FINAL MINUTES

12 September 2012
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Declaration of Potential Conflict of Interest

Nil.
1. ATTENDANCE:

Her Worship the Mayor, Cr D T Comerford (Chairperson), K J Casey, C J Bonanno, L G Bonaventura, F A Gilbert, A N Jones, G J Martin, T A Morgan, D J Perkins, P F Steindl, and R D Walker were in attendance at the commencement of the meeting. Also present was Mr P Franks (Chief Executive Officer) and Mrs M Iliffe (Minute Secretary).

The meeting commenced at 10.06 am.

2. ABSENT ON COUNCIL BUSINESS:

Nil

3. APOLOGIES:

Nil

4. CONDOLENCES:

Nil

5. CONFIRMATION OF MINUTES:

5.1 ORDINARY MEETING MINUTES 5 SEPTEMBER 2012

THAT the Minutes of the Ordinary Meeting held on 5 September 2012 be confirmed.

Moved Cr Casey

Seconded Cr Gilbert

CARRIED
6. BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETING:

Nil

7. MAYORAL MINUTES:

Nil

8. CORRESPONDENCE AND OFFICERS’ REPORTS:

8.1 LAMBERT'S BEACH PUBLIC TOILET FACILITIES

File No Lambert’s Beach Public Toilet Facilities
Author Manager Parks and Environment

Purpose

To report to Council on the outcome of investigations into the issues raised with a petition received by Council at its meeting on 25 July 2012.

Background/Discussion

A petition was delivered to Council on the 17 July 2012 and subsequently received by Council at its meeting on 25 July 2012, in relation to a request that the existing amenities facility at Lamberts Beach be upgraded or a new facility provided.

It is important to note that the timing of the petition coincided with some preliminary work being undertaken by Council to fully strip down the layers of paint from the amenity block, prior to the overall refurbishment of the buildings.

As such the public toilet facilities at Lambert's Beach have been recently refurbished. The refurbishment work included removal of all old paint back to bare concrete prior to repainting. Epoxy flake flooring was installed throughout the building. The service bay door and other fittings were replaced.

The building itself is a concrete block building with a concrete formed roof that is very resilient to the effects of the foreshore environment, vandalism, fire and other destructive behaviour. This building is in a location that is very prone to vandalism requiring ongoing maintenance and restoration. This is evidence by the excessive layers of paint that had to be removed fully prior to the last recent refurbishment.

This facility is similar to approximately thirty (30) other public toilet facilities across the region. The design has proven longevity (ie:- approximately 40 years) and whilst not stylish in appearance, many newer and more contemporary facilities do not have the same life span.
All public amenity buildings are fully repainted every two years as part of standard operations and fully refurbished on a 2 to 5 year cycle depending on usage and location. The lamberts Beach facility has just been refurbished under this program.

The existing facility also has disabled facilities available within each gender area.

Therefore there is no current intention to further refurbish or indeed replace the existing facility. One influence that may impact the building life in the future is the proximity of the building to the actual foreshore and any significant erosion of the dune may impact on the stability of the structure. However, like all infrastructure on the foreshore this is an ongoing matter that is continually monitored.

Another matter that has been raised by the local Neighbourhood Watch is the timing of the closure of these toilets. At present due to the extent of past vandalism and anti social behaviour associated with these facilities they have been locked in the evening and opened again each morning. They are opened each morning at 7.30am by Parks and Environment staff as part of their normal operations and closed under a contract arrangement at approximately 7.00pm. The Neighbourhood Watch group has requested that the closure be delayed until at least 8.00pm or dusk during the summer period to coincide with the extended use by the community of the park and picnic facilities during the longer day light hours during summer.

Due to the regional role that this foreshore park plays and the extensive use by the local community the request certainly has merit. The cost to extend the closing hours during the period (November 1st to 31st March) of extended day light is not anticipated to be excessive particularly if the closure is undertaken in conjunction with the contractor's current operations.

Consultation and Communication

This report was prepared in consultation with the Manager Parks and Environment and the Parks and Environment Building Services Coordinator.

Resource Implications

Any costs incurred in extending the closure times of the toilet facilities at Lamberts Beach will be accommodated within current operating budgets.

Risk Management Implications

The asset maintenance regime in place for this type of facility is considered reasonable in terms of safety aspects and performance of the amenities.

The location of the facility in close proximity to the foreshore will continue to be monitored to ensure that the impact of erosion is minimised.

It is critical that these facilities continue to be closed during evening hours in order to reduce the impact of vandalism and the other anti social behaviour in the area.
Conclusion

The Lambert's Beach amenity facilities have recently been refurbished as part of Council's ongoing maintenance program and at present does not require any further works to be undertaken at this time. The extension of the closure time for the toilet facility will be pursued to prolong the use by the community during the November to March period of extended day light hours.

Officer's Recommendation

THAT it be noted that the Lamberts Beach amenities facility has been refurbished and that no further works are required.

THAT the first person listed on the petition be advised of the Council decision as there is no principle petitioner listed.

THAT the closure of the amenities facility at Lamberts Beach be extended during the period of November to March to coincide with extended daylight hours.

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Morgan Seconded Cr Jones

CARRIED

8.2   EVANS AVENUE REHABILITATION

File No    Evans Avenue Rehabilitation
Author    Manager Technical Services

Purpose

In association with NDRRA Rehabilitation works proposed for Evans Avenue, the Department of Transport and Main Roads (DTMR) have been negotiating with Council on pavement rehabilitation for Malcomson Street (Glenpark to Palmer) and Palmer Street and lane configurations. The lane configurations of Evans Avenue have been the subject of community consultation to align with future requirements of land use and traffic flow for the Malcomson - Evans link. Following consultation and design modifications the concept proposal is submitted for Council's approval to allow detail design completion and tendering of the works.

Background/Discussion

The commercial precinct of Evans Avenue and Grendon Street has the potential to be a major destination and shopping hub for the residents of North Mackay. By reviewing the number of through lanes, improving pedestrian safety, increasing the provision of car parking and
ensuring accessibility to business will encourage and promote this strategic commercial area as a shopper friendly environment.

The creation of the Joint Levee Road with its objective of reducing major heavy vehicle through traffic along Malcomson Street and Evans Avenue has allowed Council the opportunity as part of the Evans Avenue pavement rehabilitation to consider the development of a very strategic commercial precinct which reinforces the area as a major shopping destination.

Public meetings were held on 9 July and 27 August 2012 to review lane configuration proposals for the Evans Avenue link to address current and future land use in the area, consider modelled future traffic flows as well as specific issues raised by affected land owners and commercial operators.

Initial lane configuration proposals covered a range of options relating to lane configurations including maintaining current four (4) through lanes and parallel parking layout, establishing central parking with two (2) through lanes and parallel parking in addition to establish a central median turn lane with two (2) through lanes and parallel parking.

Following the initial consultation meeting a number of points were further investigated with the outcomes and suggested selected measures described as follows:

Proposal that central parking be removed

- A number of lane configurations were examined including a replication of existing lane configuration, the original upgrading proposal for central parking and finally a median turn lane option.
- Re-establishment of four through lanes where vehicles access adjacent properties from the through lanes was considered to be unacceptable in relation traffic safety as well as the fact that this option removed the ability to provide for cross pedestrian flows via pedestrian refuges. From a traffic engineering perspective there is no requirement in relation to traffic volumes to have four through traffic lanes and it creates unsafe turning movements.
- Vehicular Traffic Numbers
  - Prior to Joint levee Road (JLR) 9838 vpd (both directions);
  - After JLR 8688 vpd (both directions) with max vph 961 one direction
  - Lane capacity 1400 vph each direction (ie 2800 vph total capacity)
- It is therefore proposed that a lane configuration be implemented that maintains on-road bike lanes, two through lanes and a central parking zone to provide a protected ingress and egress location from the adjacent properties as well as reinforce the commercial nature of the strategic zoning for the areas as appropriate. Also presence of the central parking will allow pedestrian refuges to be maintained for cross road pedestrian flow. Traffic volumes can be supported by the two through lanes to expected maximum volumes required
- Council has been striving to include such pedestrians and cyclists facilities in all reconstructed roadways as per road hierarchy and ‘Complete Streets’ requirements. In addition restrictions to high speed through lanes and creating protected turn vehicles environments in reconstructed areas particularly those of a commercial nature have been an emphasis to support the land use requirements for commercial areas.
Review sight distance for pedestrian refuge at the Evans Avenue / Hodder Street intersection to ensure sight distance requirements are met for speed environment

- The pedestrian sight distance at Evans Avenue / Hodder Street intersection has been assessed and meets the speed domain criteria
- The design speed of 50km/h requires a sight distance of 65m. Sight distance for 40km/h is 47m. Distance available is in excess of requirements (85m)

Re-establish existing access provisions for businesses serviced via Hodder Street

- Access provision into Hodder Street have been revised to re-establish all existing access provisions

Access provisions for Adjacent Properties

- Street accesses into properties are being reviewed for turn radius of design vehicle configurations provided from residents and business responses to ensure both radius and sight distances acceptable for entering and exiting vehicles. This may lead to a removal of some on street parks to ensure that sight distance is acceptable for the speed environment. The location of on street loading zones based will need to be reviewed on the basis of responses received from businesses where deliveries are on street this review will be undertaken when assessing design vehicle access to each property.

Reinstate two way movements in Grendon St. However, install pedestrian operated lights to assist pedestrian movements East/West on the southern alignment of Palmer St between the Doctors and Pharmacy. Form of Grendon St/Palmer St intersection to remain sign controlled on the Grendon Street leg

- Original proposals were based on creating a cul de sac treatment for Grendon Street to address perceived and actual safety issues at the intersection of Grendon and Palmer streets pertaining to vehicle and pedestrian conflicts. Responses received indicated concerns that this would restrict access by North Mackay residents to the commercial/business area
- AM, Noon and PM one hour counts were undertaken 27 July to form the basis of an intersection review
- One way movement from Grendon Street (south) and left-out only facility into Palmer Street has been changed back to two-way with all intersection movements.
- Pedestrian activated signals at Palmer Street/Grendon Street not progressed as it doesn’t meet warrants
- Pedestrian refuges and “B” size Stop Signs installed is also recommended
- Intersection of Cornwall Street with Evans Street to only prohibit right turn into Evans Avenue. Suggested reinstatement of right out movements at this location will create an unacceptable safety hazard

On street parking times were not resolved but suggest nominally allocate a 1 hour regulated time for kerbside and 2 hour central parks. Local Laws are to be contacted to ensure regular enforcement action undertaken in regulated parking areas.

Following the public meetings a decision was required from Council on the future provision of off road parking areas and removal of toilet facility at the Grendon and Cornwall intersection.
Direction is needed as to whether any action is taken on this site as it would have limited value as a car park:

- The area of car park is 625m². The preliminary estimate is $200,000 based on the following:
  - Demolition of the toilet block
  - Grouting and capping the sewer connection
  - Removal of the large trees
  - Re-alignment of the K&C
  - Installation of stormwater drainage
  - Construction of a 15 bay car park (Based on Leisure Court @ $9,000 each)

Concession on rates

The property owners requested that Council consider giving a concession on rates given the potential impact of these works on their businesses.

- Council recognises that any works within a commercial precinct may impact upon the operation of businesses. Due to the nature of the rehabilitation processes proposed Council has arranged for most of the works associated to be undertaken outside of business hours. It is also not Council policy to provide concessions associated with this type of activity.

Based on discussions held there is an emphasis on provision of off street parking to service employee and customer parking. Provision of this parking area while not being able to be funded by the NDRRA program could be proposed for consideration as part of a future capital works program.

Given the above it is suggested that the appropriate lane configuration for Evans Avenue is two (2) through lanes and central parking to address the current and future proposed land use for this area as a commercial centre.

Other improvements and changes identified have been included for adoption as part of the proposed concept.

Consultation and Communication

Public consultations on 9 July and 27 August 2012
Mayor
Councillors
Director Engineering Services
Manager Technical Services

Resource Implications

- Evans Avenue rehabilitation funded by NDRRA project.
- Future allocation of approximately $200,000 in Capital Works Program for demolition of toilet block and car park construction.
- Expected detailed design completion December 2012 and following tender award expected construction commencement middle of 2013.
Risk Management Implications

- Adverse comments from the travelling public
- Commercial operators expressing concern for loss of trade. This can be mitigated by night operations with traffic flow reinstated during peak hours
- Extended contract period due to delays/weather implications

Conclusion

Based on assessments of future needs for the North Mackay Commercial area and strategic zoning provisions for this area together with appropriate traffic flow it is recommended that the concept presented with two (2) through lanes and central parking provision is the appropriate treatment for this area.

In addition it is also proposed that demolition of the existing obsolete toilet at Grendon/Cornwall and construction of an off road carpark at this location be funded under a future capital works program.

Officer's Recommendation

THAT:

A. Council adopt the central parking configuration with two (2) through lanes as the appropriate concept layout for Evans Avenue rehabilitation;

B. Provision be made in a future capital works program for the demolition of the existing toilet at Grendon/Cornwall and construction of an off road carpark; and

C. The businesses in Evans Avenue be advised of Council’s determination.

Council Resolution

THAT:

A. Council adopt the central parking configuration with two (2) through lanes as the appropriate concept layout for Evans Avenue rehabilitation;

B. Provision be made in a future capital works program for the demolition of the existing toilet at Grendon/Cornwall and construction of an off road carpark;

C. Council’s Economic Development team develop a plan to market the North Mackay business precinct once Evans Avenue rehabilitation project is complete; and

D. The businesses in Evans Avenue be advised of Council’s determination.

Moved Cr Casey  Seconded Cr Perkins

CARRIED

Cr Bonaventura recorded his vote against the Motion.
8.3 ADMINISTRATIVE ACTION COMPLAINT POLICY

File No  Policies
Author  Manager Customer Service

Purpose
To present before Council an Administrative Action Complaint Policy for adoption.

Background/Discussion
To comply with the requirements of Section 119 of Local Government (Operations) Regulation 2010, a process for resolving complaints about administrative actions of the local government must be adopted by Council. Previously, Council adopted a General Complaints Policy to meet the requirements of the now superseded Local Government Act 1993. This Administrative Action Complaint Policy will replace the General Complaint Policy.

The Administrative Action Complaint Policy is a public statement of commitment by Council to quickly and efficiently respond to complaints in a fair and objective way. The formal Council Policy is supported by a subordinate Administration Policy, which has been approved by Council’s Strategy & Leadership Team. The Administration Policy includes criteria to be considered when assessing whether to investigate a complaint and includes a requirement to inform an affected person of Council’s decision about the complaint and the reasons for the decision.

The Policy has been developed using a model complaint handling policy developed by the Queensland State Government. The Policy and subordinate Administration Policy provide a framework for managing and learning from administrative action complaints. The Policy sets out a number of objectives to be achieved in relation to administrative action complaint handling and a process for selecting and appointing a complaints officer to investigate complaints.

Consultation and Communication
Consultation with Director Corporate Services, Executive Manager Administration, Coordinator Governance and Risk and Office of the Queensland Ombudsman.

Resource Implications
The adoption of this policy will have no additional resource implications over and above the application of the former General Complaint Policy.

Risk Management Implications
The risk associated with non-adoption of the Policy is assessed as low, however, there is a requirement under Section 119 of Local Government (Operations) Regulation 2010 to formally adopt the policy.
Conclusion

As detailed above, the Administrative Action Complaint Policy is a public statement of commitment by Council to quickly and efficiently respond to complaints in a fair and objective way. The Policy seeks to achieve a range of objectives to help to ensure a number of outcomes in Council’s Corporate Plan 2009 – 2014 are achieved.

Officer's Recommendation

THAT the Administrative Action Complaint Policy be adopted.

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Walker  Seconded Cr Martin  CARRIED

9. CONSIDERATION OF COMMITTEE REPORTS:

9.1 DRAFT MINUTES LOCAL AREA MULTICULTURAL PARTNERSHIP (LAMP) PROGRAM ADVISORY COMMITTEE

Author  Manager Community Development and Libraries

Purpose

Attached is a copy of the draft minutes of the Local Area Multicultural Partnership (LAMP) Advisory Committee meeting held 23 August 2012 for information purposes.

Officer's Recommendation

THAT the minutes be received.

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Jones  Seconded Cr Morgan  CARRIED
9.2 DRAFT MINUTES RURAL AFFAIRS ADVISORY COMMITTEE

Author Director Community Services

Purpose
Attached is a copy of the draft Rural Affairs Advisory Committee minutes of 16 August 2012 for information purposes.

Officer's Recommendation

THAT the minutes be received.

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Jones Seconded Cr Perkins

CARRIED

9.3 DRAFT MINUTES CHARACTER & HERITAGE ADVISORY COMMITTEE

Author Strategic Planner - Local Area Planning

Purpose
Attached is a copy of the draft minutes of the Character and Heritage Advisory Committee meeting held 10 August 2012 for information purposes.

Officer's Recommendation

THAT the Minutes be received

Council Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Perkins Seconded Cr Martin

CARRIED
10. RECEIPT OF PETITIONS:

Nil

11. TENDERS:

11.1 MRC 2013-002 AUTOMATIC WATER METER READING EQUIPMENT AND SERVICES

File No MRC 2013-002
Author Executive Manager, Water Services

Purpose

To present to Council for approval, sole-sourcing of automatic water meter reading equipment and services. This equipment and services will be provided by a specialist service provider and it would be potentially disadvantageous to invite tenders.

This is in accordance with Section 184 of the Local Government (Finance, Plans and Reporting) Regulation 2010 - (b) The Local Government resolves that, because of the specialist or confidential nature of the services that are sought, it would be impractical or disadvantageous for the Local Government to invite quotes or tenders;

Background/Discussion

Integrated Demand Management Program

Water Services supplies water to approximately 40,000 individual water connections across 11 water supply areas throughout the Mackay Region. In total approximately 100,000 residents are supplied with potable water. The total volume supplied in the 2011/2012 financial year was 13,000ML. The average water consumption per equivalent person (including industrial demand) averages between 300 and 350 litres per equivalent person per day. Water use increases significantly during periods of low rainfall.

The region’s population is predicted to approach 200,000 persons by 2030. If the average water consumption were to remain at 300L/ep/day for the next 10 years, additional water treatment plant, reservoir and trunk water main infrastructure would be required by 2020 at an approximate cost of $100m. With no subsidies available, the full cost of this infrastructure will need to be passed onto the community through water infrastructure charges and increases in water access and water consumption charges.

In order to defer the need to invest in the additional water headworks and minimise the increase in the cost of providing water services to the community, it is necessary to achieve significant reductions in overall water production per equivalent person. Achieving a reduction in water production of 10% per equivalent person will allow Water Services to defer the water treatment infrastructure by 4 years deferring capital expenditure and making operational savings. The net present value of the savings is approximately $10 million.
There are a range of parallel activities that need to take place in order to achieve this saving. Taking an integrated approach to achieving the required water savings significantly improves the likelihood of achieving the target. These activities are:

- Improved Network Information Collection
- Network Performance Improvement
- Customer Education and Consumption Reduction Programs

At the Mackay Regional Council Ordinary Meeting dated 7 March 2012, Council resolved to proceed with the implementation of an Integrated Demand Management Program. To implement this program Council resolved that:

- Water Services proceed with the implementation of the role out of an Automatic Meter Reading solution provided that the cost of the solution is within budget estimates.
- Water Services includes the cost of a Social Marketing Campaign in the 2012/2013 Operational Budget and the Long Term Financial Plan.
- Water Services includes the costs of an accelerated Water Meter Replacement Program in the Long Term Financial Plan.
- Water Services includes the costs of retrofitting Demand Management Areas within the water reticulation network.

Subsequent to Point 1 of the Council resolution, this report recommends that Mackay Regional Council engage Taggle Systems Pty Ltd for the provision of automatic water meter reading equipment and automatic water meter reading services for the Mackay Region.

**Automatic Water Meter Reading Using Taggle Systems**

In December 2010 Water Services and Taggle Systems Pty Ltd entered into a joint development program to build a real time water meter reading network. The aim of the program was to determine if automatic water reading could be delivered at a low enough cost to realise potential savings in operations and capital optimisation.

The development program has included the installation of automatic water meter reading devices in Koumala, Mackay City, South Mackay and Slade Point. The largest trial has been the installation of approximately 700 automatic water meter reading devices at Slade Point.

As a result of the development program and the trials throughout the Mackay Region, Water Services has determined that using Taggle Systems Water Meter Reading technology:

- Automatic water meter reading services can be accurately and reliably provided to water customers in the Mackay Region;
- For most existing water meter installations, automatic water meter reading can be achieved without relocating the water meter.
- Automatic water meter reading devices can be efficiently fitted to new and existing water meters;
- Daily automatic water meter reading data can be achieved cost effectively to most water customers;
Daily water consumption information can be provided to water customers in near real time.

Sufficient water consumption information can be collected from most water customers to reliably identify customer leaks.

Automatic water meter reading devices can be operated with low power consumption such that the AMR device will reliably have an expected life approximately equal to the water meter.

The AMR devices can withstand the variety of climatic conditions experienced in the Mackay Region including flooding.

Large volumes of water meter data can be stored, managed and interpreted to provide value to the integrated demand management program.

Sole Supply of Automatic Water Meter Reading Equipment and Services from Taggle Systems

It is recommended that Water Services contract Taggle Systems Pty Ltd to:

- Supply automatic water meter reading devices;
- Provide automatic water meter services to transfer data from the devices to Council;

It is also recommended that Council does not invite public tender for the provision of Automatic Water Meter Reading Equipment and Automatic Water Meter Reading Services. This is in accordance with Section 184 (b) of the Local Government (Finance, Plans and Reporting) Regulation 2010 which states:

*A Local Government may enter into a medium-sized contract or large-sized contract without first inviting written quotes or tenders if the local government resolves that, (b) because of the specialist or confidential nature of the services that are sought, it would be impractical or disadvantageous for the Local Government to invite quotes or tenders.

The procurement of Automatic Water Reading Services through Taggle Systems complies with the requirements for the following reasons:

- Taggle can provide real time automatic water meter reading at the lowest available cost for the MRC environment;
- An additional developer discount is available for MRC as a result of involvement in the system development;
- The Taggle automatic water technology has been trailed extensively in the MRC environment and demonstrated to meet MRC requirements.

Section 106 (3) of the Local Government Act 2009 requires Council to have regard for sound contracting principles when entering into a contract. Mackay Regional Council’s Procurement Policy (Policy No. 005) provides further guidance notes for the interpretation of the Sound Contracting Principles. Procuring Automatic Water Reading Services through Taggle Systems complies with the requirements of sound contracting principles. The Sound Contracting Principles are:

Value for Money
The pricing structure of the Taggle Systems Automatic Water Meter Reading solution has been assessed against the Integrated Demand Management business case. Delivery of Automatic Water Meter Reading Services through Taggle Systems can be delivered at a cost that the business improvements generated from improved water meter reading information can deliver a positive return on the investment made.

A review has been undertaken into the costs to provide real time automatic water meter reading services by other providers in Australia. No other provider (that Water Services is aware of) provides the comprehensive performance guarantees being offered by Taggle Systems. All other installations of residential automatic (and drive by) water meter reading installations have been at a significantly higher unit cost than that being offered by Taggle Systems. Further, Taggle Systems is offering Mackay Regional Council a Developer's Discount as a result of the joint development program. This Developer's Discount provides a further $500,000 savings when compared to other automatic water meter providers.

As per the MRC Procurement Policy this contract will:

i. Contribution to the advancement of Council's Key Strategic Priorities through implementation of the Integrated Demand Management Program.

ii. Deliver fit for purpose, quality, services and support. This has been demonstrated through the outcomes of extensive trials of the Taggle Systems technology in the MRC environment. The outcomes of the trials are detailed above.

iii. Maintaining and disposal. This contract provides the greatest flexibility to optimise the maintenance and disposal program for water meters. This can be achieved as the devices can be either installed on new water meters or retrofitted to existing water meters. Further the real time water consumption information will be used to optimise the capital program and defer capital expenditure where possible.

iv. Internal administration costs. Internal administration costs have been considered in the whole of life assessment of this project.

v. Technical compliance issues. It has been demonstrated that MRC performance requirements can be met as detailed in the trial results above. Further, Water Services has engaged McCullough Robertson Lawyers to draft contract conditions that protect MRC interests with respect to the performance requirements.

vi. Risk Exposure. MRC risk exposure has been managed through:
   a. Tight contractual requirements drafted in accordance with McCullough Robertson Lawyers;
   b. A program to implement a staged role out of the Automatic Water Meter Reading Services across the region;
   c. Performance guarantees provided by Taggle Systems with Termination rights for MRC in the event of underperformance;
   d. Contractual conditions to protect MRC in the event of insolvency of Taggle Systems.
   e. Extensive trials and participation in the development of the Taggle Systems technology to ensure it will perform in the MRC environment.
vii. *The value of any associated environmental or sustainable benefits.* One of the primary drivers for the provision of Automatic Water Meter Reading is to assist in the reduction of water production. This has significant benefits including reduced demand on raw water supplies and reduced power and chemical consumption in the production and transmission of water services.

**Open and Effective Competition**

Water Services has undertaken a review of the provision of real time automatic water meter reading services in Australia. Water Services believes that Taggle Systems is the only provider that can meet the business objectives for Automatic Water Meter Reading for Mackay.

**The Development of Local Business and Industry**

There are no Automatic Water Meter Reading providers local to Mackay or North Queensland. Taggle Systems Pty Ltd is an Australian company.

**Environmental Protection**

As detailed in point (vii), a primary driver of the Automatic Water Meter Reading project as part of the Integrated Demand Management Program is to deliver sustainability benefits to the Mackay Region.

**Ethical Behaviour and Fair Dealing**

Council officers involved in procurement are to behave with impartiality, fairness, independence, openness, integrity and professionalism in their discussions and negotiations with Taggle Systems. No Council staff has a commercial interest in Taggle Systems Pty Ltd.

**Consultation and Communication**

Broad consultation has been undertaken as part of the assessment to recommend the implementation of Automatic Water Meter Reading and to recommend sole sourcing the equipment and services from Taggle Systems Pty Ltd. This includes:

- Mackay Regional Council Staff and Councillors;
- The CTM Water Alliance and other Australian Water Service Providers;
- Industry bodies including the Water Services Association of Australia;
- McCullough Robertson Lawyers;
- Taggle Systems Pty Ltd.

**Resource Implications**

Funding has been allocated for this project as part of the 2012/2013 capital budget and is included in the long term financial plan as below. The initial role out of automatic meter reading services to cover the majority of the Mackay Regional Council water network is anticipated to take 3 years.

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<td>$1,292,108</td>
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Significant business systems' changes are required to successfully implement Automatic Water Meter Reading in Mackay Regional Council. Many of these changes have been modelled as part of the trials undertaken to date. Full implementation of these systems' changes will be in conjunction with the role out of services.

**Risk Management Implications**

There are a range of risks associated with the implementation of Real Time Water Meter Reading. Over the past 18 months, Water Services has been working to identify and implement measures to minimise the likelihood and consequence of negative impacts on the Automatic Water Meter Reading project. Key mitigation measures include:

- Tight contractual requirements drafted in accordance with McCullough Robertson Lawyers;
- A program to implement a staged role out of the Automatic Water Meter Reading Services across the region;
- Performance guarantees provided by Taggle Systems with Termination rights for MRC in the event of underperformance;
- Contractual conditions to protect MRC in the event of insolvency of Taggle Systems.
- Extensive trials and participation in the development of the Taggle Systems' technology to ensure it will perform in the MRC environment.

**Conclusion**

The implementation of Real Time Automatic Water Meter Reading is a key component of Water Services Integrated Demand Management Program. Water Services has been working in partnership with Taggle Systems since December 2010 to develop a cost effective Real Time Automatic Water Meter Reading system that can meet Water Services business objectives. Entering into a Sole Supply arrangement with Taggle Systems Pty Ltd for the provision of Automatic Water Meter Reading equipment and services provides the most advantageous method to deliver Automatic Water Meter Reading Services in the Mackay Region.

**Officer's Recommendation**

THAT the Chief Executive Officer be provided delegated authority to finalise a contract with Taggle Systems Pty Ltd for the provision of Automatic Water Meter Reading Equipment and Services in accordance with Section 184 of the Local Government Act.

**Council Resolution**

THAT the Officer's Recommendation be adopted.

Moved Cr Gilbert

Seconded Cr Bonaventura

CARRIED
12. CONSIDERATION OF NOTIFIED MOTIONS:

Nil

13. LATE BUSINESS:

13.1 LEAVE OF ABSENCE - CR BONANNO

THAT Cr Bonanno be granted leave of absence for the Meetings on 26 September, 3 October and 10 October 2012.

Moved Cr Casey  Seconded Cr Jones

CARRIED

13.2 LGAQ INAUGURAL HEALTHY LEADERS AWARD

Cr Steindl advised that Onno Van Es, Recreational Services Manager, was awarded LGAQ's Inaugural Healthy Leaders Award in the Senior Manager Category recently. The Mayor advised she would write a letter of congratulation from Council.

13.3 2012 COAL TO COAST FESTIVAL

Cr Bonanno advised the recently held Coal to Coast Festival held at the Sarina Showgrounds was a success and wished to thank the staff and all of the community groups whose efforts ensured the success of the festival.

14. PUBLIC PARTICIPATION:

Mrs D Wooldridge of Irving Street, South Mackay was seeking clarification when the report to Council would be tabled in relation to the Petition she lodged with Council in relation to Maintenance of Bridge Road, Petrie Street Drains and Shellgrit Creek. Mrs Wooldridge was advised by the Mayor a report would be tabled at the Ordinary Meeting of 19 September 2012 in relation to her petition.

Mr Smith of Carlyle Gardens raised the issues of high rates costs in the Mackay Region, the need for a recycling deposit centre and the possibility of Tiger Airlines returning to Mackay. The Mayor explained that all ratepayers were issued with a flyer of a $100 bill breaking down where their rate dollars were spent and she would provide a copy to Mr Smith at the end of the meeting.
15. CONFIDENTIAL REPORTS:
Nil

16. MEETING CLOSURE
The meeting closed at 10.59 am.

17. FOR INFORMATION ONLY

17.1 DEVELOPMENT APPLICATION INFORMATION - 27.08.12 TO 02.09.12

For Council Information Only - No Decision Required.

Development Applications Received

<table>
<thead>
<tr>
<th>App no</th>
<th>Code / Impact</th>
<th>Address</th>
<th>Applicant</th>
<th>Description</th>
<th>Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>CON-2012-186</td>
<td></td>
<td>157 Whitehaven Drive, BLACKS BEACH</td>
<td>GMA Certification Group Pty Ltd</td>
<td>Building Work - Boundary Setback for Dwelling House</td>
<td>Andrea McPherson</td>
</tr>
<tr>
<td>CON-2012-187</td>
<td></td>
<td>25 Grosskreutz Avenue, MARIAN</td>
<td>Craig R Bushell</td>
<td>Building Work - Boundary Setback for Shed</td>
<td>Andrea McPherson</td>
</tr>
<tr>
<td>MCUC-2012-253</td>
<td>Code</td>
<td>L 926 Newport Parade, BLACKS BEACH</td>
<td>Choice Homes Pty Ltd</td>
<td>Dual Occupancy</td>
<td>Helle Jorgensen Smith</td>
</tr>
<tr>
<td>CON-2012-188</td>
<td></td>
<td>21 Peak Downs Highway, WALKERSTON</td>
<td>Jennifer Giles</td>
<td>Building Work - Boundary Setback for House</td>
<td>Darryl Bibay</td>
</tr>
<tr>
<td>ROLC-2012-254</td>
<td>Code</td>
<td>49 Tirendis Road, DEVEREUX CREEK</td>
<td>Joshua G Beckmann and Lisa J Beckmann</td>
<td>Reconfiguration of a Lot - 1 Rural Lot into 2 Lots</td>
<td>Brogan Jones</td>
</tr>
<tr>
<td>MCUI-2012-268</td>
<td>Impact</td>
<td>1094 Sarina Homebush Road, MUNBURA</td>
<td>Harrison Grierson Consultants Pty Ltd</td>
<td>Major Utility</td>
<td>Matthew Ingram</td>
</tr>
<tr>
<td>CON-2012-193</td>
<td></td>
<td>19 Othello Street, MACKAY</td>
<td>John R Clark</td>
<td>Building Work - Boundary Setback for House</td>
<td>Andrea McPherson</td>
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<tr>
<td>MCUC-2012-270</td>
<td>Code</td>
<td>31-35 Dozer Drive, PAGET</td>
<td>Ahrens Group Pty Ltd</td>
<td>General Industry (Workshop, Ancillary Office &amp; Hardstand)</td>
<td>Matthew Ingram</td>
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<tr>
<td>CA-2007-237</td>
<td></td>
<td>172 Goldsmith Street, SOUTH MACKAY</td>
<td>Pacific Coast Developments Pty Ltd</td>
<td>Extension of Relevant Period - Reconfiguration of a Lot (1 into 2 Urban Residential lots) and Dual Occupancy / House on Lot less than 450m2 in area</td>
<td>Helle Jorgensen Smith</td>
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<tr>
<td>ROLC-2012-54</td>
<td>Code</td>
<td>5 Place Avenue, SARINA</td>
<td>Brazier Motti Pty Ltd</td>
<td>Request for Permissible Change - 1 Town Lot into 3 Town Lots</td>
<td>Brogan Jones</td>
</tr>
<tr>
<td>MCUI-2012-267</td>
<td>Impact</td>
<td>701 Devereux Creek Road, DEVEREUX CREEK</td>
<td>Harrison Grierson Consultants Pty Ltd</td>
<td>Material Change of Use - Major Utility (Telecommunications Facility)</td>
<td>Brogan Jones</td>
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<tr>
<td>App no</td>
<td>Code / Impact</td>
<td>Address</td>
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<tr>
<td>MCUC- 2012-266</td>
<td>Code 13-15 Dozer Drive, PAGET</td>
<td>Rockford Constant Velocity Pty Ltd</td>
<td>Car Repair Workshop &amp; Caretakers Residence &amp; ERA 21 Motor Vehicle Workshop</td>
<td>Matthew Ingram</td>
<td></td>
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<tr>
<td>CA- 2005-296</td>
<td>L 2 Sugarshed Road, ERAKALA</td>
<td>Ajana Park Pty Ltd</td>
<td>Request for Extension of Currency Period - Combined Application for a Material Change of Use AND a Reconfiguration of 3 Lots to create 43 Park Residential Lots known as stage 4 and 5A of Settlers Rise Estate</td>
<td>Matthew Ingram</td>
<td></td>
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<tr>
<td>MCUCD- 2001-39</td>
<td>L 1 Sugarshed Road, FARLEIGH</td>
<td>Ajana Park Pty Ltd</td>
<td>Request for Extension to Currency Period - Material Change of Use - Park Residential Subdivision (375 Lots)</td>
<td>Matthew Ingram</td>
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<tr>
<td>ROLC- 2011-54</td>
<td>Code 116 Camilleris Road, DEVEREUX CREEK</td>
<td>Machelle G Stemm</td>
<td>Request for Permissible Change - 1 Rural Residential Lot into 3 Lots</td>
<td>Matthew Ingram</td>
<td></td>
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<tr>
<td>MCUC- 2012-256</td>
<td>Code 2B East Gordon Street, EAST MACKAY</td>
<td>HMKY2 Pty Ltd</td>
<td>Multiple Dwelling Units &amp; Catering Shop</td>
<td>Shane Kleve</td>
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<tr>
<td>ROLC- 2012-257</td>
<td>Code 55 Donaldson Street, WEST MACKAY</td>
<td>Sharon A Logan</td>
<td>Reconfiguration of a Lot - 1 Urban Residential Lot into 2 Lots</td>
<td>Andrea McPherson</td>
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<tr>
<td>MCUC- 2012-258</td>
<td>Code 20 Eye Place, ERAKALA</td>
<td>Integrity New Homes</td>
<td>Dwelling House (Steep Land Overlay)</td>
<td>Kathryn Goodman</td>
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</tr>
<tr>
<td>ROLC- 2012-260</td>
<td>Code 39 Pacific Avenue, SARINA</td>
<td>Pacific Homes Mackay</td>
<td>1 Urban Residential Lot into 2 Lots</td>
<td>Helle Jorgensen Smith</td>
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<tr>
<td>ROLC- 2012-259</td>
<td>Code 45 Pacific Avenue, SARINA</td>
<td>Pacific Homes Mackay</td>
<td>Reconfiguration of a Lot - 1 Urban Residential Lot into 2 Lots</td>
<td>Helle Jorgensen Smith</td>
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<tr>
<td>ROLC- 2012-261</td>
<td>Code 9 Russell Avenue, SLADE POINT</td>
<td>Francis J Martin</td>
<td>Reconfiguration of a Lot - 1 Urban Residential Lot into 3 Lots</td>
<td>Helle Jorgensen Smith</td>
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<tr>
<td>ROLC- 2012-262</td>
<td>Code 15 Campbells Ridge Road, BALBERRA</td>
<td>Michael J Barrett</td>
<td>Reconfiguration of a Lot - 1 Rural Lot into 2 Lots</td>
<td>Andrea McPherson</td>
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<tr>
<td>ROLC- 2012-263</td>
<td>Code 98 Waverley Street, BUCASIA</td>
<td>Keith J Millen</td>
<td>Reconfiguration of a Lot - 1 Urban Residential Lot into 2 Lots</td>
<td>Brogan Jones</td>
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<tr>
<td>MCUC- 2012-264</td>
<td>Code 21 Prospect Street, MACKAY</td>
<td>Epicentre Holdings Pty Ltd</td>
<td>Material Change of Use - Multiple Dwelling Units (9)</td>
<td>Julie Brook</td>
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<tr>
<td>MCUC- 2012-265</td>
<td>Code 23 Bayview Drive, HABANA</td>
<td>Adenbrook Homes</td>
<td>Dwelling House (Steep Land Overlay) &amp; Siting Setback</td>
<td>Darryl Bibay</td>
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<tr>
<td>CON- 2012-190</td>
<td>142 Dawson Boulevard, RURAL VIEW</td>
<td>Gemini Homes (QLD) Pty Ltd</td>
<td>Building Work - Boundary Setback for House</td>
<td>Matthew Ingram</td>
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<tr>
<td>CON- 2012-191</td>
<td>25 Phoenix Crescent, RURAL VIEW</td>
<td>Cavalier Homes (Mackay) Pty Ltd</td>
<td>Building Work - Boundary Setback for House</td>
<td>Julie Brook</td>
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<tr>
<td>CON- 2012-192</td>
<td>33 Phoenix Crescent, RURAL VIEW</td>
<td>Cavalier Homes (Mackay) Pty Ltd</td>
<td>Building Work - Boundary Setback for House</td>
<td>Julie Brook</td>
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### Development Applications Entering Decision Making Period

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<tr>
<th>App Number</th>
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<tr>
<td>MCUC-2012-124</td>
<td>Code</td>
<td>34 Bourke Street</td>
<td>RPS Group (Mackay) Pty Ltd and DOF No. 1</td>
<td>Multiple Dwelling Units (69)</td>
<td>Julie Brook</td>
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<td></td>
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<td>BLACKS BEACH</td>
<td>Pty Ltd</td>
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<tr>
<td>MCUC-2012-219</td>
<td>Code</td>
<td>3 Gillian Street</td>
<td>Front Row Projects Pty Ltd</td>
<td>Dwelling House (Flood and Inundation Overlay)</td>
<td>Helle Jorgensen Smith</td>
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<td>WEST MACKAY</td>
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<tr>
<td>MCUC-2012-222</td>
<td>Code</td>
<td>99 Victoria Street</td>
<td>Forrow Pty Ltd</td>
<td>Catering Shop</td>
<td>Andrea McPherson</td>
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<tr>
<td>MCUC-2012-38</td>
<td>Code</td>
<td>26 McCulloch Street</td>
<td>Telstra Corporation Ltd</td>
<td>Telecommunication Facility</td>
<td>Kathryn Goodman</td>
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<td>NORTH MACKAY</td>
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<tr>
<td>MCUCI-2012-148</td>
<td>Impact</td>
<td>0 Gurnett Road</td>
<td>QR (National) Limited</td>
<td>Utilities - Public (Depot Consolidation and ERA 21 Motor Vehicle Workshop)</td>
<td>Josephine McCann</td>
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<td>SARINA</td>
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### Development Applications Finalised

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<td>Approved Subject to Conditions</td>
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## Approved Subject to Conditions

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<th>Officer</th>
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<tr>
<td>CON-ASPA- 2012/184</td>
<td></td>
<td>2 Mansfield Drive BEACONSFIELD QLD 4740</td>
<td>Brazier Motti Pty Ltd</td>
<td>Building Work - Boundary Setback for Five (5) Dwellings</td>
<td>Julie Brook</td>
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<tr>
<td>MCUC-ASPA- 2012/172</td>
<td>Code</td>
<td>18 Makybe Diva Drive OORALEA QLD 4740</td>
<td>Sandsky Developments</td>
<td>Multiple Dwelling Units (3)</td>
<td>Matthew Ingram</td>
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<tr>
<td>MCUC-ASPA- 2012/175</td>
<td>Code</td>
<td>26 Makybe Diva Drive OORALEA QLD 4740</td>
<td>Sandsky Developments</td>
<td>Multiple Dwelling Units (3)</td>
<td>Matthew Ingram</td>
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## Application Withdrawn

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<th>App No</th>
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## Negotiated Decision

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<tbody>
<tr>
<td>ROLC-ASPA- 2012/203</td>
<td>Code</td>
<td>91 Maple Drive ANDERGROVE QLD 4740</td>
<td>Kenneth J Weir</td>
<td>1 Urban Residential Lot into 2 Lots</td>
<td>Brogan Jones</td>
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<tr>
<td>ROLC-ASPA- 2010/379</td>
<td>Code</td>
<td>27 Mick Ready Road GRASSTREE BEACH QLD 4740</td>
<td>Rodney J Corby and Arlene F Corby</td>
<td>1 Rural Lot into 19 Rural Lots</td>
<td>Josephine McCann</td>
</tr>
</tbody>
</table>

Confirmed on Wednesday 19 September 2012

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MAYOR

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MIN/12.09.2012 FOLIO 23850
APPENDIX / ATTACHMENTS
1.0 Scope

The Complaints Policy has been developed in accordance with the requirements of the Local Government Act 2009 (the Act) for resolving complaints by affected persons about administrative action of the council. However, the Complaints Policy does not apply to a complaint:

- That could be made under Chapter 3 of the Act about competitive neutrality issues;
- About official misconduct that should be directed to the Crime and Misconduct Commission;
- Made under the Public Interest Disclosure Act 2010.
- That is a Customer Request, i.e., a request for information or a request made of Council for some action to be taken on behalf of a customer.
- That is about a member of staff. These are addressed through alternate mechanisms.

2.0 Purpose

The purpose of this Policy is to guide Mackay Regional Council and its employees in resolving and learning from administrative action complaints.

3.0 References

- Local Government Act 2009 Chapter 7, Part 6, Section 268
- Local Government (Operations) Regulation 2010, Chapter 6, Part 4, Section 199
- Local Government (Finance, Plans and Reporting) Regulation 2010, Section 115, Chapter 3, Part 3, Section 115
- Australian Standard AS-ISO-10002-2006 Customer satisfaction—Guidelines for complaints handling in organisations
- Model Complaint Policy – (former) Department of Local Government, Planning, Sport & Recreation
- Report of the Queensland Ombudsman – Complaints matter – A review of the complaints management systems of local councils in Queensland (September 2010)
4.0 Definitions

To assist in interpretation the following definitions shall apply:

**Administrative action** - an administrative action of the council, is an action about a matter of administration, including each of the following:
(a) a decision and an act;
(b) a failure to make a decision or do an act, including a failure to provide written reasons for a decision;
(c) the formulation of a proposal or intention;
(d) the making of a recommendation

**Affected person** - a person who is apparently directly affected by an administrative action of council;

**CEO** - the Chief Executive Officer of the council.

**Complainant** – the affected person or organisation making a complaint.

**Complaint** – an expression of dissatisfaction by a person regarding a decision or other action of the council.

**Complaints Officer** – an officer appointed by council for the internal review of any complaint

**Council** – Mackay Regional Council.

**Council officer** – includes a permanent, temporary, casual or contract member on the council’s staff.

**Director** – a council director who is generally responsible for various functions of the council and who reports directly to the CEO.

**Strategy & Leadership Team (SLT)** – the CEO and all directors.

**Administrative action complaints** – the statutory complaints process described in Chapter 7, Part 6 of the Act.

**Request for service** – a request for the council to take action to satisfy the needs of a customer or ratepayer. This may be of either a physical nature, such as a request to fill a pothole or to collect a stray dog, or request for information.


5.0 Background

Mackay Regional Council adopted a General Complaints Policy on 16 April 2008 to assist staff to resolve general complaints about council. The Local Government Act (2009) and associated Regulations require that council adopts a procedure for resolving administrative complaints. This policy is to be read in
conjunction with the Administrative Action Complaints Handling – Administrative Policy.

6.0 Policy Statement

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

The Complaints Policy and associated Administrative Policy have been developed to ensure that, to the greatest practical extent, any complaint is dealt with fairly, promptly, professionally, in confidence (subject to any legal requirements) and in a manner respectful to the complainant.

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

6.1 Objectives

The following objectives have been established for council’s complaint handling activities:

6.1.1 The fair, efficient and consistent treatment of complaints about decisions and other administrative actions of the council.

6.1.2 A Complaints Policy and associated Administrative Policy that is easy to understand and is readily accessible to all.

6.1.3 Detection and rectification, where appropriate, of administrative errors.

6.1.4 Identification of areas for improvement in the council’s administrative practices.

6.1.5 Increase in awareness of the Complaints Policy for the council’s staff and the community.

6.1.6 Enhancement of the community’s confidence in the complaints process and of the reputation of the council as being accountable and transparent.

6.1.7 Building the capacity of staff to effectively manage complaints in an environment of continuous improvement.

7.0 Process for selecting and appointing a complaints officer to investigate complaints

Council may:
(a) Select and appoint the CEO as a complaints officer for the internal review of any complaint;

(b) Delegate to the CEO the power to select and appoint a person or persons to be a complaints officer in investigate complaints.

The CEO may delegate his/her powers under (b) to another employee of the council.

7.0 Review of Policy

This policy will be reviewed when any of the following occur:

1. The related documents are amended or replaced.

2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than two years.
LOCAL AREA MULTICULTURAL PARTNERSHIP (LAMP) PROGRAM
ADVISORY COMMITTEE

Thursday 23rd August 2012

MINUTES

ATTENDANCE: Chair: Cr Alison Jones, Mia Sammut-Landt, Lara Payne, David Pyke, Sr Margaret Graves, Joanne Peberdy, Carolyn Atkinson, Kellie George, Jessica Sanga, Lina Forsberg, Renee Huntley.

APOLOGIES: Deb Parker, Chris Comben, Lyn Gargano, Rebecca O’Keefe, Lucinda Reck, Lorel Magill.

Meeting commenced at 4:00pm

1. MINUTES OF PREVIOUS MEETING

Minutes of last meeting reviewed.

Business arising from minutes:

- Nil, as previous minutes were from 2011.

2. GENERAL BUSINESS

Elected Councillors

Cr Jones gave details in relation to the newly elected Councillors and their portfolios. Cr Jones informed committee that each of the Councillors also have a rural portfolio. Details can be made available upon request.

Community Recovery CSO

Renee advised that Janine Miles is the Community Support Officer for Community Recovery at the Department of Communities, Child Safety and Disability Services.

Action: Mia to invite Janine to next Advisory Committee meeting to detail preparedness information for CALD groups.
Welcome Centre Update

The official launch of the Welcome Centre will be held on Thursday 15th November at 11am at the Old Town Hall, Sydney Street. The Mayor will officially open the Centre. Media will broadcast from the site. Invites will be issued.

Action: Advisory Committee members to distribute invitations when issued to CALD clients and their families.

Sponsorship has been sought to employ a casual coordinator for 5 ½ months initially to support the opening of the Centre.

Many activities and strategies are proposed to operate from the Centre including Welcome Tours for newly arrived families.

Joanne advised that groups like Soroptimists may like to get involved in fundraising to purchase baby seats/booster seats to support the Welcome Tours initiative.

3. UPDATE ON MULTICULTURAL ACTIVITIES

LAMP Update

Global Grooves 2012

Monthly meetings continue to coordinate and plan annual multicultural festival. Lara advised that there may be less variety of food stalls this year. The Nepalese community will be setting up a food stall for the first time. Anybody interested in a food or information stall are encouraged to contact Mia/Lara or David Gerrand for an application. Carolyn advised that through George St n/c networks, they may be able to find volunteers to help those delivering a food stall for the first time.

Traditional Dress Parade flyers distributed. Lara/Mia to amend flyer with location/times/date.

Migrant Voice


-End of LAMP update-

Adult Migrant English Program – TAFE

Home Volunteer Tutor Program is up and running. Wayne Amos (council employee) completed observation at TAFE and will be matched to students in near future.

Settlement Program doing well. (40 hrs)
Presentations from service-providers has been a successful initiative to aid in student’s learning. Centrelink, Council Tours, Library/Artspace tours have been held recently.

Settlement Grants Program

Recent completion of 5-week Driver Education program.
Carolyn’s hours have been reduced to 18 hours per week.
Carolyn has recently received enquiry from a high school for more intensive English support for some students. Carolyn will engage the Language College to see if they can fill this gap.
Action: Advisory Committee members to advise Carolyn if they have contacts in Filipino, Chinese community who can assist and support in this regard.
Action: Mia to pass on private tutor details to Carolyn.

Study Mackay

Chinese Internationals arriving in Mackay in September.
African cohort from Zimbabwe.
David advised that Study Mackay would like to be involved in the Welcome Centre model. Mia advised that a letter was sent to Leigh Morgan earlier this year but no response was received.
Action: Mia to email David to extend invite for representative from Study Mackay to join the Welcome to Mackay Advisory Committee.

David advised that there is still a misperception from many international arrivals about the geographical distances and associated transport facilities in Mackay.

ESL-Advisory Visiting Service

Joanne is currently .8 and working four days a week. The number of positions to support ESL-AVT has increased. Two co-workers at .7 and .3 positions are currently servicing Milton Street/Sarina and Pioneer Valley areas.
Numbers are steady and not dramatically increasing as in previous years.
Victoria Park State School and Central School are still the two biggest schools for ESL intake.

Sisters of Mercy – Sr Margaret Graves

Currently working at St Josephs doing ESL support (limited hours)
Not teaching Indonesian language at the moment but happy to resurrect this if a need arises from the community.
Sr Margaret tabled anti-trafficking petition.

Disability Services

Jessica is the social worker at the Disability and Community Care Services,
Department of Communities, Child Safety and Disability Services. Jessica advised that they service CALD clients, particularly Filipino families that have arrived
recently. Lara advised Jessica that if she notes any trends, issues, concerns to bring this to the LAMP program or the Advisory Committee for discussion and support.

Department of Communities, Child Safety and Disability Services.

New Domestic & Family Violence legislation comes into being on 17 September 2012
The key features of this legislation are – new definition of domestic & family violence; increased penalties for breaching a Domestic Violence Order; police are able to issue a ‘Short Term Police Protection Notice’ on the spot, and the introduction of a ‘Voluntary Intervention Order’ for respondents in the form of a perpetrator program

At this stage, Mackay has no service already funded through the QLD Government to provide perpetrator programs, so VIO’s will not be able to be entered into for respondents in Mackay in the near future.


The department would be interested in receiving feedback on any possible impacts of the new legislation on CALD community groups once it comes into being

**Action:** Mia/Lara to invite Julie Manaway to the Committee

**Meeting dates**

Last meeting for 2012:

**22nd November**

All meetings are at 4pm in the Reception Room, 1st Floor administration building, Mackay Regional Council.

**Meeting ended 5.10pm**

Minutes recorded by: Mia Sammut-Landt
ATTENDANCE: Cr Alison Jones (Chair); Lyn Hackett; Charlie Symons; Graham Townsend; Kerry Latter; Owen Burns; Andrew Cappello; Ann Hand; Gerard Carlyon; Stuart Holley.

APOLOGIES: Cr Dave Perkins.

Cr Jones gave a brief introduction, including highlighting the Council Customer Request system. If no action is taken on a customer request after you have contacted Council twice, contact the responsible Director in the first instance, followed by the Portfolio Councillor (i.e. Roads/Rural/RAAC).

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 19 April 2012, having previously been circulated, were approved.

2. MATTERS ARISING

2.1 Eungella - Cats Eyes Update
DTMR have been contacted, however they have no funds to facilitate the project

Action: Stuart Holley is to re-discuss the issue with DTMR.

2.2 Koumala Signage and Line-Marking
Council has been trying to get a commitment from DTMR on the timing of the re-surfacing project without any luck to date. Technical Services are currently reviewing the DTMR proposal and identifying signage requirements to complement the DTMR works.

2.3 Road Works on Hillend Road
Stuart Holley stated that there are difficulties with the contractors completing the works.

2.4 Pedestrian Lights - KFC Nebo Road
People have noticed that these just seem to go on for no reason quite regularly and there seems to be a problem. They are meant to be pedestrian activated but there could be a fault.

Action: Details to be forwarded to Technical Services for action and raising with DTMR.
3. **GENERAL BUSINESS**

3.1 **2012/13 capital works program**
A copy of the capital works program for Parks and Environment for this financial year was handed to meeting attendees.

Major projects in town include Connors Road, Mangrove Road from River to Victoria Streets, Bridge Road from Milton to Paradise Streets, Shakespeare Street from Milton to Sydney Streets, and Milton Street from Shakespeare to George/Evans Streets.

There will also be work undertaken on Midge Point Road.

The committee raised queries regarding the works on Schmidtke's Road.

**Action:** Stuart Holley to check on progress of Schmidtke's Road. Stuart Holley to forward details of the unsealed roads program.

3.2 **Update on Roads and Drainage**
A copy of the 20 year capital works program for Roads and Drainage for this financial year was handed to meeting attendees. The boat ramps that will be modified this financial year are Constant Creek, Murray Creek, and Main Street at Bakers Creek.

3.3 **Possible media promotion this month**
Gerard Carlyon suggested the committee put together a media story every month about an issue that has been discussed or progressed. The committee was all in agreement, and several suggestions were mentioned:

- Spell out the dollar amount of projects
- Safety around cane railways. Locomotive drivers report any near misses to the Police.
- Harvesters on country roads and the required turning circle they need.
- Harvesting not only occurs during the day, it is often undertaken at night as well.
- Push and reinforce any safety issues.
- The process for livestock on the road needs to be addressed.

The first article will mention that the committee is back and request that anyone interested in joining to get in contact with Council.

**Action:** Gerard Carlyon to consult with the Road Accident Action Group regarding the process for livestock on the road. Gerard Carlyon is to then write to the State Government regarding the issue.

3.4 **Concerns over Operations of DTMR**
Concerns were expressed over the lack of quality assurance that is displayed in supposedly completed DTMR projects. Council's reputation is being tarnished as most citizens think that all roads in the region are Council owned.
and repaired. Several examples of poor work on behalf of DTMR were discussed.

3.5 Discussion of Strategic Issues
The committee would like to see some of Council’s strategic issues bought to the meeting so they can gain an understanding of what else is happening in the region. The committee would also like to hear from other bodies, for example North Queensland Bulk Ports.

3.6 Sarina Showgrounds
When heading north, there is no turning lane into the Sarina Showgrounds. It is dangerous as people behind you don’t realise you have stopped in preparation to turn.

Action: Stuart Holley to discuss the issue with DTMR.

3.7 Koch’s and Trevaskis Roads
There is concern over the state of these roads due to the detours in place as a result of works being undertaken on Farleigh-Habana Road. The unssealed sections are not patched properly and are quite dangerous for vehicles who are required to pass on the roads.

Action: Stuart Holley to provide a note on the timing of Farleigh-Habana Road.

3.8 Sewerage System at Seaforth Camping Grounds
The sewerage system needs addressing urgently as people are being turned away from the grounds due to the system not being able to cope with too many visitors. On a recent weekend, 32 sites were unable to be utilised.

Action: Stuart Holley to get advice from Mackay Water and Waste on status of rectification works planned for 2012/13.

4. DATE OF NEXT MEETING
18 October 2012 at 3.30pm
# Mackay Regional Council Draft Minutes

**Character Heritage Advisory Committee**

*5:30 am, Friday, 10 August 2012*

*Reception Room*

**Attendance**

Cr Dave Pirrie (Chair of HAC), Cr Chris Bonanno and Cr Greg Martin, Jack Ackerman, Isaac Caplin, Anna Thurgood, Yvonne Sullivan, Brian Cansdaile, Carolyn Scott (Savannah Pettinosh), Norma Lang (Savannah Historical Society), Beverley Wright, Wendy Lard (DBHP), Carl Fuchs (DBHP).

**Apologies:**

Neil Locke, Tony De Brincat, Carmel Kelly (Mackay Museum), Mackay Historical Society & Museum), Katherine Backhouse, Sue Houston (National Trust).

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<thead>
<tr>
<th>ITEM</th>
<th>COMMENT</th>
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<tbody>
<tr>
<td>1 Welcome</td>
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<tr>
<td>1.1 New Councillors</td>
<td>1.1.1 Cr Pirrie is the new Chair of the Character Heritage Advisory Committee. Cr Chris Bonanno and Cr Greg Martin also attended.</td>
<td>1.1 N/A</td>
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<tr>
<td>1.2 DERMA Change of name</td>
<td>1.1.2 Jar Poore noted DERMA changed name to Department of Environment and Heritage Protection (DEHP).</td>
<td>1.2 Noted</td>
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<tr>
<td>2 Confirmation of Draft Minutes</td>
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<td>2.1 Previous minutes were noted as Council was in caretaker mode. The draft minutes were distributed to the committee members.</td>
<td>2.1 N/A</td>
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<td>ITEM</td>
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<td>3 Business Arising</td>
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<td>3.1 State Busher - Walkerton</td>
<td>3.1 Council informed the committee members about the coming development application to redevelop the State listed busher shop in Walkerton into 2-stoey GP Super and Inc. The developers were informed about the process and external EIS on the heritage matters.</td>
<td>3.1</td>
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<td>For note.</td>
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<td>3.2 T &amp; G Building n’16 (Victoria St)</td>
<td>3.2 City Planning received an email from the current tenant of T &amp; G Building complaining about the poor condition of the building (unable to obtain insurance). The tenant is asking Council to assist by contacting the owner and requesting the maintenance be carried out. The building is on the local heritage register.</td>
<td>3.2</td>
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<td></td>
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<td>The Committee recommends Council to send a letter to the owner stating condition of the building and requesting that maintenance be carried out in 2012 to coincide with the 150th celebrations and to conduct a site inspection and take photos of property to include with the letter.</td>
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<td>4 General Business</td>
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<td>4.1 Heritage Signage Project - Sarna</td>
<td>4.1 Carolyn Scot informed Council that funding for this project was unsuccessful.</td>
<td>4.1</td>
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<td></td>
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<td>No new actions proposed.</td>
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<td>4.2 PV1 - Waddy Region Planning Scheme</td>
<td>4.2 Council has received comments from the PV1 Stakeholder Review (1st 15th) and Strategic Planning are currently responding to the comments. Strategic Planning anticipates the new Waddy Region Planning Scheme will go to Public Consultation early October.</td>
<td>4.2</td>
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<td>FyI only.</td>
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<td>4.3 2012 Heritage Awards</td>
<td>4.3.1 Draft categories of the 2012 Heritage Awards were discussed. The committee reconsid the two (2) new categories: &quot;Heritage Champion - Individual or Organisation&quot; and &quot;Heritage Champion - Society&quot;.</td>
<td>4.3.1</td>
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<td></td>
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<td>N/A.</td>
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<td></td>
<td>4.3.2 Isabel to send the list of potential sponsors to the sub-committee.</td>
<td>4.3.2</td>
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<td>ITEM</td>
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| 4.3.2 | Cr Paniot suggested a sub-committee be formed to assist with sponsorship. Cr Bonina and Cr Martin agreed to assist the Corin with this issue. | 4.3.3 | Proposed changes to the Award’s guidelines and promotional material include:  
- Brian Calle and Cr Perkins proposed changing the proposed case and venue to the M150 Time Capsule event on 1st November at the Greenmount Homestead. Awards could benefit from combined media advertising and attendance.  
- Changes to brochure  
  - Change competition title to ‘M150 Heritage Awards’  
  - Re-word introductory paragraph to make more emphasis on the importance of the M150.  
  - Re-word category guidelines excluding any expression that might discourage participation (i.e. ‘outstandingly well maintained’).  
- In order to encourage participation, the committee recommends all participants are given a certificate – include that in brochure. |
| 4.4 | M150 Time Capsule event | 4.4 | Committee recommends Council to launch a competition on what items should be included in the time capsule. Strategic Planning will inform Corporate Communications of these discussions. |
| 4.5 | Poor condition of buildings of heritage significance | 4.5.1 | The condition of the following heritage buildings was discussed:  
- Paston’s building (River St).  
- Court House (Victoria St.). |
<p>| 4.5.2 | Committee recommends Council to organise a site inspection and take external photos to assist DEHP with assessment. | 4.5.2 | Committee recommends Council to send a letter to G- |</p>
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<td>4.5.3</td>
<td>DEHP has not obtained further information from contractors on the proposed works and has not had a discussion (2011). Councillor noted that he will be having regular telemetings with the project team.</td>
<td>4.5.3 Committee recommends Council to contact Terra informing them of the Committee's views and suggesting that maintenance be carried out in 2012 to coincide with M150 celebrations.</td>
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<td>4.6</td>
<td>Future dealings with DEHP</td>
<td>4.6 Noted.</td>
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<td>4.7</td>
<td>Public lighting on Edmund Casey Bridge and access Road</td>
<td>4.7 Refer to Council for action.</td>
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<td>4.8</td>
<td>Heritage status of Mackay Museum</td>
<td>4.8 DEHP to make site visit next time they are in Mackay to assess.</td>
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<td>5.1</td>
<td>FY1 - proposed renovations at 127 Victoria Street</td>
<td>5.1.1 John Alexander provided information on ongoing development application for renovations to 127 Victoria Street, adjacent to local heritage building. Proposed changes are unlikely to have a significant effect on the heritage character of the surround.</td>
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### Items

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<tbody>
<tr>
<td>5.2</td>
<td>5.2 This property is on the market</td>
<td>5.2 For noting.</td>
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<tr>
<td>5.3</td>
<td>Cr Henderson requested the next CHAC meeting be brought forward to September to assist with preparations of the Heritage Awards.</td>
<td>5.3 Next committee meeting proposed for Friday, 14th September 2012</td>
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### Next Meeting

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<th>Item</th>
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<td>6.1</td>
<td>Apologies for the next meeting from Brian Osborne, Carolyn Scot, Norma Lenz and Yvonne Sullivan.</td>
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<td>6.2</td>
<td>To be confirmed. Date: Friday 14th September 2012. Time: 8.30 am - 10.00 am. Venue: Hamilton Meeting Room.</td>
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Meeting closed at 9.45 am.