffic signals operations are optimised, functional and reliable. Functional traffic signals contribute to improved safety and accessibility for Mackay	Timely maintenance of Council owned traffic signals. Construction, renewal and upgrading of traffic signals according to good practice and agreed community needs.	Well maintained traffic signal system, through: • Regular inspection of traffic signals to ensure effective operation; • Programmed and timely	Repair and maintenance of Council's existing network of traffic signals within an acceptable response time. Construction and upgrade work carried out on time, and within

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5.2 - MAINTENANCE

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
		motorists. **Supports the following Corporate Plan Strategies: 5.4, 7.17**	Regular communication with Main Roads Control Centre personnel on signal operation and optimisation.	reactive maintenance at individual traffic signal installations; • Appropriate risk management practices; • Renewals and upgrades in line with the approved program.	budget to acceptable quality standards. Number of reported traffic signals that are out of action due to faults. Length of time taken to repair reported faults.
5.2.12	Drainage Maintenance	To maintain an efficient and effective drainage system. Drainage systems, (both underground and open drains), function effectively for design rainfall events. **Supports the following Corporate Plan Strategies: 5.2, 5.4, 5.5, 7.17**	Programmed maintenance of Council's open drains network to provide for effective discharge of stormwater runoff and for the desired amenity. Maintenance of Council underground drainage system.	Well maintained open drains and drainage network operating at optimum efficiency, through: • Regular condition and risk inspections, to assess drain effectiveness and maintenance needs; • Maintenance programs assigned to maintain condition and function of open drains, including relevant amenity provisions. • Maintenance program to clean existing pits and drainage lines within the underground drainage network.	Drainage network functions to design capacities. Review operation of drainage maintenance function and levels of service by 31 December 2009. Compliance with scheduled program.
5.2.13	Boat Ramp Maintenance	Council and Queensland Transport Boat Ramps maintained throughout the Region in line with agreed service standards and good risk management practices. **Supports the following Corporate Plan Strategies: 1.2, 5.2, 7.17**	Routine inspections and scheduled maintenance of boat ramps and associated infrastructure to provide for needs of boating public.	Safe, well-maintained Boat Ramps, through: • Regular risk management inspections to identify potential risk for users of the boat ramps; • Regular cleaning and maintenance activities according to good risk management and asset maintenance practices for assets in a marine environment.	Customer satisfaction level for the boat ramps managed by Mackay Regional Council. Number of reported incidents on boat ramp network. Number of times the ramps have been cleaned per month. Satisfactory recognition and performance assessment by Queensland Transport
5.2.14	Foreshore Restoration and Protection	Foreshore assets are maintained and restored	Application of specific techniques to restore and maintain foreshore	Monitor the impacts of erosion on Council's assets.	Works carried out within Budget and in compliance with Department of

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5.2 - MAINTENANCE

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
		according to needs and approved programs, in consultation with the Department of Environmental Resource Management (DERM). **Supports the following Corporate Plan Strategies: 1.2, 3.1, 5.7, 7.17**	assets and reserves with minimum impact to the surrounding environment.	Foreshore assets are maintained in line with natural conditions, community consultation and DERM approvals.	Environmental Resource Management guidelines and approvals.
5.2.15	Bus Shelters	Bus shelters are maintained for asset condition and service amenity according to prescribed standards. Work closely with Queensland Transport to improve bus shelter infrastructure and maximise utilisation of available funding. **Supports the following Corporate Plan Strategies: 1.5, 5.3, 7.17**	Regular maintenance programs are developed and utilised to ensure clean, serviceable bus shelters. Supply and erect new bus shelters and relocation of existing shelters to match the needs of the Community. Undertake improvements to maximise utilisation by all members of Community who desire to use.	Well maintained shelters to maximise utilisation of bus transport. • Regular inspections to determine maintenance needs; • Maintenance programs for cleaning, mowing surrounds and painting / repair to bus shelters; Meet bus commuters need for shelters based on usage patterns. • Bus shelters provide the appropriate standard of amenity and protection to public transport patrons; • Bus shelter style and condition matches locality standards.	Maintenance carried out within budget. Frequency of inspections and maintenance of bus shelter surrounds. Healthy working relationship with Queensland Transport.
5.2.16	Street Cleaning	To maintain a tidy street appearance in urban areas, and within shopping precincts. Street and reserve cleaning programs provide prescribed service standards for cleanliness, improved amenity and environmental protection.	A regular program of street sweeping of kerb and channel and a gully pit cleaning program of Council grated inlet pits and pressure cleaning of City Centre footpaths. Programs of mechanical street sweeping, gully pit cleaning, gross pollutant traps and footpath	Effective and efficient utilisation of Council's street sweeping fleet to maintain clean streets and gully pits. • Street sweeping and cleaning programs meet prescribed service standards for all types of development, eg higher	City Centres and Town urban streets swept in accordance with agreed program. • Urban Streets • City Centre • Rural Shopping Centres Gully pits and gross pollutants traps cleaned out in line with agreed

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5.2 - MAINTENANCE					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
		Supports the following Corporate Plan Strategies: 5.2, 5.4, 7.17	cleaning to provide nominated service standards, and frequencies.	frequency in City Centre,; • Minimising outflows of silt and litter to the outfalls / ocean from street gutters and gully pits; • Improving stormwater quality.	program. Level of service to be reviewed and achievable level of service established and delivered by 31 March 2010.
5.2.17	Funded Employment Programs	To provide support for Government Funded Projects. Government funds are accessed from relevant programs to complement current works and facilities programs, including new community projects. **Supports the following Corporate Plan Strategies: 1.4, 7.18**	Support Government Funded Projects. Apply for relevant Government funding programs to the development and reconstruction of community facilities and assets.	Improved infrastructure through use of Government Funded Schemes. • New and restored infrastructure assets and facilities in support of community programs; • Improved employment opportunities and skills enhancement for locals and existing staff members.	Budgeted works delivered. Successfully match a project with funding availability and complete scheduled works.

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5.3 - TECHNICAL SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
5.3.1	Technical Services Management	To manage and support the Technical Services program in its role of delivering planning, design and management of Council's transport and drainage infrastructure, whilst embracing environmentally sustainable principles. **Supports the following Corporate Plan Strategies: 1.4, 1.5, 3.2, 3.5, 4.1, 4.7, 5.1, 5.2, 5.3, 5.4, 5.6, 6.11, 7.1-7.21**	Manage the administration, survey & design components of the Capital Works Program, implementation of Traffic Management Programs and the responsive supply of accurate infrastructure information & advice to residents, developers and government agencies.	Timely and accurate production of documentation and delivery of advice.	Monthly Management Reporting. Achievement of Program KPI's and Operational Plan performance measures.
5.3.2	Design Operations	To provide Road/Drainage plans & specifications that support Council's Strategies and Capital Works Program, within financial constraints. **Supports the following Corporate Plan Strategies: 1.5, 3.1, 3.5, 5.1, 5.2, 5.3, 5.4, 7.4, 7.10**	Preparation of plans and documentation for the Road/Drainage Capital Works Program.	Provision of designs and specifications that are in accordance with the relevant standards, whilst being consistent with Council's Strategies, Budget limitations and the community's expectations. Prepare concept landscaping plans for a number of projects identified with Council's capital program and for possible grant applications.	Design plans to be completed and approved by Council in order to meet 2009/10 construction program requirements. All 2009/10 plans to be completed by 31 January 2010 and 40% of 2010/11 plans complete by 30 June 2010 Conceptual landscaping plans prepared to an acceptable standard for consideration of future construction or grant funding.
5.3.3	Investigations and Planning	To provide technical support and assistance to residents regarding drainage and engineering related issues and to develop strategies for the planning of future road and drainage requirements. **Supports the following Corporate Plan Strategies: 5.4, 7.2, 7.9, 7.10, 7.17**	Responding to enquires from residents about information dealing with flooding and proposed works/events within road reserves or near Council assets.	Respond to enquiries for flood level information and minimum floor levels based on strategic plans for drainage catchments and river flood studies Assess traffic management plans for works and events to ensure compliance with relevant MUTCD standards and minimum effect on road network	Respond to requests for information in a timely manner and within 48 hours of the request being received Respond to requests and submitted plans within 48 hours of request being received

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5.3 - TECHNICAL SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Investigations and Planning (Cont'd.....)		Provide strategic road and drainage requirement information to developers and consultants to assist in establishing priorities for future capital works.	Timely delivery of investigation reports that meet current and future community needs about road and drainage infrastructure and the timely provision of accurate advice and information.	Respond to requests within a timeline which meets community and developer requirements
5.3.5	Survey	To provide survey services to the design, construction and land management sections of Council.	Undertake engineering survey as part of the design and construction of capital works projects and arrange for cadastral and identification surveys for land acquisitions and easement creations.	Accurate existing features survey plans and project set out for new capital work. Accurate survey details in relation to easement creation and land acquisition.	Engineering surveying work finished to allow for completion of designs in accordance with Design Program.
		Maintain and install Permanent Survey Marks (PSM).	Maintain existing PSM's for identification and use and install new PSM to facilitate the accurate inclusion of new subdivisions into the DCDB.	An accurate record of PSM's with new subdivisions and infrastructure records being spatially accurate.	PSM's in location and condition suitable for use by development industry.
		Working with DE&RM at updating the DCDB for outlying urban areas of the whole regional Council area. **Supports the following Corporate Plan Strategies:** 5.4, 5.6, 5.7, 7.2, 7.9	Undertake GPS survey work and oversee drawing of updated DCDB for urban areas of Mackay Regional Council area.	Spatially accurate base plan for developing urban areas of Mackay region on which Council's assets can be shown.	Completion of DCDB for selected village urban areas and extension into Sarina area subject to budget availability by 30 June 2010.
5.3.6	Traffic Management	To provide technical advice on traffic related issues and oversee implementation on specific traffic projects. **Supports the following Corporate Plan Strategies:** 1.5, 1.6, 3.4, 3.5, 4.7, 5.2, 5.3, 5.4, 7.2, 7.9, 7.17	To provide traffic management advice to designers and planners with technical advice and support to works staff and Council's Traffic Advisory Committee.	Recommendations from Traffic Advisory Committee and designs for capital works projects to be technically correct and able to be funded within budget constraints.	Timely and accurate information to customer requests.
			To manage the implementation of Local Area Traffic Management reviews.	Minimal adverse traffic impacts from proposed developments.	Completion of an inclusive and comprehensive precinct based LATM process.
			Oversee approved alterations in traffic related matters.	Greater community participation and acceptance of proposed traffic management treatments.	General acceptance by community of proposed traffic alterations

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5.3 - TECHNICAL SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
5.3.7	Street Lighting – Recurrent	To provide appropriately lit roads and footpaths to enhance community safety and amenity. **Supports the following Corporate Plan Strategies: 1.5, 1.6, 3.4, 5.4**	To provide Council's annual contribution to the operating costs associated with street lighting.	Street lights to be operational across the municipality. Carry out random audit of streetlights on a programmed basis across urban precincts.	High percentage of streetlights that are operational based on audit results. Three(3) monthly audits of street light operations undertaken and reported findings forwarded to Ergon within one week of audit.
5.3.8	Street Lighting – Capital	To provide new lights to appropriately light roads and footpaths to enhance community safety and amenity, in accordance with a consistent level of service. **Supports the following Corporate Plan Strategies: 1.5, 1.6, 3.4, 5.4**	To respond to reasonable requests for additional lighting and to implement an on-going strategy of improved street lighting.	Increased sense of community safety and reduction of anti-social behaviour in dark areas. Reduced accidents at traffic management devices due to poor lighting	To provide the most number of new lights within the available budget to achieve the most beneficial outcome.

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5.4 - PARKS AND ENVIRONMENT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
5.4.1	Parks and Environment Management	Provision of Administration support to the operational and development activities of the Parks and Environment Program, including Botanic Gardens, Sarina and Mirani depot based staff. **Supports the following Corporate Plan Strategies: 1.4, 1.5, 1.11, 1.16, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 4.1, 4.7, 5.1, 5.2, 5.7, 5.8, 6.11, 7.1-7.21**	The resources will be managed to ensure that Administrative support is provided to managers, coordinators and supervisors to achieve appropriate levels of park maintenance, development and enhancement. Training and WH&S obligations are identified and planned courses are sourced.	Administration processes are documented, updated and monitored to provide improved customer service. Staff attendance at compulsory, mandatory and technical updates and training courses are fulfilled for each course offered	Monthly Management Reporting. Monthly updates of training and WH&S issues are reported to the DES. Technical Officers to provide support to all areas of program to improve asset data capture, monthly reporting of subdivision and development application status. Achievement of Program KPI's and Operational Plan performance measures. Accurate and timely completion of business support process. Annual System Review Completed Staff Turnover < 15% Toolbox Talks > 10 per month Safety Hazard Inspections completed as per program Safety Committee Meetings held bi monthly Reduce Number of Incidents, Lost Time Injuries and Number of Days lost by 5% from last year. Customer Satisfaction Survey Results for maintenance to remain at greater that 3.75 Stars

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5.4 - PARKS AND ENVIRONMENT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
5.4.2	Parks Capital Works Program	Construction of Parks Capital works program on time and within budget allocations. Long term capital development requirements are identified with new capital projects updated on the 10 year Capital Works Program annually. **Supports the following Corporate Plan Strategies: 1.2, 1.5, 3.5, 5.1, 5.7, 6.11, 7.4, 7.10, 7.17**	The Parks Capital Works Program will include the sub-programs of Foreshore Facilities, Local, District and Regional Park Development, Recreation/Play Facilities and Streetscapes.	Park and recreation facilities are provided to community expectations and within budget allocations. Projects are completed on time and within budget constraints. Future capital projects are planned and documented in accordance with the 10 year capital works program.	Works carried out on time and within Budget to acceptable quality and statutory standards. Monthly update of works in progress, completed and scheduled on Ghantt Chart format Projects to be completed within 10% of budget (including variations) 85% of Projects committed or completed within the year Customer Satisfaction Survey Results for projects remain at greater that 3.75 Stars
5.4.3	Horticulture Maintenance	The provision of high levels of horticultural maintenance services throughout parks and open spaces. The provision of plant and horticultural services in support of the Orchid House, landscaping projects and indoor and public plant/horticultural displays. **Supports the following Corporate Plan Strategies: 3.1, 3.2, 3.5, 5.7, 7.2, 7.17**	The operation ensures that the horticultural maintenance activities are provided to a level that meets the expectations of residents and visitors to the Mackay region, and to provide a safe and healthy environment for parks users. The City Centre Precinct will be maintained to a high standard in terms of horticulture and amenity. Regional towns will have individual values identified and planned upgrades to entrance statements will reflect the unique character of each community.	Annual horticultural activities provide for fertilising, mulching, weed control and formative pruning. Orchid House collection is upgraded, registered and maintained to improve the botanical value of the display. Service Level Agreements are developed for the provision of indoor plant hire to MEC, Administration Building, Convention Centre, Libraries and offices. High profile areas including City Centre, Pioneer Promenade, streetscapes, entry statements and the associated infrastructure is maintained.	Horticultural programs are undertaken in accordance with developed targets and MRC standard details. Monthly schedules updated and reported to Manager. Upgrade and Maintenance to be related to the Parks Classification Schedule and new works added to Hansen database on regular basis but within 60 days of Council taking responsibility for such works. Customer requests are actioned within 21 days. Development of service level agreements by 31 December 2009.

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5.4 - PARKS AND ENVIRONMENT

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
5.4.4	Grass Maintenance	Management of grass and lawn maintenance services to all parks and open space areas that meet the recreation and lifestyle needs of residents and visitors to the Mackay region. Intervention levels for mowing operations are developed for the city and rural areas. **Supports the following Corporate Plan Strategies: 1.5, 3.2, 3.5, 5.7, 7.2, 7.17**	This operation is responsible for ensuring that the grass cutting maintenance activities are provided to a level that ensures a safe and healthy environment for parks users. Grass cover rates to be improved where erosion and degradation have been identified.	Scheduled mowing programs developed for parks and open space areas within the city. Timely mowing operations meet the schedules developed. Ongoing topdressing, spiking and fertilizing programs will improve the health of the grass cover and assist with programmed maintenance schedules being met.	Grass cutting maintenance schedules and programs reported monthly. Review of intervention levels to be completed by 31 December 2009. High profile parks are to be cut on a two weekly cycle. Grass mowing review in association with Maintenance Program to be finalised by 31 December 2009 and implemented and fully operational by 30 June 2010. Grass cover rates in areas identified for upgrading to be enhanced by 50%. Customer requests are attended within 14 days of receipt.
5.4.5	Arboriculture (Trees)	Street and park tree assets are recorded on a condition audit report system that supports maintenance programs and street scaping development. To implement projects that will improve the aesthetic appearance and landscape quality of the streets and arterial roads of the City and regional centres. Provision of budget for tree maintenance by specialist contract suppliers to reduce risk and improve community safety. **Supports Corporate Plan Strategies: 3.1, 3.2, 3.5, 5.2,**	This operation is responsible for maintaining appropriate arboriculture services to all street and park trees in the region. Provision of arboriculture services that meet the Australian Standards and are provided in a safe working environment around streetscape operations. Risk through tree failure is identified and minimised through the continuation of specialist contract suppliers and proactive tree maintenance scheduling.	Schedules for proactive street tree maintenance is developed and implemented. Ongoing condition reports for street and park trees are captured and recorded on the Hansen Asset Management System. Maintenance activities which meet the Australian Standards. Prompt attendance to storm and natural disaster events are implemented and accurate records of activities maintained.	Development of a comprehensive street tree audit to be progressively updated into Hansen Asset Management program. Scheduled tree maintenance reports submitted monthly. Customer requests are actioned within 2 months.

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5.4 - PARKS AND ENVIRONMENT

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
		5.4, 5.5, 5.7, 7.2, 7.17			
5.4.6	Parks Assets Management	To facilitate, plan, implement and manage the provision of support infrastructure and services to Council's parks and reserves. To maintain the quality and enhance the variety of recreation areas, play equipment, picnic facilities and other park facilities available. To ensure that all park assets are recorded onto asset management systems that provide for ongoing maintenance and replacement. To ensure that all facilities provided within new subdivision works meet the requirements of council, legislation and Australian Standards. **Supports the following Corporate Plan Strategies: 1.2, 1.5, 3.5, 4.3, 5.2, 5.6, 5.7, 5.8, 7.2, 7.17**	Implementation of a reporting regime to enable both asset recording and maintenance programs to be developed. Provide specialist operational skills to all maintenance staff engaged primarily on Horticulture and Grass maintenance activities. Provide specialist trade skills to internal and external customers through the actioning of Customer Requests and Service Level Agreements.	All parks and facilities registered onto Council's asset management system. Regular condition reports on all assets are undertaken and future replacement and programmed upgrades identified for budget purposes. More consistent approach to the provision of park infrastructure both donated and Council provided assets.	Repair, maintenance and upgrade works carried out to industry and manufacturers' standards. Monthly reporting of vandalism, repairs, and upgrades to be reported to Manager. New Assets included into Hansen Asset Management Program on monthly basis. Continuation of program to record parks assets on the Hansen asset management system. Inspections of playgrounds to be in accordance with Statutory requirements at a minimum.
5.4.7	Marine/Beach Foreshores	To improve and maintain the foreshores recreation facilities while ensuring the ongoing environmental integrity of foreshore environments is maintained and enhanced.	Continued construction and maintenance of foreshores infrastructure including dune fencing, swimming enclosures, beach access points, signage and foreshore protection and revegetation works. Ensure foreshores recreation facilities maintenance and improvements are consistent with the adopted Coastal Management Guidelines. Liaison with Surf Lifesaving	Revegetation of foreshore dunes and natural areas is undertaken to enhance the environment along the Mackay Regional Council's foreshore reserves. These are to be in line with the Coastal Management Adopted Guidelines. Regular maintenance of	Ongoing maintenance and conditions reports of foreshore swimming enclosures and lifeguard services to be reported on monthly basis. Adopted Coastal Management Guidelines applied. Customer requests actioned within a two week time frame. Capital development completed

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5.4 - PARKS AND ENVIRONMENT

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Marine/Beach Foreshores (Cont'd...)	**Supports the following Corporate Plan Strategies: 1.2, 1.6, 3.1, 3.2, 3.3, 3.6, 5.7, 7.2, 7.17**	Queensland service providers, and staff. Continue to implement Mackay Coastal Project utilising the Sarina Sustainable Landscapes project as a model.	swimming enclosures particularly prior to school holidays and public holiday periods. Fencing of vulnerable and high conservation significance vegetation is undertaken. Beach access tracks maintained and improved throughout the region's beaches. Signage to beaches is installed and maintained.	in winter period, with inspections prior to school holidays conducted and documented. Continuation of Foreshore Projects in partnership with external partners for the next two years in Sarina area. Instigate partnerships with local progress associations in Mackay, Mirani and Sarina with an updated status to be provided by 31 December 2009.
5.4.8	Natural Environment Projects	In partnership with the community, promote and resource the restoration of degraded natural ecosystems. Sustainable management of areas of environmental significance to maintain bio diversity. Promote and resource sustainable coastal and waterways management. Identify and preserve significant regional habitats. **Supports the following Corporate Plan Strategies: 1.1, 1.5, 1.6, 3.1, 3.2, 3.3, 3.3, 3.4, 3.5, 3.6, 4.4, 5.7, 7.2, 7.17**	Development of an integrated package of environmental initiatives. Undertake strategic planning for natural and environmental areas for future conservation of vegetation and biodiversity and habitat. Development of community partnerships to encourage higher awareness and understanding in the community and encourage active participation in conserving natural resources. Conservation of waterways including marine habitats to ensure they are conserved and protected and that their natural values are enhanced and maintained.	Delivery of education programs to the community. Production of community education materials to enhance community knowledge of natural environment issues. Ongoing participation with community groups and encourage the establishment of community participation in managing natural environment. Protection and restoration of habitat areas. Development of Management Plans and Action plans that are focused upon significant regional locations to ensure preservation and enhancement of the area is maintained and that future habitat is not lost.	Regular reporting through Council's Natural Environment Committee. Review of private owned areas that may be able to be set aside as Reserves for conservation, nature and habitat purposes are obtained for future generations of Mackay residents. Report on this initiative to be completed by 31 March 2010. Monthly reporting of works in progress, updates to Manager of community based projects. Capital projects scheduled and reported on monthly.
5.4.9	Botanic Gardens	To facilitate and manage the establishment and ongoing development and maintenance of the Mackay Regional Botanic	Provide ongoing high levels of maintenance and development of the Garden's facilities.	Provision of high levels of horticultural maintenance and development appropriate to Botanic Gardens.	Maintenance and upgrade of the Botanic Gardens within budget and to high quality industry standards.

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5.4 - PARKS AND ENVIRONMENT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
		Gardens and enhance its role as a major regional tourist attraction. Staged capital development to be undertaken in accordance with the 10 year capital works plan and available funding. **Supports the following Corporate Plan Strategies: 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.8, 1.11, 1.13, 1.16, 3.1, 3.2, 3.4, 5.1, 5.7, 5.8, 7.2,7.17**	Establishment and promotion of partnerships with government authorities to enhance the use of regional species into amenity horticulture. Monitor the patronage of the Gardens to ascertain visitor/ users demographics	Continued maintenance and development of the botanic collection including the ongoing management of the Herbarium. Provide ongoing visitor and education services to schools, the Gardens Friends and the public. Provide opportunities for volunteers to enhance personal skills and knowledge of direct benefit to the MRBG. Plan the ongoing development of the gardens in accordance with the Masterplan and 10 year capital development program.	Host the BGANZ Congress in Mackay in September 2009. Monthly reports on maintenance, vandalism and planting program. Monthly reports on the patronage of the Botanic Gardens. Completion of the revised Gardens Master Plan by 31 August 2009 and finalisation of detailed design and construction plans by 31 March 2010.
5.4.10	Camping Grounds	To provide high levels of camping amenities at Seaforth, St Helens and Ball Bay that meet the needs of community and visitors to the region. To manage and operate the Seaforth Wading Pool in a cost effective and functional manner. **Supports the following Corporate Plan Strategies: 1.2, 1.5, 2.4, 5.6, 5.7, 5.8, 7.2, 7.17**	Maintain and enhance the camping grounds and reserves at Seaforth, St Helens and Ball Bay. The Seaforth wading pool complex is managed and maintained to a high standard.	Effective management of the Seaforth Camping Grounds and surrounding areas. Encourage unseasonal use of the facility .through a selective promotional approach. Camping facilities are progressively improved to ensure safety and fire regulations are met. Facilities support the nature of a camping ground and provide for a clean environment for family and group camping activities.	Increase camper numbers during traditionally low periods of occupancy and report monthly on visitation. Minimise customer complaints and report on issues of concern within monthly report.
5.4.11	Public Conveniences	The provision of clean, tidy and hygienic toilet facilities in parks and public places. Provide for the ongoing	Maintaining the amenity and cleanliness of public conveniences through regular cleaning of all facilities.	Clean and amenable toilet facilities continue to be provided. Continued improvement in the appearance and amenity of	Repair, maintenance and upgrade works carried out on time and within budget to acceptable standards.

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5.4 - PARKS AND ENVIRONMENT					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Public Conveniences (Cont'd....)	upgrading and enhancement of existing public conveniences. Provide suitable facilities to meet the needs of the community ensuring that DDA initiatives are applied to all new works. **Supports the following Corporate Plan Strategies: 1.5, 5.6, 5.8, 7.17**	The reporting of any damage identified by cleaners and the timely repairs/restoration of damaged and vandalised toilet facilities.	refurbished conveniences. Scheduled maintenance for internal and external painting is programmed to meet the requirements of state legislation. Vandalism and graffiti is rectified and removed as soon as possible.	General repairs, damage and vandalism to be reinstated within 72 hours of matter being reported. Determine a classification system to ensure a continuous improvement schedule is commenced within this operational area. Develop a Public Toilets strategy for submission to Council inclusive of levels of service to be prepared by 31 December 2009.
5.4.12	Cemeteries	To manage and maintain the cemeteries under Council control to meet the long term needs and expectations of the residents of the Mackay region. **Supports the following Corporate Plan Strategies: 5.7, 7.2, 7.17**	The maintenance of cemetery grounds to a high standard of amenity. Deal with mourners in a compassionate and considerate manner and provide appropriate support to Funeral Parlour operators in the conduct of funerals. Ensure that the long term development of Council's cemeteries are adequately planned through provision of infrastructure.	High levels of cemetery grounds maintenance which is undertaken on a scheduled basis and which does not impact on funeral activities. Cemetery staff are to deal with requests in a timely and compassionate manner. Review long term strategies for Mirani, Sarina and Walkerston cemeteries.	Cemetery facilities continue to be maintained to a high standard with nil customer complaints. Response times to customer requests to be actioned within 14 days. Service requests from Funeral Parlour operators to be provided to industry and Health Department requirements. Monthly reporting of funeral and maintenance activities to be provided. Development of a long term strategy for Council's cemeteries be completed by 31 March 2010.

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5.5 - CONSTRUCTION					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
5.5.1	Construction Management	To provide administrative and non-capital support for the construction function in the Engineering Services Department located at the Municipal Depots. Administrative and physical support is tailored for effective performance and reporting by the construction program. **Supports the following Corporate Plan Strategies: 1.4, 1.5, 3.4, 3.5, 5.1, 5.2, 5.3, 5.4, 5.6, 6.11, 7.1-7.21**	To provide administrative services to support the Construction section, at the respective Council Depots. Centralised administration provides core services with specific decentralised services according to depot needs.	• Administrative services which are provided continuously and to consistent standards, including meeting corporate targets; • Centralised coordination of corporate objectives; • Improvement Opportunities identified and implemented as appropriate; • Positive relationships across the organisation complement the quality of advice and service provided.	Timely provision of materials to facilitate the capital projects. Achievement of Program KPI's and Operational Plan performance measures. Accurate and timely completion of business support process. Annual System Review Completed Staff Turnover < 15% Toolbox Talks > 10 per month Safety Hazard Inspections completed as per program Safety Committee Meetings held bi monthly Reduce Number of Incidents, Lost Time Injuries and Number of Days lost by 5% from last year.
5.5.2	Capital Works Projects	To upgrade existing and provide new council infrastructure, excluding water and waste projects. Construction of the new Council Depot at Paget	To carry out construction in accordance with the adopted 5 Year program. Refer to Capital Works Program for further details. Ensure that the Depot construction project is progressed	Quality infrastructure for the community and staff of the MRC . Roads and drainage assets based on prescribed community and technical Levels of Service; Recognition of backlog of asset renewals; Projects undertake to meet increased development demand and community service obligations and expectations. Construction progressed with agreed timelines.	Work carried out on time and within Budget to acceptable quality and statutory standards. Project Works carried out by day labour completed within 10% of budget (including variations) 85% of Projects committed or completed within the year Customer Satisfaction Survey Results remain at greater that 3.75 Stars. Construction at least 30% completed by 30 June 2010.

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5.5 - CONSTRUCTION					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
		Supports the following Corporate Plan Strategies: 1.5, 3.5, 5.4, 6.11, 7.4, 7.10, 7.17	during the year to agreed timelines.		

2009/10 OPERATIONAL PLAN

6.1 - COMMERCIAL SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
6.1.1	Directorate Administration	To provide and manage high-quality water and waste programs on a commercial basis that meet social and environmental objectives **(Corporate Plan Objective 6)** To pursue excellence as an organisation which embraces exceptional customer service, values its staff and promotes ethical standards of practice supported by clear policies and strategies responsive to the needs of the community **(Corporate Plan Objective 7)**	Development and continuous improvement of management systems which both serve the directorate's needs and reflect a corporate view Provision of direction to Program Managers and other staff to achieve established targets Implementation of the Operational Plan as it relates to the directorate Management of organisation-wide matters as they relate to the directorate including Workplace Health and Safety, DDA Action Plan, Enterprise Bargaining, Continuous Improvement and Risk Management.	Effective and timely Agenda preparation, internal reporting, external correspondence and management of the Commercial Services directorate Risk management plan (part of both the TMP and Regional Waste Strategy) reviewed and updated Improve the safety culture of employees through effective partnerships with Council's Workplace Health and Safety program.	Monthly management reports Monthly combined business manager's meetings Quarterly leadership development workshops Quarterly reports to Council Review of risks associated with business activities undertaken in December 2009 and May 2010 and updates incorporated into the TMP Risk Management sub plan and Regional Waste Strategy Zero harm to employees.
6.1.2	Special Projects	Plan and develop the most appropriate wastewater system for communities in the region **(Corporate Plan Strategy 6.4)** Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards **(Corporate Plan Strategy 6.5)**	Completion of the Mackay Water Recycling Project Re-use of recycled water in a sustainable manner and minimisation of nutrient discharge to waterways	Commencement of measurement of deliverable objectives against operational and maintenance contract targets Development of Recycled Water Management Plan for the MWRP to address requirements as per the new Queensland Recycled Water Guidelines	Reporting to Council quarterly against contractual KPIs Recycled Water Management Plan for MWRP adopted by April 2010 Reuse target of 88% (10-yr rolling average) for recycled water treated at the Mackay South Water Recycling Facility

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6.1 - COMMERCIAL SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Special Projects (Cont'd...)	Embrace and incorporate changing legislation and water industry reform. **(Corporate Plan Strategy 6.7)**	Create a regional water alliance to assist in the sustainability of the water business	A strategic alliance between the Cairns, Townsville and Mackay (CTM) water businesses	Signed CTM water alliance agreement by December 2009
6.1.3	Mackay Water Services Executive Management	To provide and manage high-quality water and waste programs on a commercial basis that meet social and environmental objectives **(Corporate Plan Objective 6)** To pursue excellence as an organisation which embraces exceptional customer service, values its staff and promotes ethical standards of practice supported by clear policies and strategies responsive to the needs of the community **(Corporate Plan Objective 7)**	Development and continuous improvement of management systems which both serve business unit needs and reflect a corporate view Provision of direction to Program Managers and other staff to achieve established targets Implementation of the Operational Plan as it relates to the business unit Management of organisation-wide matters as they relate to the business unit including Workplace Health and Safety, DDA Action Plan, Enterprise Bargaining, Continuous Improvement and Risk Management	Effective and timely Agenda preparation, internal reporting, external correspondence and management of the Mackay Water Services business Improve the safety culture of employees through effective partnerships with Council's Workplace Health and Safety program	Monthly performance plan reports to Council 90% achievement against set performance KPIs Weekly individual program manager meetings and monthly business unit leadership meetings Quarterly reports to Council Zero harm to employees
6.1.4	Mackay Water Services Revenue Management	Provide consistent high standards of water supply to serviced communities where both practical and viable **(Corporate Plan Strategy 6.3)** Plan and develop the most appropriate wastewater system for communities in the region **(Corporate Plan Strategy 6.4)**	Manage the business to provide water supply and waste water services to customers at prices which reflect value for money and sustain an agreed return on Council's investment Undertake detailed review of revenue generation (ie Residential, Commercial and Industrial water usage charges and wastewater charges), operating costs and funding for Mackay Water Services	Revenue generation as per adopted 2009/10 budget Clear understanding of business operating costs to ensure full cost recovery is being achieved where applicable	Quarterly Performance Plan Reporting In consultation with the Business Services Program, undertake a detailed review of Water Services revenue, operating costs and funding by September 2009 Ongoing review – through Quarterly Performance Plan Reporting
6.1.5	Sustainable Futures	To assist towards enhancing	Ensure future sustainable practices	Implementation of future	Promotion of future sustainable

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6.1 - COMMERCIAL SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
		and protecting the environmental aspects of the Region. **(Corporate Plan Objective 3)**	are implemented within the Programs within the Department	sustainable practices.	practices to the Sustainable Futures Committee.
6.1.6	Community Plan	To provide strategic input into the development of the Community Plan as it relates to the functions of the Commercial Services Department. **(Supports all Corporate Plan strategies)**	Engage residents, business, staff and other stakeholders in the development of a long term community plan for the Mackay Regional Council area.	A long term community plan which encapsulates the future needs and aspirations of the Mackay Regional Council community.	Community Plan is endorsed by Council.

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6.2 - PLANNING & SUSTAINABILITY					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
6.2.1	Planning & Sustainability Management	Embrace and incorporate changing legislation and water industry reform **(Corporate Plan Strategy 6.7)** Promote a best practice culture within our organisation that embodies customer service excellence **(Corporate Plan Strategy 7.1)** Provide professional, responsible timely and accessible services to external and internal customers that reflect the values of the organisation **(Corporate Plan Strategy 7.2)**	Provide direction and leadership to the Planning & Sustainability Team to achieve established performance targets Development and continuous improvement of management systems within the program, to ensure implementation of ongoing service efficiencies and in turn improve levels of service Identification and planning for the current and future water and waste water needs of the Mackay Regional Council area Financial management of service area Work with Executive Manager and Business Services Program to ensure operational practices respond to changes in the water industry Management of organisation-wide matters as they relate to the program including Workplace Health and Safety, Continuous Improvement and Risk Management	Achievement of performance plan KPIs Effective and timely reporting on key issues to Council, internal reporting, external correspondence and stakeholder engagement Detailed understanding of time, cost and efficiency of all activities across the program. From this, implement systems to better manage these services and establish opportunities for efficiencies Management of stakeholder and legislative reporting requirements To monitor budget performance for overall Operations area Review and adjust internal policy, procedures and operational targets to meet the requirements of changing legislations Improve the safety culture of employees through effective partnerships with Council's Workplace Health and Safety program	90% achievement of performance plan KPIs Monthly, quarterly and annually reporting through the Business Services Program In consultation with the Business Services Program, undertake a detailed review of all operational activities and costs by December 2009 In consultation with the Business Services Program, development of strategies to improve operating efficiencies by March 2010 100% achievement of statutory reporting requirements through the Business Services Program 100% achievement of set program budget reported monthly to Council Ongoing to June 2010 - changes identified in quarterly operational plan review Zero harm to employees

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6.2 - PLANNING & SUSTAINABILITY					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
6.2.2	Strategic Asset Management	Provide consistent high standards of water supply to serviced communities where both practical and viable **(Corporate Plan Strategy 6.3)** Plan and develop the most appropriate wastewater system for communities in the region **(Corporate Plan Strategy 6.4)** Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards **(Corporate Plan Strategy 6.5)** Develop a comprehensive asset management strategy to support maintenance, replacement and enhancement of water and waste assets **(Corporate Plan Strategy 6.6)**	Development and maintenance of water and waste water asset management systems and asset condition and performance program as per Total Management Plan Prepare asset maintenance registers and plans to cover assets as a TMP output	All water and waste water assets in the Mackay Regional Council area to be identified and captured in the Hansen system Development and maintenance of water and waste water asset management systems and asset condition and performance program as per Total Management Plan Action Plans Preventative maintenance program of assets to be established	50% asset capture by December 2009. 100% asset capture by June 2010 Ongoing - by June 2010 - draft plan available by March 2010
6.2.3	Strategic Infrastructure Planning	Develop a comprehensive, sustainably funded, 10-year Capital Works Program for operating on a commercial basis **(Corporate Plan Strategy 6.2)** Develop a comprehensive asset management strategy to support maintenance, replacement and enhancement of water and waste assets **(Corporate Plan Strategy 6.6)** Support economic growth within	Develop an updated 10 year capital plan for the upgrade and replacement of water and waste water infrastructure in the Mackay Region incorporating outputs from Mackay Water Master Planning, asset management and strategic planning Develop a capital budget for 2010/11 in line with the 10 year capital plan Undertake a review of the water and waste water master plan in line with latest regional planning	Updated 10 Year Capital Plan Capital delivery program for 2010/11 Revised master plan	Plan developed inline with budget timelines (ie April 2010) Plan developed inline with budget timelines (ie April 2010) Revised master plan presented to Council by March 2010

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6.2 - PLANNING & SUSTAINABILITY					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Strategic Infrastructure Planning (Cont'd...)	the region through the effective integration of water and waste planning with other council services. **(Corporate Plan Strategy 6.9)**	information Develop All Pipe Hydraulic Models for the water and waste water systems for all Mackay Regional Council reticulated areas	All Pipe Hydraulic Model developed and available for use	Models developed by June 2010
6.2.4	Detailed Infrastructure Planning	Support economic growth within the region through the effective integration of water and waste planning with other council services. **(Corporate Plan Strategy 6.9)**	Identify and implement a plan of delivery mechanisms for the 2010/11 capital program	Delivery program developed and documented	Delivery program for 2010/11 program implemented by March 2010
6.2.5	Development Assessment	Develop and maintain long-term water and waste strategic business plans to enable accurate future planning and the provision of high-quality services . **(Corporate Plan Strategy 6.1)**	To provide assistance and input as required to Development Services to ensure that strategic planning and development assessment of infrastructure meets the current and future demand for water and waste water networks	Provide direct assistance and specific input on water and waste water services requirements for development assessment applications	Provide advice in a timely manner so as to meet IDAS timeframes
6.2.6	Policy & Standards	Develop and maintain long-term water and waste strategic business plans to enable accurate future planning and the provision of high-quality services **(Corporate Plan Strategy 6.1)** Provide consistent high standards of water supply to serviced communities where both practical and viable **(Corporate Plan Strategy 6.3)**	Undertake a review and update of standard drawings to ensure equipment is designed to Council standards Review all associated policies and standards	Revised standard drawings Policy and standards that reflect and support achievements of the outcome	Standard drawings reviewed and updated by June 2010 A comprehensive review undertaken and reported to Council by March 2010

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6.3 – INFRASTRUCTURE DELIVERY					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
6.3.1	Infrastructure Delivery Management	Develop and maintain long-term water and waste strategic business plans to enable accurate future planning and the provision of high-quality services **(Corporate Plan Strategy 6.1)**	Provide direction and leadership to the Infrastructure Delivery Team to achieve established performance targets	Achievement of performance plan KPIs Effective and timely reporting on key issues to Council, internal reporting, external correspondence and stakeholder engagement	90% achievement of performance plan KPIs Monthly, quarterly and annually reporting through the Business Services Program
		Embrace and incorporate changing legislation and water industry reform **(Corporate Plan Strategy 6.7)** Promote a best practice culture within our organisation that embodies customer service excellence **(Corporate Plan Strategy 7.1)**	Development and continuous improvement of management systems, operations and maintenance activities within the program, to ensure implementation of ongoing service efficiencies and in turn improve levels of service	Detailed understanding of time, cost and efficiency of all operational activities across the program. From this, implement systems to better manage these services and establish opportunities for efficiencies	In consultation with the Business Services Program, undertake a detailed review of all operational activities and costs by December 2009
		Provide professional, responsible timely and accessible services to external and internal customers that reflect the values of the organisation **(Corporate Plan Strategy 7.2)**	Assistance in identification of current and future water and waste water needs of the Mackay Regional Council area Financial management of service area Work with Executive Manager and Business Services Program to ensure operational practices respond to changes in the water industry Management of organisation-wide matters as they relate to the program including Workplace Health and Safety, Continuous Improvement and Risk Management	Management of stakeholder and legislative reporting requirements To monitor budget performance for overall Infrastructure Delivery area Review and adjust internal policy, procedures and operational targets to meet the requirements of changing legislations. Improve the safety culture of employees through effective partnerships with Council's Workplace Health and Safety program	In consultation with the Business Services Program, development of strategies to improve operating efficiencies by March 2010 100% achievement of statutory reporting requirements through the Business Services Program 100% achievement of set program budget reported monthly to Council Ongoing to June 2010 - changes identified in quarterly operational plan review Zero harm to employees

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6.3 – INFRASTRUCTURE DELIVERY					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
6.3.2	Construction	Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards. **(Corporate Plan Strategy 6.5)**	Implement planning, design, construction and commissioning of internal capital works • Implementation of the Water Meter Replacement Program • Undertake water main replacement and renewals program • Purchase safety and reticulation plant equipment	Delivery of the 2009/10 internal capital works program Installation of programmed works complete Programmed works complete as per 2009/10 budget complete Complete works programmed and budgeted for 2009/10 and in line with safety requirements	100% of programmed works complete by June 2010 Programmed works complete by June 2010 Programmed works complete by June 2010 Programmed works complete by June 2010
6.3.3	Project Services	Provide consistent high standards of water supply to serviced communities where both practical and viable **(Corporate Plan Strategy 6.3)** Plan and develop the most appropriate wastewater system for communities in the region **(Corporate Plan Strategy 6.4)** Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards **(Corporate Plan Strategy 6.5)**	Implement planning, design, construction and commissioning of capital works incorporating the following areas: • Delivery of the Sarina Water Main between Bakers Creek and Alligator Creek • Delivery of the South Mackay Trunk Main between Nebo Rd and Bakers Creek • Reticulation Equipment Purchases • Upgrade and construction of water pump station projects to ensure standards of service and effective operation of the water network • Upgrade and enhancement of water reservoirs • Augmentation of the water network to facilitate Council's Leak Detection and Demand Management program	Construction and commissioning complete Design Complete Procurement complete Programmed works complete as per 2009/10 budget complete Programmed works complete as per 2009/10 budget complete Programmed works complete as per 2009/10 budget complete Complete works programmed and budgeted for 2009/10 Complete works programmed and budgeted for 2009/10	100% of programmed works complete on time and within budget Programmed works complete by February 2010 Design complete by June 2010 Procurement complete by June 2010 Programmed works complete by June 2010 Programmed works complete by June 2010 Programmed works complete by June 2010 Programmed works complete by June 2010 Programmed works complete

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6.3 – INFRASTRUCTURE DELIVERY

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Project Services (Cont'd..)		• Augmentation of the raw water supply system to Nebo Rd	Fluoride dosed into the water supply	by June 2010 Programmed works complete by 31 December 2009
			• Deliver the upgrade to the Nebo Rd Water Treatment Plant	Complete works programmed and budgeted for 2009/10	Programmed works complete by June 2010
			• Implement fluoride dosing at the Nebo Rd Water Treatment Plant	Complete works programmed and budgeted for 2009/10	Programmed works complete by June 2010
			• Upgrade the Mirani Water Treatment Facilities	Complete works programmed and budgeted for 2009/10	Programmed works complete by June 2010
			• Renew and enhance Council's existing water supply and treatment facilities	Complete works programmed and budgeted for 2009/10	Programmed works complete by June 2010
			• Undertake planning and engineering to deliver an upgrade wastewater treatment facility at Sarina	Complete works programmed and budgeted for 2009/10	Programmed works complete by June 2010
			• Deliver an upgraded wastewater treatment facility at Mirani	Complete works programmed and budgeted for 2009/10	Programmed works complete by June 2010
			• Undertake wastewater treatment renewals and enhancements	Complete works programmed and budgeted for 2009/10	Programmed works complete by June 2010
			• Renew and enhance sewerage pump stations		
			• Undertake sewer reticulation renewal and enhancements		

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6.4 - OPERATIONS					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
6.4.1	Operations Management	Develop and maintain long-term water and waste strategic business plans to enable accurate future planning and the provision of high-quality services **(Corporate Plan Strategy 6.1)** Embrace and incorporate changing legislation and water industry reform **(Corporate Plan Strategy 6.7)** Promote a best practice culture within our organisation that embodies customer service excellence **(Corporate Plan Strategy 7.1)** Provide professional, responsible timely and accessible services to external and internal customers that reflect the values of the organisation **(Corporate Plan Strategy 7.2)**	Provide direction and leadership to the Operations Team to achieve established performance targets Development and continuous improvement of management systems, operations and maintenance activities within the program, to ensure implementation of ongoing service efficiencies and in turn improve levels of service Assistance in identification and planning for the current and future water and wastewater needs of the Mackay Regional Council area Financial management of service area Work with Executive Manager and Business Services Program to ensure operational practices respond to changes in the water industry Management of organisation-wide matters as they relate to the program including Workplace Health and Safety, Continuous Improvement and Risk Management	Achievement of performance plan KPIs Effective and timely reporting on key issues to Council, internal reporting, external correspondence and stakeholder engagement Detailed understanding of time, cost and efficiency of all operation and maintenance activities across the program. From this, implement systems to better manage these services and establish opportunities for efficiencies (eg Control room, preventative maintenance and improvements to scheduling & dispatch) Management of stakeholder and legislative reporting requirements To monitor budget performance for overall Operations area Review and adjust internal policy, procedures and operational targets to meet the requirements of changing legislations Improve the safety culture of employees through effective partnerships with Council's Workplace Health and Safety program	90% achievement of performance plan KPIs Monthly, quarterly and annually reporting through the Business Services Program In consultation with the Business Services Program, undertake a detailed review of all operational activities and costs by December 2009 In consultation with the Business Services Program, development of strategies to improve operating efficiencies by March 2010 100% achievement of statutory reporting requirements through the Business Services Program 100% achievement of set program budget reported monthly to Council Ongoing to June 2010 - changes identified in quarterly operational plan review. Zero harm to employees

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6.4 - OPERATIONS					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
6.4.2	Operations (Water)	Provide consistent high standards of water supply to serviced communities where both practical and viable **(Corporate Plan Strategy 6.3)**	Manage the operation of all Mackay Water Services water assets in an efficient and cost effective manner, ensuring a continuous high quality supply of water in accordance with the standards set out in the Performance Plan	Detailed understanding and optimisation of operating costs (as per service area 6.1.4 Outputs)	In consultation with the Business Services Program, detailed review of how operational costs are reported by September 2009
				Water quality as per adopted Performance Plan Service Standard	100% achievement of performance plan KPIs and daily monitoring and quarterly reporting to Council through the Business Services Program
				Water pressure as per Performance Plan Service Standard	90% achievement of performance plan KPIs and daily monitoring and quarterly reporting to Council through the Business Services Program
				Water flow as per Performance Plan Service Standard	90% achievement of performance plan KPIs and daily monitoring and quarterly reporting to Council through the Business Services Program
				Fire hydrant flow as per Performance Plan Service Standard	95% achievement of performance plan KPIs and regular monitoring and quarterly reporting to Council through the Business Services Program
				Water mains cleaning as per Performance Plan Service Standard	90% achievement of performance plan KPIs and monthly monitoring and quarterly reporting to Council through the Business Services Program
				Odour and taste complaints as per Performance Plan Service Standard	90% achievement of performance plan KPIs and daily monitoring and quarterly reporting to Council through the Business Services Program
				Water property connections to be undertaken as per the	90% achievement of performance plan KPIs and monthly

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6.4 - OPERATIONS					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Operations (Water) (Cont'd...)			Performance Plan Service Standards Refining and enforcement of backflow prevention policy to ensure ongoing safe water supply and testing of installed devices To monitor and manage budget performance	monitoring and quarterly reporting to Council through the Business Services Program Refine backflow prevention register and undertake review of all registered devices to ensure compliance is being adhered to and relevant licence fees are adequately captured/enforced by December 2009 100% of set budget parameters achieved and reported monthly and quarterly through the Business Services Program
6.4.3	Maintenance (Water)	Provide consistent high standards of water supply to serviced communities where both practical and viable **(Corporate Plan Strategy 6.3)** Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards **(Corporate Plan Strategy 6.5)** Develop a comprehensive asset management strategy to support maintenance, replacement and enhancement of water and waste assets **(Corporate Plan Strategy 6.6)**	Manage the maintenance of all water assets to ensure the infrastructure required to treat, store, transport and deliver high quality treated water to all of our customers is maintained to meet the required level of service as outlined in the Performance Plan For water service response times to exceed the adopted service levels	Preventative maintenance schedules prepared and asset performance tracked in order to ensure a continuous high quality supply of water. Preventative Maintenance scheduling to be refined and targeted in consideration of budget and resourcing constraints of civil and mechanical service teams Undertake a review of the preventative maintenance program to ascertain budget and resources required for implementation Review the Preventative maintenance program to determine relevance and impact Process for reactive maintenance service response times to be refined and optimised – currently measured through	Preventative maintenance schedules prepared for civil and mechanical teams on a monthly basis To be rolled out to treatment assets by March 2010 10% decrease in reactive maintenance by June 2010 Report by November 2009 In consultation with Business Services, review current reporting process through Pathway by December 2009. Implementation and reporting by March 2010

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6.4 - OPERATIONS

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Maintenance (Water) (Cont'd…)			Pathway system	In consultation with Business Services, review the possible use of the system to cover treatment function by February 2010 In consultation with Business Services, develop an optimised reporting system based on the above findings June 2010 100% achievement of performance plan KPIs
				Water quality levels to be maintained during all maintenance activities as specifically defined in the Performance Plan To monitor and manage budget performance	100% achievement of budget reported monthly and quarterly through the Business Services Program
6.4.4	Operations (Waste Water)	Plan and develop the most appropriate wastewater system for communities in the region **(Corporate Plan Strategy 6.4)**	Management of waste water operations, including compliance with discharge limits, beneficial reuse and utilisation initiatives, and compliance with regulatory requirements To treat the urban sewage and dispose of by-products efficiently and in a manner that minimises the impact on the environment and will not compromise the health of the community	All waste water treatment plants to operate within regulations, contract requirements and licences, ensuring environmental compliance	Monthly, quarterly and annual reporting through the Business Services Program 100% legislative compliance 100% achievement of all contractual performance indicators
				100% beneficial reuse of biosolids	Monthly, quarterly and annual reporting through the Business Services Program
				To monitor and manage budget performance	100% achievement of budget reported monthly and quarterly through the Business Services Program
				Detailed understanding and optimisation of operating costs	In consultation with Business Services, undertake a detailed

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6.4 - OPERATIONS

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Operations (Waste Water) (Cont'd...)				review of Operational costs by September 2009
				Complaints will be responded to as per Performance Plan Service Standard	100% achievement of performance plan KPIs
				New waste water connections will be completed as per the Performance Plan Service Standards	90% achievement of performance plan KPIs
				Full cost recovery to be achieved for CCTV inspections associated with building over sewer audits	Ongoing process – quotes provided as customers apply with full cost recovery to be achieved for all inspections by June 2010
			Develop and update an Inflow and Infiltration management plan aimed at reducing the levels of inflow and infiltration in the network providing best value for money to Council	Inflow and Infiltration Management Plan and Community Engagement Plan.	Plans developed and approved by Council by September 2009
			Undertake Inflow and Infiltration Source Detection in accordance with the management plan	Complete works programmed and budgeted for 2009/10	Programmed works complete by June 2010
			Implement sewer remedial works to reduce the levels of Inflow and Infiltration	Complete works programmed and budgeted for 2009/10	Programmed works complete by June 2010
			Develop and update a Trade Waste Implementation Plan aimed at reducing the levels of trade waste in the network	Trade Waste Implementation Plan	Plan developed and approved by Council by November 2009 Plan reviewed by May 2010

Revised on 22/06/2009

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6.4 - OPERATIONS					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
6.4.5	Maintenance (Waste Water)	Plan and develop the most appropriate wastewater system for communities in the region **(Corporate Plan Strategy 6.4)** Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards **(Corporate Plan Strategy 6.5)** Develop a comprehensive asset management strategy to support maintenance, replacement and enhancement of water and waste assets **(Corporate Plan Strategy 6.6)**	Manage the maintenance of all of the waste water assets that collect, convey and treat sewage ensuring services to all customers are maintained as per the service levels outlined in the performance plan For waste water service response times, to exceed the adopted service levels whilst ensuring continuity of service to customers	Preventative maintenance schedules prepared and asset performance tracked (including register of spills / overflows). Preventative maintenance scheduling to be refined and targeted in consideration of budget and resourcing constraints of civil and mechanical service teams Undertake a review of the preventative maintenance program to ascertain budget and resources required for implementation Review the Preventative maintenance program to determine relevance and impact Process for reactive maintenance service response times to be refined and optimised – currently measured through Pathways system To monitor and manage budget performance	Preventative maintenance schedules prepared for civil and mechanical teams on a monthly basis in consideration of budget and resourcing constraints To be rolled out to treatment assets by March 2010 10% decrease in reactive maintenance by June 2010 Report by November 2009 In consultation with Business Services, review current reporting process through Pathway by December 2009. Implementation and reporting by March 2010 In consultation with Business Services, review the possible use of the system to cover treatment function by February 2010 In consultation with Business Services, develop an optimised reporting system based on the above findings June 2010 100% achievement of budget reported monthly and quarterly through the Business Services Program
6.4.6	Waste Water Recycling	Plan and develop the most appropriate wastewater system for communities in the region **(Corporate Plan Strategy 6.4)** Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service	Management of the water recycling operations, including compliance with application limits and regulatory requirements To manage the quality and storage of recycled effluent in a manner that minimises the impact on the environment and will not	To monitor and manage the contracts with end users and budget performance To review end user contracts and introduce / amend where necessary	Monthly and quarterly reporting 100% legislative compliance Review by December 2009, in consultation with the Business Services Program Monthly, quarterly and annual

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6.4 - OPERATIONS

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Waste Water Recycling (Cont'd...)	standards **(Corporate Plan Strategy 6.5)**	compromise the health of the community To manage the application of recycled water for irrigation purposes to maximise the beneficial reuse opportunities	Effective operation and maintenance of the recycling operations in line with legislative and contractual requirements Maximise beneficial reuse of recycled water for irrigation purposes within business operating rules	reporting through the Business Services Program Nil non-regulated discharges On a 10-year rolling average 88% of recycled water used for irrigation purposes
6.4.7	Trade Waste	Plan and develop the most appropriate wastewater system for communities in the region **(Corporate Plan Strategy 6.4)** Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards **(Corporate Plan Strategy 6.5)**	Maintenance and review of the Trade Waste Management Plan and Policy Engagement and education of the business community regarding trade waste (in consultation with Business Services Program) Development of a Regional Trade Waste Development Forum Manage trade waste discharges within the Mackay region in order to address compliance with the trade waste policy, ensure community safety and protection of wastewater infrastructure and the environment	Licensing of trade waste generators within area of operation Ongoing monitoring of compliance Development and participation in regional trade waste development forum Assist the Business Services program to prepare and deliver education and engagement programs on the trade waste To monitor and manage budget performance	Ongoing. Monthly reporting on compliance and licensing activities through the Business Services Program 50% increase in licensing Forum developed by March 2010 50% increase in business awareness between initial assessment in August 2009 and follow up assessment in April 2010 100% achievement of budget reported monthly and quarterly through the Business Services Program.
6.4.8	Plumbing Inspections	Embrace and incorporate changing legislation and water industry reform **(Corporate Plan Strategy 6.7)** Provide professional, responsible timely and accessible services to external and internal customers that reflect the values of the	Manage plumbing inspections within the Mackay region in order to ensure legislative compliance, community safety and protection of water and waste water infrastructure and the environment	Ongoing monitoring of compliance To monitor and manage budget performance	Ongoing. Monthly reporting on compliance through the Business Services Program 100% achievement of budget reported monthly and quarterly through the Business Services Program

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6.4 - OPERATIONS					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
		organisation **(Corporate Plan Strategy 7.2)**			
6.4.9	Scientific and Analytical Services	Provide consistent high standards of water supply to serviced communities where both practical and viable **(Corporate Plan Strategy 6.3)** Plan and develop the most appropriate wastewater system for communities in the region **(Corporate Plan Strategy 6.4)** Maintain and enhance existing wastewater, water treatment and supply systems to improve existing customer service standards **(Corporate Plan Strategy 6.5)**	Sampling and testing of finished and raw water sources to ensure required levels of quality are maintained Sampling and testing of wastewater to ensure required levels of quality are maintained and controlled Sampling and testing of the receiving environment Sampling and testing of trade waste sources to ensure compliance To provide technical advice as required in relation to wastewater quality, raw water and potable water quality To provide scientific and analytical services to Mackay Regional Council and external sources	To take samples to monitor water and waste water operations fall within statutory and legislative requirements and maintain water and effluent quality as detailed in the Performance Plan To sample whether trade waste discharged into the sewerage system meets approval requirements To monitor and manage budget performance	Monthly, quarterly and annual reporting against performance targets to internal and external audience through the Business Services Program Achieve NATA accreditation by March 2010 As per Trade Waste Management Plan requirements 100% achievement of budget reported monthly and quarterly through the Business Services Program

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6.5 - WASTE SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
6.5.1	Waste Services Management	To provide and manage high-quality water and waste programs on a commercial basis that meet social and environmental objectives **(Corporate Plan Objective 6)** Maintain and enhance the operation of existing waste management sites and investigate options for alternative waste technology **(Corporate Plan Strategy 6.10)** Promote a best practice culture within our organisation that embodies customer service excellence **(Corporate Plan Strategy 7.1)** Provide professional, responsible timely and accessible services to external and internal customers that reflect the values of the organisation **(Corporate Plan Strategy 7.2)**	Provide direction and leadership to the Waste Services Team to achieve established performance targets Development and continuous improvement of management systems, operations and maintenance activities within the program, to ensure implementation of ongoing service efficiencies and in turn improve levels of service Assistance in identification and planning for the current and future waste needs of the Mackay Regional Council area Financial management of service area Manage revenue generation, and funding for Mackay Waste Services (in consultation with the Business Services Program) Management of organisation-wide matters as they relate to the business unit including Workplace Health and Safety, Continuous Improvement and Risk Management.	Prepare, implement and regularly revise a long-term strategic business plan for Mackay Waste Services Effective and timely reporting on key issues to Council, internal reporting, external correspondence and stakeholder engagement Review and adjust internal policy, procedures and operational targets to meet the requirements of changing legislations Management of stakeholder and legislative reporting requirements To monitor budget performance for overall Waste Services area Effective management of finance, funding, and waste services management Improve the safety culture of employees through effective partnerships with Council's Workplace Health and Safety program	Plan prepared and implemented by July 2009 Plan reviewed and revised on an annual basis by June each year Monthly, quarterly and annually reporting through the Business Services Program Ongoing to June 20102 - changes identified in quarterly operational plan review. 100% achievement of statutory reporting requirements through the Business Services Program 100% achievement of set program budget reported monthly to Council Revenue generation delivered as per adopted 2009/10 budget Zero harm to employees
6.5.2	Strategic Asset Management	Develop a comprehensive asset management strategy to support	Development and maintenance of waste asset management systems	All waste assets in the Mackay Regional Council area to be	50% asset capture by December 2009. 100% asset capture by

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6.5 - WASTE SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
		the maintenance, replacement and enhancement of water and waste assets **(Corporate Plan Strategy 6.6)**	and asset condition and performance program	identified and captured in the Hansen system	June 2010
6.5.3	Strategic Infrastructure Planning	Develop a comprehensive, sustainably funded, 10-year Capital Works Program for operating on a commercial basis **(Corporate Plan Strategy 6.2)** Maintain and enhance the operation of existing waste management sites and investigate options for alternative waste technology **(Corporate Plan Strategy 6.10)** Support economic growth within the region through the effective integration of water and waste planning with other council services. **(Corporate Plan Strategy 6.9)**	Develop a 10 year capital plan for the upgrade and replacement of waste facility infrastructure and the rehabilitation of waste sites incorporating outputs from the Regional Waste Strategy, asset management and strategic planning	Review recommendations of Regional Waste Strategy in relation to existing sites Evaluate composting options for green waste and sewerage sludge	Implement Regional Waste Strategy recommendations 5% reduction in volume of waste going to landfill on a per capita basis 100% diversion of green waste that is delivered to green waste sites and transfer stations
6.5.4	Detailed Infrastructure Planning	Maintain and enhance the operation of existing waste management sites and investigate options for alternative waste technology **(Corporate Plan Strategy 6.10)**	Identify and implement a plan of delivery mechanisms for the 2010/11 capital program	Delivery program developed and documented	Delivery program for 2010/11 program implemented by March 2010
6.5.5	Waste Services Operations	Embrace and incorporate changing legislation and water industry reform **(Corporate Plan Strategy 6.7)** Maintain and enhance the operation of existing waste management sites and	To collect, process and dispose of waste and recyclate collected from residential and commercial premises throughout the Mackay Regional Council area	Provision of waste services that meet all licence conditions and Council's operating policies	100% contractor compliance with contract conditions 100% achievement of statutory reporting requirements through the Business Services Program

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6.5 - WASTE SERVICES					
	Service Area/Project	**Outcomes**	**Strategies**	**Proposed Outputs**	**Performance Measures**
	Waste Services Operations (Cont'd....)	investigate options for alternative waste technology **(Corporate Plan Strategy 6.10)** Take a proactive leadership role in relation to future sustainability and potential climate change issues **(Corporate Plan Strategy 3.6)**	Management of waste services that provide a safe, healthy and environmentally compliant outcome Engage Consultant to advise potential impacts / required control measures to reduce waste facility carbon emissions and minimise ETS liabilities	Efficient and responsive community waste services provided throughout the Mackay region Evaluation of greenhouse gas emissions from current & former landfills across the region Determine reporting requirements under NGER Act	8% increase in recycling/tonnage to Materials Recovery Facility Zero non compliance issues Consultant's Report prepared by July 2009 Introduction of appropriate Report recommendations by June 2010 through the Business Services Program

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6.6 - BUSINESS SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
6.6.1	Business Services Management	Implementation of service-level agreements with all Council service providers **(Corporate Plan Strategy 6.11)** Develop and maintain long-term water and waste strategic business plans to enable accurate future planning and the provision of high-quality services **(Corporate Plan Strategy 6.1)** Embrace and incorporate changing legislation and water industry reform **(Corporate Plan Strategy 6.7)** Promote a best practice culture within our organisation that embodies customer service excellence **(Corporate Plan Strategy 7.1)** Provide professional, responsible timely and accessible services to external and internal customers that reflect the values of the organisation **(Corporate Plan Strategy 7.2)**	Formalise agreements for the provision of services to and from other Council programs and within the directorate's programs Develop a Business Management Plan to capture strategic and operational goals Regional Waste Strategy Provide direction and leadership to the Business Services Team to achieve established performance targets Effective and timely reporting on key issues to Council, internal reporting, external correspondence and stakeholder engagement Financial management of service area Management of organisation-wide matters as they relate to the program including Workplace Health and Safety, Continuous Improvement and Risk Management	Service level agreements with key Council programs and internal stakeholders A Business Management Plan for Mackay Water Services and Mackay Waste Services, supported by a financial model capable of scenario testing A performance management plan that supports the overall business plan Review, amend and adopt performance targets as part of the performance plan Coordination and submission of stakeholder and legislative reporting requirements Review and adjust internal policy, procedures and operational targets to meet the requirements of changing legislations To monitor budget performance for program area Improve the safety culture of employees through effective partnerships with Council's Workplace Health and Safety program	Draft agreements produced by June 2010 2010/11 Mackay Water Services and Mackay Waste Services Business Management Plans prepared by May 2010, and adopted by Council Regional Waste Strategy adopted by Council December 2009 Performance Plan adopted by Council December 2009 Review performance plan targets by December 2009 Ongoing to June 2010 Ongoing to June 2010 100% achievement of set program budget reported monthly to Council Zero harm to employees

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6.6 - BUSINESS SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
6.6.2	Change & Communication	Promote a best practice culture within our organisation that embodies customer service excellence **(Corporate Plan Strategy 7.1)** Encourage the dissemination of accurate and relevant information within the organisation and in the community **(Corporate Plan Strategy 7.9)** Build and strengthen Council's standing in the community through a variety of communication, branding and marketing opportunities **(Corporate Plan Strategy 7.14)** Encourage recycling, reuse and reduction of community waste through an effective education program **(Corporate Plan Strategy 6.8)**	Undertake a cultural survey of the workforce Undertake a strategic human resource development needs investigation across the business Identification of effective communication strategies for the business Provide relevant information to customers through the corporate website Preparation of reports, procedures, internal reporting of the business improvement section Development of strategies to encourage greater community participation in water conservation The development of strategies to encourage greater community participation towards: a) recycling and other waste minimisation initiatives based on the waste hierarchy of reduce, re-use and recycle b) preventative practices in relation to stormwater pollution, illegal dumping, litter prevention and recycling contamination	Action plan that addresses business areas requiring improvement Matrix that identifies current employee skills sets against those required for future business A communication plan with targets to increase internal and external awareness of the business A website that clearly communicates the activities and goals of the directorate Effective internal reporting Increased awareness of water conservation through the implementation of effective communication strategies a) An enhanced waste minimisation ethic within the community encouraging sustainable waste minimisation practices b) Reduction in environmentally harmful activities in the residential and small business sectors	Undertake survey and develop action plan by December 2009 Develop a matrix for essential and desirable skills, for the Commercial Services business by March 2010 Communication plan developed by December 2009 Website review by August 2009 Updates - ongoing Monthly, quarterly and annually Undertake a desktop audit of other regional water businesses to ascertain best practice by October 2009 Community education program incorporating 10 school visits to the Materials Recovery Facility and 10 presentations to schools by June 2010
6.6.3	Governance & Regulation	Embrace and incorporate changing legislation and water industry reform **(Corporate Plan Strategy 6.7)** Promote a best practice culture	Undertake a review of statutory reporting requirements and develop a methodology for the sourcing of relevant data Coordinate the submission of all	A centralised source for data to ensure accurate statutory reporting	Review completed by August 2009 Methodology developed by September 2009

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6.6 - BUSINESS SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Governance & Regulation (Cont'd...)	within our organisation that embodies customer service excellence **(Corporate Plan Strategy 7.1)**	statutory and internal reporting for the directorate	Management of stakeholder and legislative reporting requirements	Ongoing to June 2010
		Develop and implement proactive risk- management strategies to reduce risk to the Council and the community **(Corporate Plan Strategy 7.17)**	Develop Standard Operating Procedures (SOPs) for task related activities	SOPs that cover safety, environmental and quality aspects for all task related activities	Review of existing SOPs – August 2009 Identification and preparation of SOPs – ongoing to June 2010 Development of an auditing regime for SOPs – December 2010
		To provide and manage high-quality water and waste programs on a commercial basis that meet social and environmental objectives **(Corporate Plan Objective 6)**	To review the approved TMP on an ongoing basis to reflect the changes within the business Efficient management of the general water and waste water administrative business operations against legislative requirements (primarily the TMP) and in consideration of accepted customer service standards	Provide annual report as per Total Management Plan Action Plan Manage the implementation of management plans and programs under EPA as per Total Management Plan.	Annual report to be prepared by March 2010 As stipulated in the TMP
6.6.4	Financial Management	To provide and manage high-quality water and waste programs on a commercial basis that meet social and environmental objectives **(Corporate Plan Objective 6)**	Waste Services operating as a Type 2 Commercial Business through the implementation of Orion Consultants Report recommendations To review the approved TMP on an ongoing basis to ensure subsidy funding can be received Efficient management of the general water administrative business operations against legislative requirements (primarily the TMP) and in consideration of	Notify Minister that Waste Services has exceeded the threshold for Type 2 Business Activity Undertake Public Benefit Assessment (PBA) and prepare PBA Report To ensure actions identified in each of the sub-plans for the 2009/10 financial year are managed within budget and timeframes stipulated Preparation of Infrastructure Charges Plan (water) in line with the deadline as per Total Management Plan Action Plan	In consultation with Council's Financial Services program PBA assessment & Report completed by October 2009 Quarterly report on progress on action plan outcomes As identified in the TMP

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6.6 - BUSINESS SERVICES

	Service Area/Project	Outcomes	Strategies	Proposed Outputs	Performance Measures
	Financial Management (Cont'd...)		accepted customer service standards		
			Undertake financial management review of operational areas	Detailed understanding of time, cost and efficiency of all activities across the directorate. From this, implement system to better manage these services and establish opportunities for efficiencies.	Detailed review of all current operational activities and costs by March 2010 Development of strategies to improve operating efficiencies by June 2010
			Improve & optimise current finance system / job numbering to enable clear vision and effective management of all business units operating costs	'User friendly' and efficient system for supervisors and staff to correctly charge job costs to applicable areas	Optimisation of job costing system by December 2009 (in consultation with Council's Finance program)
			Financial management of directorate	To monitor budget performance for all directorate areas	Coordinate monthly and quarterly reporting
			Effective and timely reporting on key issues to Council, internal reporting, external correspondence and stakeholder engagement	Coordination and submission of stakeholder reporting requirements	Ongoing to June 2010, including compliance with budgetary reporting and preparation requirements
			Undertake detailed review of revenue generation, operating costs and funding for business units	Clear understanding of business operating costs to ensure full cost recovery is being achieved where applicable	Detailed review of revenue, operating costs and funding by December 2009 (with Finance Manager) Ongoing review – through Quarterly Performance Plan Reporting
			Design, develop and implement a comprehensive and robust water and waste services pricing strategy	Ensure that the business is commercially sustainable while providing best value to its customers	Report prepared and adopted by Council by December 2009, implementation by June 2010

ENGINEERING SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES REPORT – MONTH ENDING MAY 2009

Author **DIRECTOR ENGINEERING SERVICES**

Purpose

To review Engineering Services Department highlights and significant issues for the month ending May 2009.

Background and Discussion

Highlights and Significant Issues for period are as follows: -

- **Engineering Services Management**

Coordination of project meetings, briefings and reports on the following projects:

- On-site meetings with portfolio Councillors and residents on a range of issues.
- Attendance at Workshop regarding the development of the New Disability DA Action Plan.
- Meeting to discuss Mackay Base Hospital Redevelopment.
- Attendance at the LGAQ Community Planning Workshop.
- Presentation given at Bluewater Quay 'Sneak Preview'.
- Site visit to Q150 Project and Convention Centre.
- Participation in Elected Member Training 2009.
- Meeting with Dept Main Roads regarding Bridge Road Cost Estimate.

On-going involvement in the following areas:

- Mackay Water Recycling Project (ie: PCG and DAB), Mackay Development Advisory Board, Management Leadership Forum and Sustainable Futures – Transport Working Group Committee.
- Development of Departmental Budgets for 2009/10
- Attendance at QTCCC Meeting in Brisbane.
- Management Leadership Session with Ken Salisbury and Program Managers.
- A Supplier Information Forum was held in conjunction with Commercial Services to advise local suppliers and contacts on the forthcoming Capital Program. It was well attended and well received.

- **Construction**

Works have been completed on the following projects:

- High Street reseal, Burges St to the top of the Cul de Sac.
- Percy Court Retaining wall.

Works have been substantially completed on the following projects:

- Alfred / Macalister St roundabout
- Alfred St between Wellington and Macalister
- North Inneston Street

The following projects are in progress:

- Cabbage Tree Rd drainage.
- Kenilworth St stormwater drainage, footpaths, kerb, landscaping, blister islands, and pavement rehabilitation.
- Blacks Beach Road Drainage (Bourke St)
- Palm Tree Creek Bridge approaches
- Victor Creek Pontoon
- Sunset Drive Ramp Widening
- Kennys Road - Railway Crossing Footpath
- Dimmock Street Shoulder Treatment
- Mirani Skate Bowl
- Mackay reseals
- Sarina reseals
- Glendaragh Road
- Sarina boat ramp widening
- Schmidtkes Drain near Connors Road
- River Street Extension past Canelands is due to be finished mid August by Camco Constructions.
- Pugsley Cameron Street Walkerston
- Stayts Road Footpath
- Sarina Primary School car park
- Northview Gardens drainage works
- Archibald and Milton Sts
- Nadarmi Drive Footpath
- Kennys Road
- Sarina Beach Road
- Pinder St disabled parking bay
- Shiral Dr /Challenger St Intersection (Modified Tee)
- JarrahSt /Shiral Dr Intersection (Modified Tee)
- Macalister Street Pavement Improvement, Alfred to Gordon
- Armstrong Beach Road, Chainage 3 500 to 6 000 and Miran Khan Intersection
- Kennys Road - Railway Crossing Footpath
- Salmon Avenue Drainage (between Danastis & Eimeo Rd)

The following projects have been tendered:

- The Gregory Street Bus Shelter Project tender period has closed; tenders are being evaluated.
- Farleigh Habana Road has been awarded to Epoca and is due to start mid June.
- Rae St Drain has been awarded to Epoca and is due to start end June.
- Shoal Point Road has closed and is under consideration.
- Iluka Park has closed and is currently being assessed.

Special Projects:

Bluewater Quay

- The Market Place area is complete and ready for handover to Mackay Regional Council on 19 June 2009. This exciting area includes the covered area for Market or other activities and includes fencing, landscaping, concrete paved areas a toilet facility, seating and lawn areas.
- The Boardwalk/Promenade area which includes a stage area will also be completed by 19 June 2009.
- The Childrens' play area is complete and includes a special soft ground surface around the play equipment area.
- The water feature adjacent to the playground area is progressing as is the landscaping which will be completed, weather permitting, by the end of June 2009.
- River Street area should be reopened before the end of June for pedestrian and vehicle access.
- Work from the existing fishing platform to the new fishing jetty is progressing well now that the weather is being kinder to this project. Landscaping and concrete paving is being carried out.
- The Market Place /Boardwalk areas will be handed over progressively to Mackay Regional Council as soon as is practical so that the public may enjoy these facilities.

Depot

- Fill is continuing to be placed and compacted and is nearing completion.
- Work is continuing on the conceptual design
- Legal advice has been employed for the drafting of the Conditions of Contract.
- Progressing of the detailed design of the building elements.
- The Request for Expressions Of Interest (REOI) is to be advertised in June.
- Negotiations are progressing for the purchase of the extra land from Silverton
- GHD are engaged for the design of the extension to Crichton's Road

- **Maintenance**

Customer Requests – Received 302 – actioned 422

Maintenance Grading in the following areas:

- Medium formation grading – Belmunda – Greenmount – Marian – Mt. Ossa .
- Heavy formation grading – Alligator Creek – Sarina – Sarina Range – Bloomsbury - Eton – North Eton – Eungella Dam – Greenmount – Kolijo – Koumala – Marian Mirani – Palmyra – Pindi Pindi.
- Shoulder Cut off – Greenmount
- Shoulder Grading – Marian – Mt. Ossa

Patching : General maintenance patching, customer requests and Water Board patching in all areas.

Drainage Maintenance : Routine vegetation control and minor re-profiling works

Main Roads RMPC:

- Pothole patching – Sarina – Marlborough Road
- Other Bituminous Works – Bruce Highway South / Hay Point Road / Sarina – Marlborough / Sarina coast
- Formation Works – Maraju – Yakapari / Yakapari – Habana / Koumala – Bolingbroke / Gargett – Mia Mia
- Slashing Rural –Marian – Hampden / Yakapari – Seaforth / Maraju – Yakapari / Mackay – Eungella / Bruce Highway South.
- Slashing Urban – Bruce Highway South / Bruce Highway North / Mackay – Bucasia / Mackay – Slade Point.
- Clearing Works – Peak Downs Highway
- Road Side Sweeping – Mackay – Sladepoint
- Rest Area Servicing – Bruce Highway – North (Palm Tree Creek)
- Surface Drain Cleaning – Maraju – Yakapari / Yakapari – Habana.

- **Technical Services**

  - Development and design of projects for saturation damage projects throughout Council area
  - Development and design of projects within current capital works programme
  - Preparation and lodgement of development applications in relation to CWP projects such as Sarina Beach Boat Ramp, Lagoon Creek Bridge and McEwens Beach Replenishment
  - Discussion with GHD and Service providers regarding future road construction at Connors Road (Farrelly's to Archibald)
  - Discussions with Consultants and developers involved regarding design works, infrastructure agreement and division of costs for Farrelly's Lane (Connors to Milton) construction
  - Discussions and concept development with DMR and Developer regarding Bruce Highway upgrade and Boundary Road West reconstruction and upgrading
  - Discussions with DMR regarding Bridge/Hume demaining proposals
  - Attendance at discussions regarding Industrial Land planning and Hay Point Augmentation Proposals
  - Attendance at discussions with EPA regarding Midge Point Erosion
  - Attendance at discussions with Qld Health representatives regarding Base Hospital upgrading proposals
  - Street Meeting Tennyson Street Parking proposals
  - Ongoing negotiations with Group Engineering regarding the installation of CCTV in the City Heart
  - Ongoing discussions and concept development regarding Malcomson Street (Mackay Bucasia to Norris) upgrading and Malcomson/Greenfields Intersection upgrade

- **Parks and Environment**

- 231 customer requests were received in May, with 129 attended
- The program currently has 11 vacant positions
- 24,952m2 of garden beds were maintained during the month
- Public conveniences were serviced 2649 times and 1192 BBQ services were performed
- 6 subdivision on and off maintenance inspections were carried out
- 494 council trees were pruned, 294 were removed and 936 were watered by the arboriculture team
- Haliday Bay swimming enclosure was repaired
- Major coastal fencing replacement project was undertaken at Illuka Park by the Marine Beaches team
- 8345m2 weed control was conducted in natural environmental areas
- 250 seedlings were given away to residents to promote the benefits of growing native plants
- Coastal Management Guidelines were adopted by Council
- Council agreed to join the Reef Guardian Council program run by the Great Barrier Reef Marine Park Authority. A steering committee was established, a workshop held and staff prepared a draft action plan as part of the requirements for joining this program. The final report will be considered by council in July and a regional program launch will be held on July 17th at the Seabreeze Tavern at Lambert's Beach
- Several staff members attended Crime Prevention Through Environmental Design (CPTED) training
- Council staff supported the Wetland Walkabout open day held Sunday May 31st by organising and staffing stalls and activities on the day
- Natural Environment Coordinator attended the Queensland Coastal Council's Forum and Queensland Coastal Conference
- Monash Way walkway, Ooralea returfed and gardens re-established as per commitments in response to resident's petition
- 20 parks bookings were received for events held in parks during May
- Staff met with Pioneer Catchment and Landcare group representatives to formulate a project brief for the Community Environmental Project (funded through the Natural Environment Levy) involving water quality monitoring in the Lagoons and Gooseponds waterbodies
- Staff were involved in the Built Environment and Natural Environment sub groups of the Sustainable Futures Committee
- Management Plan for Sandfly Creek Environmental Reserve currently in preparation
- Shelters were constructed as part of the RCIP shade provision in Parks grant works (see photos below)

Picnic Shelter Cheong Park

Picnic Shelter Jaycee Park

New play equipment Sarina Beach

Mackay Regional Botanic Gardens

- **May 9 and May 23** – Members of the Gardens Friends joined MRBG staff planting in the Australian Regional Flora Terraces. 350+ special plants from our region and other areas including the South-east, Great Sandy, Capricornia, Western Qld and Northern New South Wales to trial what will grow here in Mackay, showcase different plant communities and preserve rare and endangered flora from these areas ex situ.
- **May 9** - Healthy Heart walk for cardiac rehabilitation patients of the Mater Hospital. 50 Patients and staff used the Botanic Gardens for this annual event that promotes ongoing activity and the Gardens as a venue for walking, along with the 10 000 steps trail.
- **May 17** – Gardens Friends display at the annual Palm & Cycad Fair, Farleigh. Gardens Friends and the Botanic Gardens Visitor Services Officer Maya Harrison provided information and displays about the Gardens and sold souvenirs from the Gardens Shop.
- **May 30** - Society for Growing Australian Plants (SGAP) bee - planted 130 rare and uncommon plants in the Ethnobotany Medicinal Plants, Brigalow Belt and Dumbleton Rocks, Koumala Range and Pioneer Peaks Gardens.
- **May 31** – Botanic Gardens display at the Greenmount Heritage Fair. Visitor Services Officer Maya Harrison and Gardens Friends spoke on and provided handouts on the Botanic Gardens Heritage Garden and tough old fashioned plants for residents gardens. School and educational visits to the Botanic Gardens were also promoted with insect displays and by reminding everyone 'how to play' with interactive 'old fashioned' games like elastics, badminton and hopscotch.

Throughout May:

- 724 plants added to the Botanic Gardens Living Collection by staff and volunteers. 200+ plants donated to the Botanic Gardens by SGAP
- 7 weddings, 1 wedding reception and 1 naming ceremony hired lawns for ceremonies in April
- Vandalism has disappeared after high profile media coverage following Crime Prevention through Environmental Design (CPTED) training for MRC Councillors and staff with Mackay Police.
- Visitors Services Program hosted 5 guided school tours, 2 playgroups tours, 3 visitors to schools and a community guided walk for National Composting week.
- 372 hrs of Gardens Friends Volunteer work recorded in May.
- General Horticultural on site for the Gardens staff included 477 hrs planting, 140+ hrs of mowing, 139.5 hrs pruning, 55 hrs of irrigation repairs and 82 hrs mulching, 33 hrs whipper snipping, 17 hrs of weed spraying, 20 hrs treating pests and diseases. 2.5 hrs specialty research trials undertaken at the joint Botanic Gardens/DPIF Australian Centre for Lifestyle Horticultural (ACLH) Turf Trials.

Vandalism Media

Vile vandals uproot showcase gardens

Rare plants killed as heartless attackers destroy years of work

- Botanic Gardens Masterplan review commenced with a working group led by landscape architect Lawrie Smith AM. The Masterplan will be presented to Council in September for comment and review.
- Planning continued for upcoming Botanic Gardens Australian & New Zealand (BGANZ) conference in October 7-11.

Consultation

There has been consultation with Engineering Services Program Managers.

Resource Implications

Nil.

Conclusion

The relatively dry weather experienced during May allowed good progress to be made with maintenance activities and capital projects, and attending to customer requests.

Director's Recommendation

THAT this report be received.

Schedule A- Council Action Plan

Reef Guardian Council action plan for: Mackay Regional Council Financial year: 2009 to 2010

Code	Project Name	Simplified Background, Notes	Department's Responsible	Current percentage level of commitment	Councils current status of projects	Potential development in 12 month period for MRC	Climate change action	Reef Guardian School action	For other actions	For communication	For further engagement
CPART20	Land for Wildlife Program	Land for Wildlife is a voluntary, non-binding programme that encourages and supports landholders to provide habitat for native plants and animals on their property. Council will facilitate landholders in the region to join the program, by sponsoring property assessments and promoting the program.	Natural Environment Section Specialist consultant	High	• Council has allocated $12,000 this financial year (from the Natural Environment Levy) to undertake land for wildlife assessments. The current cost per assessment is $500 - up to 24 assessments can be undertaken per year • Promote the Land for Wildlife program via media articles, field days and events, website, newsletters etc	Continue to allocate funding for property assessments according to demand			Future opportunity: Develop a GIS layer of land for wildlife properties for internal use	Promote the program through the media	Hold an annual land for wildlife field day on a land for wildlife property Develop a database of land for wildlife properties
GI	Natural Environment Levy	The Natural Environment Levy is collected via rates and used to fund environmental projects across the Mackay region The aim of the levy is to fund projects that address the following broad objectives: • Protect, manage and enhance ecologically significant areas on public and private land and encourage best practice in native vegetation and waterway management • Monitor health of native vegetation, water quality and ecosystems • Provide a range of types and styles of projects including pilot projects • Ensure an integrated catchment management focus to ensure multiple benefits (i.e. for biodiversity, land degradation, water quality, community wellbeing, economic and commercial gains)	Natural Environment Section Natural Environment Advisory Committee	High	• Community Environmental Projects • Special Projects • Capital projects • MNEC • Schools Program • Habitat Restoration Team • Land Acquisition Fund	Continue to collect the levy and use it to undertake projects in line with the broad objectives			Priority action for community involvement	Promote the program through the media	
LVEGE33	Land Acquisition Fund	20% of the Natural Environment Levy is set aside each year for strategic land acquisition. The purchase of land is guided by the land acquisition policy Fund guided by LMS (with a $1 million cap)	Natural Environment Section Natural Environment Advisory Committee	High	• Funding is available for strategic land acquisition	Continue to allocate 20% of the levy funds for strategic land acquisition in line with the land acquisition policy					
LVEGE9	Management Plan preparation	To prepare management plans for natural areas, environmental reserves and significant species to guide management activities and ensure best practice management of natural areas and significant species	Natural Environment Section Specialist consultants	High	• Funding is made available from the Natural Environment Levy to prepare management plans • Sandfly Creek Environmental Reserve Management Plan is currently in preparation • Coastal Guidelines and individual beach management plans are currently in preparation	Continue to allocate funding from the Natural Environment Levy for management plan preparation		Potential role for Reef Guardian Schools, directed by the management plan			
LVEGE2	Natural Environment Plan	The Natural Environment Plan aims to identify the extent and location of vegetation communities, provide and assessment of significant areas for protection and management and provide an action plan for the protection management and rehabilitation of remnant vegetation The plan only covers Mackay at this stage, and the will need to be reviewed to incorporate newly amalgamated local government areas.	Natural Environment Section Natural Environment Advisory Committee Specialist consultants	High	• The existing Natural Environment Plan needs to be reviewed, updated and expanded	Allocate funding for the review of the Natural Environment Plan, and undertake the review to produce a more detailed and updated plan which covers fauna as well as vegetation		Potential role for Reef Guardian Schools, directed by the management plan			
LPEST7	Pest Management Plan	To prepare a pest management plan and updated annual action plan to facilitate ongoing, coordinated and effective management of pest plants and animals within the Mackay region	Pest Management Officers	High	• Council is currently reviewing its 5 year pest management plan • The action plan is reviewed on an annual basis	Allocate funding to the pest management area to implement the actions contained in the pest management plan Seek funding to implement further actions					

Code	Project Name	Simplified Background, Notes	Department's Responsible	Current percentage level of commitment	Councils current status of projects	Potential development in 12 month period for NRC	Climate change action	Reef Guardian School action	For other actions	For communication	For further engagement
LPEST9	Regional pest management affiliation	Participate in the Mackay Whitsunday Regional Pest Management Group as an effective way of sharing information, resources and knowledge. Work collaboratively to reduce the impacts of pests in the region and increase awareness of best management practices.	Natural Environment Section Pest Management Officers	High	• Attend quarterly regionally pest management group meetings • Collaborate on regionally relevant projects • Provide funding support via LNC for projects where appropriate • Council hosts meetings periodically and showcases local pest management projects	Continue to attend meeting, share knowledge and participate in regional projects		Potential role for Reef Guardian Schools, directed by the management plan		Promote the activities of the group	Develop regionally-based pest information and education material
LPEST11	Biological control	Facilitate the implementation of appropriate biological control measures to control pests on council, freehold and leasehold land.	Natural Environment Section Pest Management Officers Parks and environment staff Other agencies including Mackay Whitsunday Regional Pest Management Group	Medium	• Council has released 3 biological control agents for water weed control at the Mackay Regional Botanic Gardens • As numbers build up, the biological control agents will be transferred to other areas within the Mackay region to control water weeds • Biological control agents will be made available for other projects in the Mackay Whitsunday region in partnership with the Mackay Regional Pest Management Group (subject to availability) • Council has provided a housing facility and help to produce host material for Cat's Claw Creeper control agent	Monitor the success of the biological control as an effective control technique Continue to release biological control agents at weed infested sites Investigate options for biological control of terrestrial weeds		Reef Guardian Schools may be interested in studying biological control and helping release or monitor agents		Promote successes through media outlets	Potentially liaise with local land holders and develop field days or educational material in line with LMP
LPEST10	Pest management education	Facilitate pest management forums for landholders to discuss pest plant and animal issues and strategies Produce educationally material on local and regional pests	Natural Environment Section Pest Management Officers Regional Pest Management group Other groups such as DPI&F, Landcare groups etc	Medium	• Council currently participates in these pest management field days and events • Council produces its own educational material and also contributes to regional material	Continue to participate in field events and forums to raise awareness about pest management issues and pest practice control techniques Continue to produce educational material and provide links to material produced by other organisations		Reef guardian schools may be interested in learning about pests		Promote awareness of pests and control techniques	
LVEGE1	Coastal Management Project	This program aims to protect beaches, dunes and coastal wetlands in the Mackay Region and where opportunities exist, restore these sensitive environmental areas to enhance their natural values and appeal, whilst allowing for appropriate recreational access and use Individual management plans to be developed for Mackay Regional Council beaches.	Natural Environment Section Reef Catchments and other organisations including CRRMP A and Local Landcare groups	High	• A Coastal Project Steering Committee has been set up • Coastal Management Guidelines have been produced in partnership with Reef Catchments and were adopted by Council in May 2009. • 17 individual beach management plans will be produced • This project builds on the highly successful Sarina Sustainable Landscapes project	Continue to undertake the coastal management project Seek funding to implement actions		Work with reef guardian schools and other interested schools to implement the actions in the individual beach management plans	Apply the coastal management guidelines to beaches in the Sarina area and review the 7 action plans for Sarina beaches to make them a standard format, whilst allowing for site specific actions	Promote the coastal management guidelines, beach plans and actions undertaken	Involve the community with the development and implementation of the individual beach management plans
LERO10	Shoreline Erosion Management Planning	Develop Shoreline Erosion Management Plans for coastal areas experiencing significant erosion in accordance with Queensland EPA guidelines	Natural Environment Section Engineering Services	Medium	• Council has undertaken SEMP's for St Helens and McEwens beaches • A funding application is pending to undertake a SEMP for Midge Point	Prepare a SEMP for Midge Point			Identify other areas that may require a SEMP to identify appropriate coastal erosion management options		
LVEGE29	Native Plant propagation	Collect seed and propagate local native plant species to utilise in revegetation projects on public land	Natural Environment Section Community volunteers	High	• Council staff currently work with community volunteers to propagate local native plants			Potential Reef Guardian Schools involvement			
LVEGE30	Native plant giveaways	Promote the use of local native plants through giveaway programs		High	• Council currently makes 2 free seedlings available per property, per year through the Mackay Natural Environment Centre • Additional plants are given away at field days and events • Plants are donated to schools and community groups when available			Potential Reef Guardian Schools involvement			
WSTOR4	Stormwater Quality Management Plan (SQMP)	SQMP is a legislative requirement. Current SQMP is for Mackay city. New SQMP needs to be developed for Mackay region. (current one is 2006 for the Mackay city	Natural Environment Advisory Committee	High	• Current SQMP for Mackay released in 2006 •	Progress towards updating SQMP for Mackay region					Consider opportunities to work with the

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		only)	Stormwater Officers Specialist consultant								GBRMPA
WRES4	Goonpond Ck Catchment Management Plan	GCMP has been prepared to assist with the provision of adequate stormwater quality measures for existing water quality as well as riparian vegetation	Natural Environment Advisory Committee Stormwater Officers	High	• Final Draft CMP completed in June 2008. • Re-vegetation was proposed as a part of the plan for various management units	Needs to be revised after final flood study report for Goonpond Public consultation strategy to be devised		Consider opportunities for Reef Guardian Schools.			
WRES4	Lagoons Catchment Management Plan	Lagoons CMP to be prepared following the Goonpond Creek CMP	Natural Environment Advisory Committee Stormwater Officers	Low	• Public consultation strategy needs to be planned			Consider opportunities for Reef Guardian Schools.			
WRES4	Goonpond Ck/ Vines Ck Flood Study	Determines affect of various changes including proposed vegetation in the catchment	Stormwater Officers Specialist consultant	High	• Flood study draft report being reviewed	Recommendations and results from flood study will be utilised for finalisation of Goonpond CMP					
WRES4	Pioneer River flood Study	A hydraulic study of the Pioneer River to guide planning and development in the catchment	Natural Environment Advisory Committee Stormwater Officers		•						
WRES4	McCready's Creek South - Stormwater Flood Study		Stormwater Officers Specialist consultant	Medium	• Includes Holts Rd to Golf Links Rd inc Richmond area						
WSTOR2	Example site based stormwater management plan - residential	To assist developers in submitting a development application similar to the example and hence create uniformity	Natural Environment Advisory Committee	High	• Consultant assigned for SBSMP • Workshops will be held in end-June and Example SBSMP will be released soon	Example SBSMP will be released to developers and relevant authorities				Potential of media support from the GBRMPA	Potential support from the GBRMPA
WSTOR2	Example SBSMP - Industrial	To assist developers in submitting a development application similar to the example and hence create uniformity	Natural Environment Advisory Committee	High	• Consultant assigned for SBSMP • Workshops will be held in end-June and Example SBSMP will be released soon	Example SBSMP will be released to developers and relevant authorities				Potential of media support from the GBRMPA	Potential support from the GBRMPA
WSTOR4	WSUD Guideline for SQDs	Plant selection and Bio-retention Filter media/Soil Specification Draft WSUD guidelines available.		Medium	• Draft Plant selection list for vegetated treatment systems released	Soil, filter media material classification to be done				Potential of media support from the GBRMPA	Potential support from the GBRMPA
WSTOR16	MUSIC modelling guidelines	Water quality design tool. To be updated with stormwater study outcomes and workshops to be conducted at the end of June 2009.		Low	• Distributed online	Need to update as per EPA guidelines and SQMP					
WQM10	Waterway Health Monitoring Program	Water and sediment monitoring. Considering incorporating the datasets with that of Reef Catchments, including sample points through the catchment.	Natural Environment Advisory Committee	High	• Quarterly ambient monitoring at 21 sites • Wet season event monitoring at 8 sites • Sediment sampling at 8 sites • Assess water quality in waterways • Sites mapped in Arc View	Ongoing					Consider for BGC reporting
WASM113	Litter management program	The Mackay regional Council program endeavours to visibly reduce the amount of litter in the environment and should encourage education and behaviour change through public advocacy. The program includes: • cover your load • littering and • Illegal dumping	Waste Services		Council have a compliance officer to conduct the litter management program	Continue to take advantage of opportunities to reduce littering in the region					
WASM16	Public place recycling	Providing recycling facilities at public venues means that the growing volume of packaging discarded is not a wasted resource, as it can be collected and recycled rather than going into landfill or becoming litter.	Waste Services								
WASM7	Kerbside recycling program	Recyclables may be collected all together (co-mingled) for kerbside collection. Bins are supplied as part of the service and remain the property of Council. Responsibility for cleanliness and safekeeping of the bin generally lies with the householder. The aim of the program is to reduce the output to landfills and increase the longevity of landfills. This will in turn reduce the amount of rubbish finding its way into waterways.	Waste Services								
WASM22	Recycling bin inspection program	Recycling bin inspection audits carried out by compliance contractors ensure the public is recycling right. The aim is to reduce the amount of contamination that spoils a load, and reduce contaminated materials having to go to landfill.	Waste Services								
WASM18	Event recycling program	Providing recycling facilities at appropriate community events. This means that the growing volume of packaging	Waste Services		Not conducted for all events within the local government area.						

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		discarded is not a wanted resource, as it can be collected and recycled rather than going into landfill or becoming litter									
WASM2	*Regional waste management strategy*	*Currently under review.*	*Waste Services*								
WASM14	*Prepare site based management plans for operating landfill sites*	*Mackay Regional Council's contract with Theiss Services includes a requirement of Theiss to prepare management Plans for Hogan's Pocket.*	*Waste Services*		*Under review post amalgamation.*						
WASM21	*Oil recycling program*	*The Mackay Regional Council has a limited oil recycling program at transfer stations. The program aims to encourage the environmentally sustainable management and re-fining of used oil and its re-use.*	*Waste Services*							*Potential media support to promote community use.*	
WASM2	*Resource Recovery Facility*	*A not for profit Resource Recovery Facility accepts goods that can be reused. It provides employment for people with a disability or disadvantaged jobseekers. Reusable are resold to the public.*	*Waste Services*		*Conducted through ChemClear ® -TriQ. Council owns the facilities and leases it to the operator.*						
WASM16	*Recycling drop-off points*	*Use drop-off recycling points at transfer stations to minimize the amount of unnecessary waste going to the Council's landfill. Recycling reduces environmental impacts saving on energy requirements for the extraction of raw materials whilst also reducing the requirements for landfill space.*	*Waste Services*								
WASM30	*drumMUSTER*	*Mackay Regional Council operates a number of drumMUSTER sites in the region. This is a national program for the collection and recycling of empty, cleaned, non-returnable crop production and on-farm animal health chemical containers. drumMUSTER provides a defined route to safely dispose of used chemical containers. The National Farmers Federation, CropLife Australia, Animal Health Alliance (Australia), Veterinary Manufacturers and Distributors Association and the Australian Local Government Association have together developed the initiative as the solution to the safe collection and recycling of cleaned chemical containers.*	*Pest and Regulation*								
WASM10	*ChemClear® host Council*	*The project is a chemical waste disposal programme for the safe management of unwanted rural agricultural and vet chemicals. ChemClear® is an industry stewardship initiative under the Industry Waste Reduction Agreement supported through funds contributed by farmers under the existing drumMuster levy, and, through a separate contribution from participating chemical manufacturer companies. The objectives of the ChemClear® programme are to:* *• Minimize the generation of unwanted rural chemicals* *• Minimize the accumulation of unwanted rural chemicals and any associated risks of impact to the environment, public health and trade* *• Provide for a collection and disposal service for rural chemicals* *• Provide a management system for unwanted registered rural chemicals.* *ChemClear® encourages any holder of unwanted rural chemicals to register their unwanted products on the booking line. ChemClear® relies on Councils to provide a suitable site for the collection of booked in waste from their Council area. All negotiations with the waste holder are undertaken by ChemClear®.*	*Pest and Regulation*								
LVEGE12	*Incentives for sustainable land management*	*Land for wildlife program (see LM1) Conservation rebates for properties which enter into a conservation or nature refuge agreement with the EPA*	*Rates section EPA*	*Medium*	• *This rate rebate is available* • *Information is available on the website regarding how to apply*	*Promote the availability of the conservation rebate more widely*				*Possible assistance from the GBRMPA communications department. Promote the availability of incentives through the media*	
LEBO16	*Community coastal and natural environment involvement*	*Engage the community in coastal and natural environment monitoring and restoration activities to encourage stewardship*	*Natural Environment Section.* *Council Staff*	*High*	• *Council currently works with organisations such as Mackay and District Turtlewatch Association and the Australasian and Queensland Wader Study groups to monitor*	*Continue to participate in biodiversity monitoring* *Promote biodiversity monitoring more widely*	*Sustainable land management will help mitigate the effects of climate change on coastal*	*Undertake biodiversity monitoring activities with Reef Guardian Schools*	*Facilitate the formation of new volunteer groups to help manage coastal areas*	*Promote the activities of groups and how people can become involved*	

Code	Project Name	Simplified Background, Notes	Department's Responsible	Current percentage level of commitment	Councils current status of projects	Potential development in 12 month period for MRC	Climate change action	Reef Guardian School action	For other actions	For communication	For further engagement
			Community Volunteers Reef Catchments, Landcare Groups		biodiversity • Council is working with Reef Catchments on LMAP and is encouraging local groups to form to assist with the management of coastal areas • Council is working with corporate groups to provide opportunities for them to be involved in land management activities		communities		Support groups with resources and training		
CPART27	Mackay and District Turtlewatch association	Support Mackay and District Turtlewatch association where possible to facilitate monitoring and educational activities relating to marine turtles	Natural Environment Section Community Volunteers	Medium	• Staff support this group as much as possible • The group participates in community days such as Landcare day at the gardens, wetlands day etc	Continue to provide support where possible		Potential Reef Guardian Schools involvement		Promote the activities of groups and how people can become involved	
CPART32	Australasian and Queensland Wader Study Groups	Support Australasian and Queensland Wader Study Groups where possible to facilitate monitoring and educational activities relating to shorebirds	Natural Environment Section Community Volunteers	Medium	• Staff support this group as much as possible • Staff facilitate and participate in annual shorebird counts	Continue to provide support where possible		Potential Reef Guardian Schools involvement		Promote the activities of groups and how people can become involved	
CAPET32	Morag McNickol Reserve	Support Friends of Morag McNickol Reserve where possible to land management activities in the reserve	Natural Environment Section Community Volunteers	Medium	• Staff support this group as much as possible • Staff and resources are provided for monthly working bees, and monthly meetings whenever possible	Continue to provide support where possible		Potential Reef Guardian Schools involvement		Promote the activities of groups and how people can become involved	
CAPET32	Friends of the Botanic Gardens	Support the Friends of the Botanic Gardens to undertake planting, research, monitoring and education activities	MRBG staff including Visitor Services Officers Community Volunteers	Medium	• An annual program of working bees, educational and social activities is provided • Staff and resources are provided for activities	Continue to provide support where possible		Potential Reef Guardian Schools involvement		Promote the activities of groups and how people can become involved	
CPART32	MACROCA	Support MACROCA where possible to facilitate monitoring and educational activities relating to birds	Natural Environment Section Community Volunteers	Medium	• Staff support this group as much as possible • The group participates in community days such as Landcare day at the gardens, wetlands day etc	Continue to provide support where possible		Potential Reef Guardian Schools involvement		Promote the activities of groups and how people can become involved	
CPART7	Mackay Natural Environment Centre	Mackay Natural Environment Centre is a base from which to engage with the community, promote environmental sustainability and provide volunteer opportunities to be involved sustainable land management including the propagation of local native plants	Natural Environment Section	High	• MNEC currently operates at Swayne St, North Mackay	Review the management plan for MNEC		Reef Guardian Schools can participate in activities at MNEC		Potential supporting media from the GBRMPA	
CEDI	Water Conservation	Implementation of public education programs for water conservation and water quality issues	Water Education Officers	Medium	• Material is currently available on council's website and there are a variety of brochures available	Continue to provide educational material				Promote through the media	
CEDI	Fishing and boating awareness	Increase public awareness of responsible fishing and boating activities	Natural Environment Section Reef Catchments GBRMPA Other agencies	Medium	• Council works with other organisations to promote responsible fishing and boating • Council is a key partner in Reef Catchment's Islands Project which involves public education about such issues, as well as land management actions • Council produces and installs regulatory and interpretive signage	Continue to work with other organisations on this issue				Promote through the media	
CPART33	Clean Beach Challenge	The Clean Beach Challenge is an annual competition run by Keep Australia Beautiful which promotes litter awareness and sustainable management of coastal areas	Natural environment staff Council staff	Medium	• Council participates in the KAB's Clean Beach Challenge on an annual basis and supports community involvement in managing coastal areas	Continue to participate in this program and involve the community		Potential Reef Guardian Schools involvement		Promote through the media	
CPART33	Sarina Gardening competition	Council participates in the Sarina gardening competition which provides an opportunity to provide information about sustainable gardening practices	Council staff	Medium	• Council judges the competition annually • Council provides prizes	Develop more of a focus on sustainable gardening		Potential to introduce a reef guardian schools category	Potential to make it a regional competition	Promote through the media	
CEDI	Environmental Education at MRBG	The Mackay Regional Botanic Gardens offers a nature-based education program to schools, visitors and the community	Visitor Services Officer	High	• Council employs a visitor services officer to undertake this work	Continue providing this service		Reef Guardian Schools involvement		Promote through the media	
CPART32	World wetland day/week	Activities are held annually to promote the value of wetlands and encourage public participation and awareness regarding issues associated with wetlands and the ecosystem services wetlands provide	Natural Environment Section Other organisations such as Landcare groups, GBRMPA, Mackay and District Turtlewatch, Reef	Medium	• Council promotes wetlands through the media • Council participates field days, events and open days	Continue this involvement		Potential Reef Guardian Schools involvement		Promote through the media	

Code	Project Name	Simplified Background, Notes	Department/s Responsible	Current percentage level of commitment	Councils current status of projects	Potential development in 12 month period for MRC	Climate change action	Reef Guardian School action	For other actions	For communication	For further engagment
			Catchments etc								
CPART16	National Tree Day	Community and School events such as trooplanting days and activities are held annually as part of National Tree Day	Natural Environment Section	Medium	• Council organises and provides resources for national tree day and opportunities for schools to participate in national tree day for schools (usually over a period of a week or longer)			Potential Reef Guardian Schools involvement		Promote through the media	
CPART14	Tidy Towns	Tidy Towns is an annual competition run by Keep Australia Beautiful which promotes litter awareness and environmental stewardship	Natural Environment Section Other relevant council departments	Medium	• Council participates in this program on an annual basis			Potential Reef Guardian Schools involvement		Promote through the media	
CED23	Materials Recovery Centre Education Centre	Mackay Regional Council's Waste Management Centre incorporates a Materials Recovery Facility and a recycling education centre. The Environmental Educational Officer delivers free interactive and engaging educational recycling sessions to school and community groups.			• Facility educational sessions and tours. Council actively encourage school and community groups to tour the facility	Continue to provide this service		Further engagement opportunities with GBRMP & REP and RGS key message delivery.			
CED23	Materials Recovery Facility Open Day	Yearly the Mackay regional Council organises an open day at the Material Recovery Facility. This is held to educate the public about recycling in the community and show the process of sorting at the facility		High	• Council will continue to run an open day once a year at the Material Recovery Facility on the week-end and invites other environmental groups to participate.	Continue to provide this service				Promote through the media	
CED1	Recycling Education visits	Mackay Regional Council Environmental Education officer for Waste Services visits Schools and community organisations to deliver educational Waste minimisation sessions including the 3R's Reduce, Reuse and Recycle and also composting.		High	• Council offer education sessions for Schools and community groups who are unable to tour the Materials recovery facility.	Continue to provide this service				Communicated via mass emails/ letter mail outs to schools in the region and council website information	
CPART9	Clean Up Australia Day	Every year Mackay Regional Council encourages individuals and groups to register a site through council for Clean Up Australia Day. The aim of this is so council can coordinate the dissemination of equipment, provide permission for access to areas and signage roadways, assistance with rubbish collection and recycling and waiver fees for disposal of waste.		High	• Priority event for Mackay Regional Council under the Reef Guardian Council action plan.	Continue to provide this service		Community groups and School group assistance		Communicated via mass emails/ letter mail outs to schools in the region and council website information	
CPART7	International Composting Awareness Week	Waste Services coordinates and promotes composting activities during this week. The aim is to encourage people from all walks of life to engage in composting and divert organic waste from landfill.			• Priority event for Mackay Regional Council under the Reef Guardian Council action plan.	Continue to provide this service				Promote through the media & PCAL	
CPART11	World Environment Day	The Mackay Regional Council encourages community involvement with activities involving displays in shopping centres and activities with school groups on 5 June.			• Priority event for Mackay Regional Council under the Reef Guardian Council action plan.	Continue to provide this service					
CPART15	National Recycling Week	As part of Planet Ark's National Recycling Week Mackay Regional Council promotes recycling of everyday household items by organising information stands at local shopping centres.			• Priority event for Mackay Regional Council under the Reef Guardian Council action plan. • Event display at shopping centre including a competition						

Resource constrained projects

Code	Project Name	Simplified Background, Notes	Department/s Responsible	Current percentage level of commitment	Councils current status of projects	Potential development in 12 month period for MRC	Climate change action	Reef Guardian School action	For other actions	For communication	For further engagement
	Law enforcement officer	Employ a local laws officer in the parks and environment section to educate the community about parks local laws, investigate breaches (such as vegetation clearing, mowing of foreshore areas, vehicle use in parks, rubbish dumping, illegal camping and camp fires etc) and pursue fines or legal actions Scope of the officer could include stormwater and construction site compliance or sustainability implementation.	New parks and environment staff member Local laws	Nil - budget allocation has been requested.	Council does not currently have an officer available to pursue the many parks local law breaches which occur every day and result in land degradation, loss of biodiversity and water quality issues	Employ a parks local laws officer				Educate the community about the parks local law and the penalties that apply. Promote the effectiveness of a parks local laws officer in reducing illegal activities	
	Green building standard	Implementation of a green development accreditation scheme. The action may reduce the compliance costs to council									

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	Example SBSMP - Small development	*To assist developers in submitting a development application similar to the example and hence create uniformity*	*Natural Environment Advisory Committee*	*Low*		*Complete and example SBSMP for a small development*					
	Water conservation audits	*Council to conduct water conservation audits on businesses in recognition of future water billing and management plan requirements for water resource use.*									
	Develop procedure – Drainage study			*Low*							
	Tradewaste communication plan	*Community education on the appropriate use of trade waste facilities.*								*Supporting key messages for the education program.*	*Supporting key messages for the education program.*
	Recycled Art	*Education centre rubbish art competition and recycling mural*						*Reef Guardian School promotion is coordinated by council.*			

Climate change projects

Code	Project Name	Simplified Background, Notes	Department/s Responsible	Current percentage level of commitment	Councils current status of projects	Potential development in 12 month period for MRC	Climate change action	Reef Guardian School action	For other actions	For communication	For further engagement
	Waterwise rebates	*Council offers rebates for water tank, dual flush cistern and water efficient shower roses*	*Customer Service Officers*	*Medium*							
	Waterwise program for schools	*Through the Waterwise program and support from the Australian Government,*						*Consider for further engagement with the Reef Guardian Schools.*			
	Sustainable futures project	*Council has developed a sustainable futures committee whose role is to: - Assess the likely effects of climate change o the roles and responsibilities of MRC and plan appropriate responses; -- Ensure MRC takes a proactive leadership role of prudent stewardship in relation to future sustainability and supports community and business responses. - Reduce Carbon emissions in line with the Carbon Pollution Reduction Scheme*	*Across council*	*High*	• *The sustainable futures committee has been set up, terms of reference have been developed and action plans are currently being prepared* • *A number of subcommittees have also been established including Natural Environment, Built Environment, Carbon Pollution/Technical Reference Group, Planning Issues, transport Issues, and Plant, Fleet and Procurement groups* • *Actions implemented in the short period the group has been formed include grant applications, purchase of a hybrid vehicle for council's fleet and various initiatives such to reduce electricity and water use*	*Continue with these groups and implement actions as they are agreed upon by council and as funding is available.*	*One of the main aims of the group is to reduce greenhouse gas emissions which contribute to climate change*	*REIS future leaders conference (FLEX)*			*Mackay - REP*
	Promotion of environmental sustainability within council	*Promote sustainable practices and initiatives within council, to conserve resources, reduce pollution etc*	*All staff*	*High*	• *Initiatives such as the green challenge* • *Participate in earth hour, world environment day etc* • *Promote activities through council's internal newsletter (pipeline), emails, noticeboards etc* • *IT department checks that computers and monitors have been switched off and issues black balloon cut outs or chocolates depending on whether computers have been switched off*	*Continue to take advantage of opportunities to promote sustainability within council*	*These initiatives contribute to greenhouse gas reduction*			*Media, communications, Searead opportunities and newsletters.*	

APPENDIX / ATTACHMENTS