IPSWICH CITY COUNCIL

AGENDA

of the

GENERAL PURPOSES COMMITTEE

Held in the Council Chambers
2nd floor – Council Administration Building
45 Roderick Street
IPSWICH QLD 4305

On Tuesday, 23 June 2020
at 9.00 am

MEMBERS OF THE GENERAL PURPOSES COMMITTEE	
Councillor Jacob Madsen **(Chairperson)**	Mayor Teresa Harding Councillor Sheila Ireland Councillor Nicole Jonic Councillor Paul Tully Deputy Mayor Marnie Doyle Councillor Andrew Fechner Councillor Kate Kunzelmann Councillor Russell Milligan

GENERAL PURPOSES COMMITTEE AGENDA

9.00 am on **Tuesday,** 23 June 2020

Council Chambers

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GENERAL PURPOSES COMMITTEE NO. 2

23 JUNE 2020

AGENDA

1. 2020-2025 INDIGENOUS ACCORD

This report outlines the background and process of developing the 2020-2025 Indigenous Accord and presents the document for endorsement.

RECOMMENDATION

That Council endorse the 2020-2025 Indigenous Accord.

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2. CITY OF IPSWICH PARKING PRICING STRATEGY

This is a report concerning the development of the *City of Ipswich Parking Pricing Strategy* (the Strategy), a key deliverable of iGO – The City of Ipswich Transport Plan. The Strategy has been prepared to provide guidance for decision-making on parking management in the City of Ipswich, including the management of time restrictions and priced parking.

RECOMMENDATION

That Council resolve:

A. That the *City of Ipswich Parking Pricing Strategy* – as detailed in Attachment 1 of the report by the Transport Planner (Transport Planning) dated 20 May 2020, be adopted.

B. That Council officers commence implementing the *City of Ipswich Parking Pricing Strategy.*

C. That Council officers commence investigations into the alternative use of parking revenue for the purpose of sustainable transport initiatives but not prior to the 21/22 Financial Year.

D. That Council commence a 6 month trial of a 15 minute free parking 'grace' period for parking areas within the Ipswich City Centre as outlined in the report by the Transport Planner (Transport Planning) dated 20 May 2020.

E. That Council commence a 6 month trial regarding the removal of Saturday timed and priced parking within the Ipswich City Centre as outlined in the report by the Transport Planner (Transport Planning) dated 20 May 2020.

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3. DEVELOPMENT APPLICATION 1421/19/MADP - MASTER AREA DEVELOPMENT PLAN DEVELOPMENT AREA 22A AND 22B (ALTERNATIVE DISPUTE RESOLUTION ASSESSMENT)

This report outlines Council's response to the Alternative Dispute Resolution Assessment request made by the Springfield City Group to a decision made by Council in 2019, that approved the Master Area Development Plan for Development Area 22A and 22B of the Springfield Town Centre.

The applicant seeks amendments to the Master Area Development Plan document in relation to timing of infrastructure delivery, interchangeability of infrastructure credits, payment of cash contribution in lieu of undertaking embellishment works, construction of a "Green Bridge," and the payment of a stormwater quality contribution.

The alternative dispute resolution request is recommended to be approved in part.

RECOMMENDATION

That Council issue a revised decision notice for application no. 1421/2019/ADP as specified in Attachment A.

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4. DEVELOPMENT APPLICATION 5911/2019 AREA DEVELOPMENT PLAN APPLICATION - PREMIER SPORTS FACILITY DEVELOPMENT AREA 22A

This is a report concerning an application seeking approval for an Area Development Plan that is proposing the development of a Premier Sports Facility (Park) including ancillary and complimentary commercial uses. The development has been assessed with regard to the applicable assessment benchmarks, the Town Centre Concept Plan and the Springfield Town Centre Infrastructure Agreement. The proposed development generally complies with the assessment benchmarks or can be conditioned to comply.

RECOMMENDATION

That Council approve development application no. 5911/2019 subject to conditions in accordance with section 2.2.4.10 of the Springfield Structure Plan.

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5. REVIEW OF MATERIALS RECOVERY PLAN

Under the provisions of the *Waste Reduction and Recycling Act 2011 (Qld) (the Waste Act)*, Local Government is required to adopt a waste reduction and recycling plan and review it at least every 3 years. Council's current waste reduction and recycling plan, titled 'Materials Recovery Plan 2017-2031' (MRP) (Attachment 1), was adopted in May 2017.

Division 2 section 125 of the *Waste Reduction and Recycling Act 2011* stipulates that a local government must by resolution adopt a waste reduction and recycling plan, or an amendment of the plan, before the plan is implemented in its local government area. Before adopting the plan, the local government must consult with the public about the proposed plan or amendment, and take into account any submissions received.

A review of the MRP has been undertaken in accordance with the legislative timeframe requirements. Findings indicate that a detailed and comprehensive review is required to align with the Queensland Government's 'Waste Management and Recycling Strategy', the National Waste Policy, and other regional planning outcomes currently being developed.

As such, it is proposed that Council retain the existing Plan in its current state and begin a detailed and comprehensive review in 20/21. Community consultation will be undertaken and all submissions will be considered by Council prior to the adoption of the revised Plan. This may include notification to the Department of Environment and Science seeking support for this approach.

RECOMMENDATION

A. That Council retain the Materials Recovery Plan 2017-2031 in its current state whilst commencing a detailed and comprehensive review of the Plan in 2020-2021.

B. That Council undertake a major review of the Materials Recovery Plan in 2020-2021, in accordance with the *Waste Reduction and Recycling Act 2011*.

C. That comprehensive community engagement be undertaken as part of the major review in accordance with Division 2 section 125 of the *Waste Reduction and Recycling Act 2011.*

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6. LAND FOR WILDLIFE SOUTH EAST QUEENSLAND UPDATE

This report is concerning Council's involvement in the Land for Wildlife (LFW) program in South East Queensland and the post-transitional arrangements.

The Land for Wildlife Program transitioned from a third-party managed program to a local-government-managed program in January 2019. In October 2019 the Land for Wildlife Steering Committee determined by unanimous vote that Sunshine Coast Council was the preferred Regional Coordinator Sponsor for the 3 year period from July 2020 to June 2023.

A letter of agreement dated 25 November is seeking confirmation from Ipswich City Council to the funding contribution to Sunshine Coast Regional Council for regional coordination of Land for Wildlife in SEQ for the next three financial years.

Furthermore, a 10 year strategic plan and Terms of Reference have been drafted for the Land for Wildlife South East Queensland (LfWSEQ) program, which identifies the

strategic direction of LfWSEQ and clarifies the roles and responsibilities of participants and the Regional Coordinator.

RECOMMENDATION

A. That Council continue to participate in the regional Land for Wildlife program and endorse the Terms of Reference and the Land for Wildlife South East Queensland 10 year Strategic Plan, as outlined in Attachments 4 and 5 respectively.

B. That Council provide a funding contribution of $12,605 for 2020-2021 to Sunshine Coast Regional Council for the recruitment of a Regional Coordinator of Land for Wildlife South East Queensland from 1 July 2020 until 30 June 2021.

C. That Council provide a commitment to Sunshine Coast Regional Council towards the three-year funding model for recruitment of a Regional Coordinator for the period 1 July 2020 to 30 June 2023.

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7. DISASTER MANAGEMENT POLICIES

This is a report concerning the adoption of a new Disaster Management Policy for Council, to demonstrate Council's commitment to promoting a resilient community that can prepare for, respond to and recover from the impacts of a disaster. Previously Council's only policy for disaster events was a Collection of Storm Damaged Vegetation Policy. The intent of this policy has subsequently been included in the revised overarching Disaster Management Policy.

RECOMMENDATION

A. That the policy titled 'Disaster Management' as detailed in Attachment 1, be adopted.

B. That the policy titled 'Collection of Storm Damaged Vegetation', adopted at Council on 3 April 1996, be repealed.

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8. AMENDMENT TO COMMUNITY CHRISTMAS CAROLS PARTNERSHIPS AGREEMENTS

This is a report concerning an amendment to a resolution regarding Community Christmas Carols – Partnership Agreements.

In August 2019 the Economic Development Committee resolved to provide support to Brassall Christmas in the Park and Carols at Robelle Domain. Due to the implications of COVID-19 and its impact on the likelihood of these events securing further local business sponsorship, this report seeks to potentially increase the level of support approved by Council.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

A. That Brassall Christmas in the Park receive the following council support:

- 2019 - $19,595.00 combined value of event sponsorship and in-kind assistance
- 2020 - $15,000.00 ex GST event sponsorship
- 2021 - $15,000.00 ex GST event sponsorship

B. That Carols at Robelle Domain receive the following council support:

- 2019 - $19,178.50 combined value of event sponsorship and in-kind assistance
- 2020 - $15,000.00 ex GST event sponsorship
- 2021 - $15,000.00 ex GST event sponsorship

C. That the General Manager (Community Cultural and Economic Development) be authorised to make amendments to the draft agreements if deemed necessary.

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9. MAJOR COMMUNITY EVENT SPONSORSHIP - LIVECITY CHURCH (REDBANK PLAINS COMMUNITY CHRISTMAS CAROLS) AND TIVIOLI SOCIAL ENTERPRISES (COLOURS OF CHRISTMAS FESTIVAL)

This is a report concerning Council's proposed support of two significant community Christmas events through multi-year sponsorships to assist with their financial stability as the events continue to grow and delivery costs increase, allowing them to meet the expectations of the attending community.

The proposed multi-year sponsorships will sit outside Council's grant program under the Event Sponsorship policy, allowing Council to be acknowledged as a Major Sponsor.

Two-year sponsorships are proposed to align the renewal dates with the three-year Robelle Carols and Brassall Carols sponsorships approved in 2019.

RECOMMENDATION

That Livecity Church receive the following support for the Redbank Plains Community Christmas Carols:

- 2020 - $15,000.00 ex GST financial support and additional in-kind assistance valued at approximately $3,500.00
- 2021 - $15,000.00 ex GST financial support

That Tivoli Social Enterprises receive the following support for the Colours of Christmas Festival:

- 2020 - $15,000.00 ex GST financial support
- 2021 - $15,000.00 ex GST financial support

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10. COMMUNITY DONATION REQUESTS

This is a report concerning community donation requests received in May 2020 for consideration by Council.

RECOMMENDATION

A. That Council approve a community donation of $2,387.25 to the Christian Reformed Church of Tivoli to purchase electronic equipment for the 'Keeping the Community Connected' initiative.

B. That Council approve a community donation of $11,474.27 to Y-Care (South East Queensland) Inc towards purchasing a second hand portable coffee cart and equipment, and to engage a professional artist.

C. That Council approve a community donation of $10,000.00 to Ipswich State High School P&C towards the purchase and installation of goal posts for the Ipswich State High School girls' football program.

D. That Council approve a community donation of $36,420.00 to the Queensland Pioneer Steam Railway Co-op Ltd toward the purchase and transport of a locomotive from Zig Zag Railway, New South Wales.

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11. COMMUNITY DONATIONS REPORT

This is a report providing detail about the year to date allocation of community donations as at 31 May 2020 (Attachment 1) and providing a summary of these community donations by recipient type (Attachment 2).

RECOMMENDATION

That the report be received and the contents noted.

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12. UPDATE OF ICT OPEN DATA POLICY

This is a report concerning the review and updating of the Information Communication and Technology Open Data Policy.

RECOMMENDATION

That the policy titled 'Open Data' be amended as detailed in Attachment 1.

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13. RECOMMENDED REPEAL OF COUNCIL POLICIES ON OPERATIONAL EMPLOYEE MATTERS

This is a report recommending Council resolution to repeal nine (9) Council policies on operational employee matters. Business Transformation Project #9 has introduced a new Policy and Procedures Framework that establishes and distinguishes matters reserved for Council policies, Administrative Directives and Procedures. Operational employee matters have been determined by Council to be best dealt with in Administrative Directives and Procedures approved by Council's Chief Executive Officer and General Managers. As part of the review of Policy and Procedures, nine (9) Council Policies are recommended for repeal by Council as they are already appropriately addressed in existing industrial instruments, current or draft new Administrative Directives and Procedures.

RECOMMENDATION

That Council resolve to repeal the following Policies in line with Council's Policy and Procedure Framework as they cover operational employee matters:

A. On call at Home for Emergency Work Outside Ordinary Working Hours Policy
B. Workplace Relations Policy
C. Clothing – State Award Employees Policy
D. First Aid Policy
E. Long Serving Employees Policy
F. Membership of Professional Associations and Reimbursement of Individual Membership Fees Policy
G. Reimbursement of Telephone Expenses Policy
H. Salary Packaging Policy, and
I. Study Assistance Policy.

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14. TENDER CONSIDERATION PLAN - PROCUREMENT OF CREATIVE SERVICES

This is a report concerning the procurement of creative services by the City Events Team to produce a diverse program of annual events that engage the community, promote Ipswich as a destination, drive visitation and positively impact on business and industry.

The procurement of creative services often presents complex procurement situations where it is not possible to obtain three written quotes nor is it advantageous to call for tenders, as required under the Ipswich City Council Procurement Code of Practice.

For such situations, the *Local Government Regulation 2012*, Section 230, allows a local government to enter into medium and large contractual agreements, without first inviting written quotes or tenders, through the preparation and adoption of a Quote or Tender Consideration Plan.

The attached Quote or Tender Consideration Plan – Procurement of Creative Services provides the information required to comply with the regulation and to justify the use of the plan as an effective and appropriate alternative to seeking quotes or to calling for open tenders.

The Plan has been developed in consultation with Council's Manager – Procurement.

The Plan includes examples of unique creative services.

RECOMMENDATION

That Council resolve to adopt the Quote or Tender Consideration Plan for Procurement of Creative Services as outlined in the report by the City Events Manager dated 1 June 2020 in accordance with section 230(1)(b) of the *Local Government Regulation 2012.*

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15. PROPOSED IPSWICH ADOPTED INFRASTRUCTURE CHARGES RESOLUTION (NO. 1) 2020

This is a report concerning the adoption of the proposed Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020 to replace the Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2019. This is an annual exercise to ensure that the development charges keep pace with any increase in costs by applying the Producer Price Index (PPI) for Construction.

RECOMMENDATION

That Council adopt the Adopted Infrastructure Charges Resolution as detailed in Attachment 2 pursuant to s113 of the *Planning Act 2016* as the Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020.

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16. RATES TIMETABLE FOR 2020-2021

This is a report concerning the issuance date, discount and due date for payment for the quarterly rates for the 2020-2021 year.

RECOMMENDATION

That the Rates Timetable, including issue dates and due dates, for the 2020-2021 year as detailed in Table 1, be adopted:

Table 1

Period	Issue Date	Discount and Due Date	Period Since last Due Date
July – Sept 2020	Friday 10 July 2020	Thursday 13 August 2020	8 weeks
Oct – Dec 2020	Friday 9 October 2020	Thursday 12 November 2020	13 weeks
Jan – March 2021	Friday 15 January 2021	Thursday 18 February 2021	14 weeks
April – June 2021	Friday 16 April 2021	Thursday 20 May 2021	13 weeks

17. MONTHLY FINANCE PERFORMANCE REPORT - APRIL 2020

This is a report concerning Council's financial performance for the period ending 30 April 2020, submitted in accordance with section 204 of the *Local Government Regulation 2012*.

RECOMMENDATION

That the report on Council's financial performance for the period ending 30 April 2020, submitted in accordance with section 204 of the *Local Government Regulation 2012* be considered and noted by Council.

18. MONTHLY FINANCE PERFORMANCE REPORT - MAY 2020

This is a report concerning Council's financial performance for the period ending 31 May 2020, submitted in accordance with section 204 of the *Local Government Regulation 2012*.

RECOMMENDATION

That the report on Council's financial performance for the period ending 31 May 2020, submitted in accordance with section 204 of the *Local Government Regulation 2012* be considered and noted by Council.

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19. QUEENSLAND AUDIT OFFICE 2020 INTERIM AUDIT REPORT

This is a report concerning the Queensland Audit Office (QAO) observations and recommendations from the 2020 interim audit of Ipswich City Council. The report details the results of QAO's interim work performed to 29 February 2020 and includes QAO's assessment of Council's internal controls and whether they are operating effectively.

RECOMMENDATION

That the report concerning the Queensland Audit Office 2020 Interim Audit Report as detailed in Attachment 1 of the report by the Principal Financial Accountant dated 25 May 2020 be received and noted.

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20. REPEAL OF PREVIOUS COUNCIL DECISION FOR PROPOSED NEW TELECOMMUNICATIONS LEASE TO OPTUS MOBILE PTY LTD LOCATED AT 102 CHAMPIONS WAY, WILLOWBANK

This is a report requesting the repeal of a previous decision of the Growth and Infrastructure Committee, item No. 7 on the 9 July 2019 and adopted at the Council Ordinary meeting of 16 July 2019 to allow for a reduced term of the proposed Optus lease located at 102 Champions Way, Willowbank (Lot 1 on SP308694).

RECOMMENDATION

A. That Council's previous decision of the Growth and Infrastructure Committee, item No. 7 on 9 July 2019 and adopted at the Council Ordinary meeting of 16 July 2019, to enter into an eight (8) year lease with Optus Mobile Pty Limited for an equipment shelter commencing on 1 July 2019 and expiring 30 June 2027, be repealed.

B. That Council enter into a seven (7) year lease with a revised lease term commencing on 1 July 2020 and expiring 30 June 2027.

C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the proposed new lease arrangement as detailed in Recommendation A and B of this report and do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

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21. UPDATE ON LIBRARY SERVICES STRATEGY AND POLICY

This is a report providing an update of Council's Library Services strategy and policy including a to-date summary of the Karalee Library Pod prototype deployment for consideration of future actions of Council.

RECOMMENDATION

That the report be received and the contents noted.

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22. CAPTION OPTIONS FOR COUNCIL MEETINGS

This is a report in response to a Council resolution made at the Ordinary meeting of 26 May 2020 that options are advised for captioning of Council meetings to provide equity of access and to make a transcript available for public viewing.

RECOMMENDATION

A. That Council consider the four options outlined in Attachment 1 of this report and provide direction as to the level of caption service that should be added to the audio visual production brief for Council meetings.

B. That Council endorse the recommended option to proceed with further consideration of the option for a live closed caption service.

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23. COUNCIL COMMUNITY ASSETS AND INFRASTRUCTURE NAMED AFTER DISMISSED FORMER COUNCILLORS

This is a report concerning current Council community assets and infrastructure named after dismissed former Councillors as requested by Council at its meeting on 26 May 2020.

RECOMMENDATION

That the report be received and the contents noted.

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24. COURT ACTION STATUS REPORT

This is a report concerning a status update with respect to current court actions associated with development planning related matters including one other significant matter of dispute that the Planning and Regulatory Services Department is currently involved with.

RECOMMENDATION

That the report be received and the contents noted.

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25. EXERCISE OF DELEGATION REPORT

This is a report concerning applications that have been determined by delegated authority for the period 5 May 2020 to 2 June 2020.

RECOMMENDATION

That the report be received and the contents noted.

** Item includes confidential papers

and any other items as considered necessary.

Doc ID No: A5975818

ITEM: 1

SUBJECT: 2020-2025 INDIGENOUS ACCORD

AUTHOR: INDIGENOUS AUSTRALIAN COMMUNITY DEVELOPMENT OFFICER

DATE: 2 JUNE 2020

EXECUTIVE SUMMARY

This report outlines the background and process of developing the 2020-2025 Indigenous Accord and presents the document for endorsement.

RECOMMENDATION/S

That Council endorse the 2020-2025 Indigenous Accord.

RELATED PARTIES

Council called for nominations from Aboriginal and Torres Strait Islander peoples, non-Indigenous Australians, community organisations representatives and traditional owners to be part of a Working Group to develop the 2020-2025 Indigenous Accord. Biographical information about the members of the Working Group are contained in Appendix 1 of Attachment 1.

There are no conflicts of interest identified from this report.

ADVANCE IPSWICH THEME

Caring for the community.

PURPOSE OF REPORT/BACKGROUND

In 1995, Ipswich City Council committed to, with the support of respected community members, formulating a Reconciliation Initiative which became the Ipswich City Council Indigenous Australian Accord Working Party. Subsequently, the original Accord (the 1995 Accord) was developed, guiding how Ipswich City Council and the Aboriginal and Torres Strait Islander community would work together on shared issues and on a common agenda for change. The 1995 Accord initiative was awarded the Australian Reconciliation Award (Government Category) in May 1997 by the then Council for Aboriginal Reconciliation and was formally adopted by Ipswich City Council in July 1998.

Building on the foundations laid by the 1995 Accord (and the subsequent 2015-2018 Accord), this new Accord (the 2020-2025 Accord) forms the basis for a shared journey between Indigenous and non-Indigenous peoples in Ipswich.

The 2020-2025 Accord has been drafted collaboratively with local Indigenous elders and representatives. Short biographies of these individuals are located in Appendix 1 of Attachment 1. The engagement and consultation process undertaken to develop the 2020-2025 Accord is outlined in further detail below.

The 2020-2025 Accord is Ipswich City Council's strategic framework for reconciliation and community governance with Aboriginal and Torres Strait Islander Peoples and their communities. It contains targeted and specific actions and sets the agenda for cooperation, collaboration and partnership between Ipswich City Council and the Aboriginal and Torres Strait Islander communities.
Legal/Policy Basis
This report and its recommendations are consistent with the following legislative provisions:
Not Applicable.

RISK MANAGEMENT IMPLICATIONS

The content of the 2020-2025 Accord has been developed in collaboration with local Indigenous elders and representatives over a significant period of time. Accordingly, there is a community expectation that this document will be endorsed by and actioned by Council. Accordingly, it is considered that there is a significant reputational risk to Council should the recommendation not be approved.

FINANCIAL/RESOURCE IMPLICATIONS

The 2020-2025 Accord is a strategic document and, as such, the specific action items therein are variously budgeted and potentially unbudgeted. As such, each financial year, as budgets across departments are built, specific action items within the 2020-2025 Accord will need to be costed and allocated within operating budgets across the organisation.

COMMUNITY AND OTHER CONSULTATION

Community Consultation

Council called for nominations from Aboriginal and Torres Strait Islander peoples, non-Indigenous Australians, community organisations representatives and traditional owners to be part of a Working Group to review the 2015-2018 Accord with the intent of developing an Accord that will be an active and shared working document from 2020-2025 financial years.

Council received thirteen applications to undertake a review of the 2015-2018 Accord. Applications were assessed on the basis of ability to represent and advocate for Aboriginal and Torres Strait Islander peoples and communities as well as demonstration of leadership in the Indigenous communities of Ipswich including, cultural leadership, leadership in employment and leadership in education, health and business.

The Ipswich City Council Indigenous Accord Working Group, convened by Ipswich City Council's Community Development Team within the Community, Cultural and Economic Development Department, met regularly to review the 2015-2018 Accord and co-design the 2020-2025 Accord.

Biographical information about the members of the 2020-2025 Accord Working Group are contained in Appendix 1 of Attachment 1.

Organisational consultation

The 2020-2025 Accord has been presented to and discussed at an Executive Leadership Team meeting. The responsible department for a number of action items were queried and these were subsequently reviewed and further internal consultation was undertaken.

The following Branch and Section Managers were consulted to ensure awareness and understanding of the content of the 2020-2025 Accord and any applicable responsibilities they may have for the delivery of action items:

- Kaye Cavanagh, Manager, Environment and Sustainability, Infrastructure and Environment Department
- Phil Smith, Natural Environment and Land Manager, Infrastructure and Environment Department
- Matt Pascoe, Acting Manager, Libraries and Customer Services, Community, Cultural and Economic Development Department
- Cheryl Pye, Libraries and Customer Services Operations Manager, Community, Cultural and Economic Development Department
- Michael Beckmann, Director, Ipswich Art Gallery, Community, Cultural and Economic Development Department
- Don Stewart, Manager, Community and Cultural Services, Community, Cultural and Economic Development Department
- Allison Ferres-MacDonald, Deputy General Counsel, Corporate Services Department
- Paula Perry, Manager, People and Culture, Corporate Services Department
- Richard White, Manager, Procurement, Corporate Services Department.

Some small amendments to the document were made as a result of the above consultations, however, no significant objections were noted.

CONCLUSION

It has become both an expectation and organisational standard for Government, Non-Government and Civil Society organisations in Australia to engage with Aboriginal and Torres Strait Islander communities to develop Reconciliation Action Plans. These plans are

statements of how the organisation, which is the author, will meet their commitments to reconciliation and Closing the Gap for Aboriginal and Torres Strait Islander peoples and communities.

The 2020-2025 Accord (and its historical predecessors) performs many of the same functions as a Reconciliation Action Plan but goes further, in that it is a shared document which has been designed by and with the Aboriginal and Torres Strait Islander communities of Ipswich. The 2020-2025 Accord, is a strategic framework which establishes shared responsibilities for both Ipswich City Council and the Aboriginal and Torres Strait Islander communities; it is an agreement and establishes a common vision - a vision which the communities of Ipswich have had an active role in shaping and will have a critical role in seeing to fruition.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	2020-2025 Indigenous Accord

Derek Kinchela
INDIGENOUS AUSTRALIAN COMMUNITY DEVELOPMENT OFFICER

I concur with the recommendations contained in this report.

Abbey Richards
COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

"Together, we proudly enhance the quality of life for our community"

Ipswich City Council

INDIGENOUS ACCORD

2020–2025

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Acknowledgement of Country

Ipswich City Council respectfully acknowledges the Traditional Owners as custodians of the land and waters we share. We pay our respects to their elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples.

Introduction

Ipswich, which is known traditionally in the Yagara language as Tulmur, has been home to Aboriginal people since before the beginnings of recorded European settlement. Aboriginal peoples owned, had sovereignty over and cultivated the lands, waters, flora and fauna of Ipswich. Aboriginal peoples mapped the terrain and the stars, made laws and held Government and maintained their connection to their country through song, dance, language and stories.

For countless generations, leaders and Elders made decisions for the present and future of their communities, the natural environment and the generations to come. This Accord is written with the deepest respect and acknowledgement for Aboriginal and Torres Strait Islander governance and community decision-making past, present and future.

In 2007, the United Nations General Assembly resolved the United Nations Declaration on the Rights of Indigenous Peoples. This Accord is developed in the spirit of compliance and realisation of all the articles contained in that Declaration, in particular Article 3 which states:

"Indigenous peoples have the right of self determination. By virtue of that right they freely determine their political status and freely pursue their economic, social and cultural development."

As well as Articles 18 and 19 which set the mandate for shared governance and decision making in stating:

"Article 18

Indigenous peoples have the right to participate in decision-making in matters which would affect their rights, through representatives chosen by themselves in accordance with their own procedures, as well as to maintain and develop their own indigenous decision making institutions.

Article 19

States shall consult and cooperate in good faith with the indigenous peoples concerned through their own representative institutions in order to obtain their free, prior and informed consent before adopting and implementing legislative or administrative measures that may affect them."

Ipswich City Council was formed as a Local Government in 1860 and recognized as a City in 1904. The mandate of Local Governments in Queensland can be expressed through the local government principles which, as stated in section 4(2) of the Local Government Act 2009 (Qld), are as follows:

a) transparent and effective processes, and decision-making in the public interest;
b) sustainable development and management of assets and infrastructure, and delivery of effective services;
c) democratic representation, social inclusion and meaningful community engagement;
d) good governance of, and by, local government; and
e) ethical and legal behaviour of councillors and local government employees.

This Accord is written in the spirit of compliance and realisation of each of these local government principles and is evidence of Ipswich City Council's commitment to ensuring meaningful Aboriginal and Torres Strait Islander representation and engagement with the strategy and operations of council.

This Accord is Ipswich City Council's strategic framework for reconciliation and community governance with Aboriginal and Torres Strait Islander Peoples and their communities. It contains targeted and specific actions and sets the agenda for cooperation, collaboration and partnership between Ipswich City Council and the Aboriginal and Torres Strait Islander communities.

Background

Ipswich City Council acknowledges the ongoing challenges faced by Aboriginal and Torres Strait Islander peoples and recognises the importance of community and government coming together to achieve the best outcomes for the Ipswich community.

In 1995, Ipswich City Council committed to, with the support of respected community members, formulating a Reconciliation Initiative which became the Ipswich City Council Indigenous Australian Accord Working Party. Subsequently, the original Accord (the 1995 Accord) was developed, guiding how Ipswich City Council and the Aboriginal and Torres Strait Islander community would work together on shared issues and on a common agenda for change. The 1995 Accord initiative was awarded the Australian Reconciliation Award (Government Category) in May 1997 by the then Council for Aboriginal Reconciliation and was formally adopted by Ipswich City Council in July 1998.

Building on the foundations laid by the 1995 Accord (and the subsequent 2015-2018 Accord), this new Accord (the 2020-2025 Accord) forms the basis for a shared journey between Indigenous and non-Indigenous peoples in Ipswich.

This document is written with the deepest respects for past Elders, community members and leaders, Council staff and elected representatives who have been responsible for the past versions of the Accord and historical action towards reconciliation.

About Reconciliation

Reconciliation Australia defines Reconciliation as:

"At its heart, reconciliation is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, for the benefit of all Australians."

Reconciliation is both a formal and informal process where Indigenous and non-Indigenous peoples, communities and organisations work together to make amends for past injustices and together work positively and respectfully for a shared future.

Reconciliation Australia defines five principles of Reconciliation:

1. Historical acceptance
2. Race relations
3. Equality and equity
4. Unity

5. Institutional integrity

It has become both an expectation and organisational standard for Government, Non-Government and Civil Society organisations in Australia to engage with Aboriginal and Torres Strait Islander communities to develop Reconciliation Action Plans. These plans are statements of how the organisation, which is the author, will meet their commitments to reconciliation and Closing the Gap for Aboriginal and Torres Strait Islander peoples and communities. The 2020-2025 Accord (and its historical predecessors) performs many of the same functions as a Reconciliation Action Plan but goes further, in that it is a shared document which has been designed by and with the Aboriginal and Torres Strait Islander communities of Ipswich. The 2020-2025 Accord, is a strategic framework which establishes shared responsibilities for both Ipswich City Council and the Aboriginal and Torres Strait Islander communities; it is an agreement and establishes a common vision - a vision which the communities of Ipswich have had an active role in shaping and will have a critical role in seeing to fruition.

Engagement and Consultation Process

Ipswich City Council called for nominations from Aboriginal and Torres Strait Islander peoples, non-Indigenous Australians, community organisations representatives and traditional owners to be part of an Advisory Working Group to review the 2015-2018 Accord with the intent of developing an Accord that will be an active and shared working document from 2020-2025 financial years.

Council received thirteen applications to undertake a review of the 2015-2018 Accord. Applications were assessed on the basis of ability to represent and advocate for Aboriginal and Torres Strait Islander peoples and communities as well as demonstration of leadership in the Indigenous communities of Ipswich including, cultural leadership, leadership in employment and leadership in education, health and business.

The Ipswich City Council Indigenous Accord Working Group, convened by Ipswich City Council's Community Development Team within the Community, Cultural and Economic Development Department, met regularly to review the 2015-2018 Accord and co-design the 2020-2025 Accord.

Biographical information about the members of the Ipswich City Council Indigenous Accord Working Group are contained in Appendix 1.

Purpose and Structure

The purpose of the 2020-2025 Accord, is to provide an agreement between Ipswich City Council and the Aboriginal and Torres Strait Islander peoples and communities of Ipswich as to how we will work together towards our common vision. This document provides a strategic framework which will guide council's operations, activities and engagement with Aboriginal and Torres Strait Islander peoples and is the over-arching plan for reconciliation and action.

Council acknowledges that as community needs and aspirations change we must continue to evaluate our practices and initiate strategies that address emerging challenges and demographic changes. The purpose of the Accord is to formalise and provide a framework for mutual collaboration and co-operation between Aboriginal and Torres Strait Islander peoples and Ipswich City Council.

The Accord is structured into seven themes identified by the Ipswich City Council Indigenous Accord Working Group:

1. Cultural Recognition, Respect and Community Engagement
2. Traditional Owners
3. Employment, Education and Skills Development
4. Business Development
5. Housing
6. Health and Wellbeing
7. Community Safety

Each theme begins with a preamble statement and then details the outcomes, actions, timeframes and responsibilities under each theme.

Codes for timeframes: O = Ongoing / S = Short-term (1-2 years) / M = Medium-term (3-5 years).

The Ipswich City Council Indigenous Accord

Preamble from Ipswich City Council

We, Ipswich City Council, acknowledge and recognise the sovereign and human rights of the Aboriginal and Torres Strait Islander peoples and communities of Ipswich to self-determination, meaningful engagement with Local Government and shared governance and decision making. We commit, through this Accord, to the strengthening of bonds between council and the Aboriginal and Torres Strait Islander communities of Ipswich.

We acknowledge and apologise for past mistreatment which has been visited upon the Aboriginal and Torres Strait Islander peoples of Ipswich. We commit, through this Accord, to reconciliation, Closing the Gap and working together for a positive future.

We commit to a shared undertaking to faithfully and respectfully engage with community to realise the outcomes encompassed and expressed in this Accord as our collective vision for both Indigenous and non-Indigenous peoples and the communities in Ipswich.

Signed, on behalf of Ipswich City Council

[signature]

Preamble from the members of the Ipswich City Council Indigenous Accord Working Group

We, members and leaders of the Aboriginal and Torres Strait Islander communities of Ipswich recognise and acknowledge the commitment of Ipswich City Council to faithfully and respectfully engage with community to realise the outcomes encompassed and expressed in this Accord. We commit, through this Accord, to the strengthening of bonds between Aboriginal and Torres Strait Islander peoples and communities and council.

We commit, through this Accord, to a shared undertaking with Ipswich City Council, to reconciliation and Closing the Gap and working together for a positive shared future.

We commit, through this Accord, to faithfully and respectfully engaging and collaborating with council to realise the outcomes encompassed and expressed in this Accord as our collective vision for both Indigenous and non-Indigenous peoples and the communities in Ipswich.

Signed, on behalf of the Ipswich City Council Indigenous Accord Working Group

[signature]

Theme 1 – Cultural Recognition, Respect and Community Engagement

This Accord acknowledges the importance for Ipswich City Council to recognise the Aboriginal and Torres Strait Islander peoples and communities of Ipswich. This Accord provides that council and Aboriginal and Torres Strait Islander peoples work together for the purpose of mutual respect and to positively, respectfully and proactively recognise, include and engage with the community.

Outcome	Action	Timeframe	Responsible Department
1.1 Representation of Aboriginal and Torres Strait Islander communities and people on council premises and properties.	1.1.1 Aboriginal and Torres Strait Islander flags are flown on council property and that Aboriginal and Torres Strait Islander flags are included in council flag policies.	O	Corporate Services Department
	1.1.2 Aboriginal and Torres Strait Islander artwork and cultural heritage iconography is included in the spaces and places of Ipswich, in particular the CBD and around other council-owned facilities and public spaces.	S	Infrastructure and Environment Department and Community, Cultural and Economic Development Department
1.2 Symbolic and public recognition of the 2007 Apology to Indigenous Peoples of Australia and public commemoration of "Sorry Day".	1.2.1 The Australian and Aboriginal and Torres Strait Islander flags will fly at half-mast on Sorry Day (26 May) annually to acknowledge the trauma and pain caused by the break-up of families and communities in respect to what is now known as the stolen generation.	S	Corporate Services Department
1.3 The history of Aboriginal and Torres Strait Islander people's in Ipswich is publically documented.	1.3.1 In collaboration with Elders and community leaders gather and encourage the supply of photographs and material relevant to Aboriginal and Torres Strait Islander history in Ipswich and display this historical material on council's Picture Ipswich platform.	O	Community, Cultural and Economic Development Department
	1.3.2 In partnership with Traditional Owners and the Purga	O	Community, Cultural and Economic

	Elders and Descendants Aboriginal Corporation, gather historical information of the Deebing Creek and Purga Mission sites and display this historical material on council's Picture Ipswich platform.		Development Department
1.4 Recognise Aboriginal and Torres Strait Islander service men and women and Indigenous peoples who have lost their lives in various conflicts throughout history, including the Australian Frontier Wars.	1.4.1 The development of an Aboriginal and Torres Strait Islander War Memorial in Queens Park.	M	Infrastructure and Environment Department
1.5 Council-owned libraries and the Art Gallery are culturally safe and welcoming places for Aboriginal and Torres Strait Islander people, their families, children, young people and Elders.	1.5.1 Council-owned libraries continue to develop the Aboriginal and Torres Strait Islander resource collection and encourage community engagement and discussion in regards to these resource collections.	O	Community, Cultural and Economic Development Department
	1.5.2 Council-owned libraries facilitate the participation of Aboriginal and Torres Strait Islander Elders in story-time activities and encourage community participation in these activities.	O	Community, Cultural and Economic Development Department
	1.5.3 Council-owned libraries and the Art Gallery seek out opportunities to source and profile travelling Aboriginal and Torres Strait Islander displays.	M	Community, Cultural and Economic Development Department
	1.5.4 The Council-owned library in the CBD incorporates cultural appropriate and inclusive design elements for Aboriginal and Torres Strait Islander peoples.	S	Community, Cultural and Economic Development Department
	1.5.5 Council-owned libraries continue to engage with Aboriginal and Torres Strait Islander young people in technology programs.	O	Community, Cultural and Economic Development Department
1.6 Council continues to provide and support celebrations and healing	1.6.1 Council continues to support community initiatives, including (but not limited to): • Apology Day	O	Community, Cultural and Economic Development Department

ceremonies in partnership with community organisations, government agencies and the private sector to ensure ongoing community leadership is developed.	• Sorry Day • Reconciliation Week • NAIDOC Week • Indigenous Children's Day • World Indigenous Peoples Day • Coming of the Light • Sporting and cultural celebrations and skill development • Elders programs		
1.7 Council continues to support and increase opportunities for Aboriginal and Torres Strait Islander peoples usage and engagement with the Briggs Road Sports Club.	1.7.1 Council continue to build and strengthen relationships with key stakeholders and users of the Briggs Road Sports Club.	O	Community, Cultural and Economic Development Department
	1.7.2 Council continues to use the existing recognised Indigenous Elder names in naming the infrastructure (i.e. the building, the grand stands, oval). – Not to be replaced or renamed.		Community, Cultural and Economic Development Department
1.8 Elected representatives meaningfully engage with local Aboriginal and Torres Strait Islander community.	1.8.1 Council to consider implementing a discussion forum process for local Aboriginal and Torres Strait Islander community organisations to interact with elected representatives and build relationships and understanding of Aboriginal and Torres Strait Islander experiences.	M	Community, Cultural and Economic Development Department and Coordination and Performance Department
1.9 Enhanced understanding and protection of Aboriginal and Torres Strait Islander intellectual property and copy right.	1.9.1 Council ensures that ideas, knowledge, artwork and other forms of expression remain the intellectual property of the Aboriginal and Torres Strait Islander individual, community organisation, historical organisation and/or traditional owner.	O	Community, Cultural and Economic Development Department
	1.9.2 Council to facilitate training to Aboriginal and Torres Strait Islander individuals, community organisations, historical organisations and/or traditional owners regarding intellectual property and copy right.	S	Community, Cultural and Economic Development Department
1.10 The Ipswich City Council Indigenous Accord Working Group continues to collaborate and work	1.10.1 The Ipswich City Council Indigenous Accord Working Group continues to regularly meet and collaborate on the delivery and implementation of outcomes and	O	Community, Cultural and Economic Development Department

with council throughout the implementation of the 2020-2025 Accord.	actions expressed in this Accord and a Terms of Reference document is co-designed and implemented to guide meeting practices.		

Theme 2 – Traditional Owners

This Accord recognises and acknowledges the Traditional Owners of the regions and places of Ipswich as the custodians of the land whose connection to country has been over tens of thousands of years. This Accord recognises and acknowledges the rights of the Traditional Owners to be a central stakeholder in decision making about the lands, regions, places and natural resources of Ipswich. This Accord provides a mutual responsibility that the cultures, customs, traditions, heritage, languages and stories of the Traditional Owners are preserved, encouraged, promoted and celebrated.

Outcome	Action	Timeframe	Responsible Department
2.1 Council has an ongoing, productive and meaningful working relationship with Traditional Owners via a representative steering committee.	2.1.1 A governance and collaboration framework is implemented with Traditional Owners to support an ongoing working relationship and dialogue through the establishment of a Traditional Owner Representative Steering Committee.	S	Infrastructure and Environment Department and Planning and Regulatory Services Department
2.2 Council has an ongoing, productive and meaningful working relationship with the registered Native Title Party.	2.2.1 That council work with the Native Title Party to ensure Native Title and cultural heritage is protected.		Infrastructure and Environment Department and Planning and Regulatory Services Department
2.3 Meaningful engagement and dialogue between land developers and Traditional Owners.	2.3.1 Advocate for proactive and early engagement between land developers and Traditional Owners to improve the social, economic and cultural outcomes for the Registered Native Title Party.	S	Infrastructure and Environment Department
2.4 Elected representatives and council staff undertake Cultural Awareness/Capability Training.	2.4.1 Cultural Awareness/Capability Training is developed and implemented in partnership with the Traditional Owner Representative Steering Committee and provided to councillors and management staff once a term, and an additional online refresher course developed and implemented annually.	S	Corporate Services Department and Coordination and Performance Department

	2.4.2 Cultural Awareness/Capability Training is developed and implemented in partnership with the Traditional Owner Representative Steering Committee and provided to council staff during their induction training program, and an additional online refresher course developed and implemented annually.	S	Corporate Services Department
2.5 Council implements policies and cultural protocols with guidance from the Traditional Owner Representative Steering Committee.	2.5.1 Council and the Traditional Owner Representative Steering Committee collaboratively develops policies and cultural protocols including, but not limited to: • Welcome to Country protocols • A policy on signage, place naming • Ongoing employment of a Native Title Cultural Heritage Officer (Identified Indigenous position) • Employment of Aboriginal Rangers to Manage Country	M	Infrastructure and Environment Department and Corporate Services Department
2.6 Council works collaboratively with the Traditional Owner Representative Steering Committee to develop a capacity building framework to assist Traditional Owners with their skill development.	2.6.1 Council and the Traditional Owner Representative Steering Committee co-identifies, designs and implements capacity building initiatives on topics including, but not limited to: • Leadership • Governance • Facilitation • Identity	M	Infrastructure and Environment Department and Community, Cultural and Economic Development Department
2.7 Council explores funding and partnership opportunities regarding the establishment of an Indigenous Cultural Centre.	2.7.1 Council explores funding and partnership opportunities regarding the establishment of an Indigenous Cultural Centre, whether new infrastructure or repurposing of existing infrastructure.	M	Infrastructure and Environment Department and Community, Cultural and Economic Development Department

Theme 3 – Education, Employment and Skills Development

This Accord recognises the importance of education, employment and skills development in enhancing opportunities for Aboriginal and Torres Strait Islander peoples and the communities of Ipswich. This Accord provides mutual responsibilities for Ipswich City Council and the communities, sectors and industries of Ipswich to work together to encourage and promote education, employment and skills development for our Indigenous community. This Accord also aims to establish Ipswich City Council as a leading employer of Aboriginal and Torres Strait Islander people.

Outcome	**Action**	**Timeframe**	**Responsible Department**
3.1 Increase the number of Aboriginal and Torres Strait Islander employee's at Ipswich City Council and provide pathways for career and skill development.	3.1.1 Develop and implement an Ipswich City Council Aboriginal and Torres Strait Islander Employment and Retention Strategy in collaboration with relevant stakeholders.	M	Corporate Services Department
	3.1.2 Aboriginal and Torres Strait Islander employees encouraged to engage in regular training and skill development.	S	Corporate Services Department
3.2 Aboriginal and Torres Strait Islander employees of Council are supported through culturally appropriate human resource processes.	3.2.1 Develop and implement a Cultural Leave Policy.	S	Corporate Services Department
	3.2.2 Implement a Cultural Mentoring Program and regular information sharing meetings for Aboriginal and Torres Strait Islander employees.	S	Corporate Services Department
	3.2.3 Council to consider the establishment of an Aboriginal and Torres Strait Islander Employee Working Group to provide advice to council regarding ongoing improvements to ensure the workplace is a culturally safe and supportive environment.	S	Corporate Services Department
3.3 Implement and support targeted programs to increase work experience, traineeship and internship opportunities for Aboriginal and Torres Strait Islander peoples.	3.3.1 Develop and implement a work experience, traineeship and internship program for Aboriginal and Torres Strait Islander people.	M	Corporate Services Department
	3.3.2 Advocate, when appropriate, for improved employment opportunities for Aboriginal and Torres Strait Islander people with Ipswich businesses.	S	Community, Cultural and Economic Development Department
	3.3.3 Provide information to the local Aboriginal and Torres Strait Islander community and service providers on potential career options or trends in employment and industries.	S	Community, Cultural and Economic Development Department

	3.3.4 Increase opportunities for Traditional Owners to care for country through the development of a ranger program.	M	Infrastructure and Environment Department
3.4 Support initiatives that improve cultural understanding and the importance of early years learning.	3.4.1 Work with relevant agencies and local story tellers to develop a children's book about the traditions and customs of Ipswich and its Indigenous peoples to share with parents and carers of new born babies in Ipswich hospitals.	S	Community, Cultural and Economic Development Department
	3.4.2 Work with early learning services to improve engagement with Aboriginal and Torres Strait Islander peoples and increase community awareness of available initiatives.	O	Community, Cultural and Economic Development Department
3.5 Improved school attendance and further education opportunities for Aboriginal and Torres Strait Islander students.	3.5.1 Collaborate with educational institutions and Indigenous organisations to develop initiatives that support school attendance and further education for Aboriginal and Torres Strait Islander students.	M	Community, Cultural and Economic Development Department
3.6 Improved collaboration and information sharing between local government entities about best practice models for working and engaging with Aboriginal and Torres Strait Islander peoples.	3.6.1 Consider the establishment of a Queensland Inaugural Aboriginal and Torres Strait Islander people's local government network conference.	M	Community, Cultural and Economic Development Department

Theme 4 – Business Development

This Accord acknowledges the important contributions that Aboriginal and Torres Strait Islander businesses make to our local communities, places and peoples. This Accord outlines mutual responsibilities for the ongoing support, encouragement and promotion of Aboriginal and Torres Strait Islander businesses, entrepreneurs and enterprises.

Outcome	Action	Timeframe	Responsible Department
4.1 Improved empowerment and economic independence of	4.1.1 Develop and implement capacity building initiatives that assist the development of	O	Community, Cultural and Economic Development Department

local Aboriginal and Torres Strait Islander businesses.	Aboriginal and Torres Strait Islander businesses.		
	4.1.2 Support Aboriginal and Torres Strait Islander business procurement and tendering, through both the development of internal procurement processes and increased awareness of the Indigenous business supply chain.	O	Corporate Services Department and Community, Cultural and Economic Development Department
4.2 Improved community awareness of local Indigenous businesses.	4.2.1 Promote Aboriginal and Torres Strait Islander trade, commerce and business through the facilitation of an Indigenous Business Expo.	M	Community, Cultural and Economic Development Department
	4.2.2 Profile and facilitate access to information about local Indigenous businesses.	M	Community, Cultural and Economic Development Department

Theme 5 – Housing

This Accord acknowledges Aboriginal and Torres Strait Islander people's right to sustainable, affordable, dignified and culturally safe and inclusive housing. This Accord outlines mutual responsibilities for the sharing of information, collaboration and advocacy.

Outcome	Action	Timeframe	Responsible Department
5.1 Improved understanding, awareness and collaboration between housing service providers.	5.1.1 Coordinate and encourage the sharing of information between housing providers.	M	Community, Cultural and Economic Development Department
5.2 Improved sustainable housing for Aboriginal and Torres Strait Islander peoples.	5.2.1 Support community organisations working with Aboriginal and Torres Strait Islander communities to provide suitable housing and accommodation.	M	Community, Cultural and Economic Development Department
	5.2.2 Advocate, when appropriate, for sustainable, affordable and dignified housing for Aboriginal and Torres Strait Islander peoples.	M	Community, Cultural and Economic Development Department

Theme 6 – Health and Wellbeing

This Accord acknowledges the significant challenges faced by Aboriginal and Torres Strait Islander peoples in health and wellbeing. This Accord outlines mutual responsibilities to ensure the health and wellbeing of people, places, communities and families.

Outcome	Action	Timeframe	Responsible Department
6.1 Improved understanding, awareness and collaboration between service providers, government entities and the business community.	6.1.1 Facilitate collaboration between a network of representatives from Aboriginal and Torres Strait Islander community organisations and across sectors to develop network links, share information and learnings and streamline coordination and referrals between agencies and organisations.	O	Community, Cultural and Economic Development Department
6.2 Increased awareness and action towards combatting lateral and community violence.	6.2.1 Support community initiatives and action on lateral/community violence and domestic and family violence.	M	Community, Cultural and Economic Development Department
	6.2.2 Support and encourage community solutions to develop leadership initiatives and empowerment strategies that build self-esteem and community cohesion.	O	Community, Cultural and Economic Development Department
6.3 Improved understanding, awareness and collaboration between service providers, government entities and the business community.	6.3.1 Develop and implement health and wellbeing programs, including physical activity programs, aligned to community aspirations.	O	Community, Cultural and Economic Development Department

Theme 7 – Community Safety

This Accord recognises the fundamental rights of Aboriginal and Torres Strait Islander peoples to feel and live safely. This Accord outlines mutual responsibilities to ensure the safety and security of our shared places, spaces, organisations and communities.

Outcome	Action	Timeframe	Responsible Department
7.1 Meaningful engagement with Aboriginal and Torres Strait Islander	7.1.1 Regularly collaborate and share information with the Queensland Police Service, Aboriginal and Torres Strait Islander Police Liaison Officers,	O	Community, Cultural and Economic Development Department

community leaders and key stakeholders.	local Indigenous Elders and community leaders and other key stakeholders.		
7.2 Increased engagement with the Aboriginal and Torres Strait Islander communities in relation to community safety and the security of public spaces.	7.2.1 Improve community knowledge and awareness about community safety measures and seek input from Aboriginal and Torres Strait Islander communities to ensure community safety measures are reflective of Indigenous experiences.	S	Community, Cultural and Economic Development Department
	7.2.1 Advocate for the inclusion of Aboriginal and Torres Strait Islander security staff within the public spaces of Ipswich and council's Community Safety Function.	M	Community, Cultural and Economic Development Department

Background

Appendix 1: The Ipswich City Council Indigenous Accord Working Group

The following is biographical information about the members of the Ipswich City Council Indigenous Accord Working Group.

CARLA DAVIDSON-FEWQUANDIE

Carla is a proud Aboriginal woman and descendant from the Birin, Yuggera and Kullilli tribes. Carla and her family are Traditional Owners on these beautiful lands surrounding Ipswich. Carla started her career in the community completing a cadetship with Department of Communities and then went on to work in Child Protection-Intensive Family Support Early Intervention for 19 years. She has sat on the Purga Mission Board for five years. Carla has been involved in the Ipswich City Council RAP plan over many years and applied to be on the Indigenous Accord working group last year. She believes it is important for all Aboriginal and Torres Strait Islander First Nations peoples to have a voice of self-determination and have equal opportunities, a crucial factor in understanding the position of Aboriginal peoples as well as non-Aboriginal people in today's society. She believes the Accord will provide an important agreement between Ipswich City Council and the Aboriginal and Torres Strait Islander peoples, our community in Ipswich and how we can continue to work together towards a mutual collaboration and common vision.

SHARON KINCHELA

Sharon is a descendant of Kamilaroi/Goomeroi Nation from North West New South Wales and South West Queensland. She is a current representative on the University of Southern Queensland - Elders and Value Persons Advisory Board (EVPAB) and the Chief Operating Officer, Kambu Aboriginal & Torres Strait Islander Corporation for Health. Sharon believes it has been a blessing to work in

remote, discrete and regional communities to establish essential services like the Pormpuraaw Healing Centre, Cape York, Qld and Yoonthalla Services Woorabinda, Central Queensland. On an international level, Sharon has undertaken capacity building work with the First Nation People of Manitoba, Canada. Her lifelong passion is for equality for Aboriginal and Torres Strait Islander people - "the first nations people of this land – my people". The Accord is a strategic and aspirational document that shows a commitment towards Aboriginal and Torres Strait Islander continuants in the Ipswich City Council local government area. It has been developed through community representation with council staff and Elected members.

LYNDA MAYBANKS

Lynda is from the Gateebil and Yerongpan clans of Yugara language group. Lynda's community involvement includes membership of the Purga Elders and Descendants Aboriginal Corporation, member of the Gateebil Aboriginal Corporation as well as Manager and Dancer of the Yugara Dancers. Previously she has held the position of Director, Purga Elders and Descendants Aboriginal Corporation and Applicant of the Yuggera/Ugarapul Native Title Claim. Currently, Lynda works as a Senior Policy and Planning Officer with Queensland Health. Lynda's passion is in the areas of policy, planning, development and governance which focuses on improving outcomes for Aboriginal and Torres Strait Islander peoples. Lynda believes the Accord provides a guide and a plan to work toward improving outcomes for Aboriginal and Torres Strait Islander people living in Ipswich. Without a plan developed by and for the community, goals and outcomes cannot be achieved.

JOANNE MCCONNELL (ne Pitt)

Joanne is from the Yiman clan. Joanne's community involvement is as a Murri Court Committee Member of the Justice Group in Ipswich. Joanne is driven by her passion for her family, her culture and her strong sense of social justice. Joanne cares about others breaking the cycle of social injustice. She believes the Accord is important to enhance cultural ties between local government and the wider community with policies and procedures that reflects inclusivity and cultural awareness of Aboriginal cultural history that has impacted on the Ipswich area. Aboriginal and Torres Strait Islander peoples are different, they are equal and they are part of the Ipswich community. It is a journey of mutual respect with other members of the committee to develop an Accord between Ipswich City Council and the representatives of the Aboriginal community for the benefit of the whole Ipswich community.

MURRY SAYLOR

Murray is a Samsep man from Darnley Island in the Torres Strait and social entrepreneur. Murray's passion and drive are focused on First Nation cultural, ecological and economic sustainability. Murray has over 20 years of diverse experience in the fields of Government, Defence, Indigenous Affairs and the Resources sectors. He is the Managing Director of Tagai Management Consultants, a 100% Indigenous company driven to work respectfully with clients in the Australia and the Asia-Pacific region to deliver market leading procurement, supply chain, stakeholder engagement and business advisory services. Tagai in 2018 was selected as one of 100 faces of small business in Queensland.

RHONDA VAN DEN BERG (nee Lui)

Rhonda is a proud Eastern Torres Strait Islander woman, descendant from Mer (Murray Island) of the Zagareb and Dauereb clans, with connections to Erub (Darnley Island). Rhonda is a Traditional Custodian of the northern tip of the Great Barrier Reef. Rhonda is part of an Eastern Torres Strait Islander group for Brisbane that comes together to workshop community issues, projects and events in the region. She also consults with private sector businesses who are looking to engage with Indigenous peoples on specific projects. Currently, Rhonda works as an Indigenous Mental Health Coordinator for Adult Mental Health & Specialised Services, West Moreton. Rhonda's driven by her passion to advocate for Indigenous people as a collective - meaning Aboriginal and Torres Strait Islander First Nations peoples. Rhonda loves being a part of developing the Accord as she is involved in creating what she hopes will be a better community in Ipswich for the First Nations peoples. A community where their voices are heard at a higher level and that makes the necessary changes they are looking for.

We would also like to acknowledge the following former Accord Working Group members for their valued contribution and input to this document:

- Gayle Munn
- Emma De Muzio
- Vincent Knox
- Maureen Tobane
- Joanne Chapman
- Lesley Kanofski

Appendix 2: The Artwork in the 2020-2025 Accord

The artwork featured within this document was commissioned by Ipswich City Council.

ANNIE CLARKE – INDIGENOUS ARTIST

The women in the corner nurturing a baby surrounded by bush medicine represents health and wellbeing. The three figures next to the woman, surrounded by the traveling lines represents the three main stages of business and development: the idea, the planning and the development. The three campsites connected to each other with people sitting around them represent the education and skills development by passing on knowledge. The two houses under the star represents housing. Connection to counting is the river that runs through Ipswich. Without the river we would not have such a flourishing city. The hand print with the people sitting around represents the two elements of the Accord that go hand in hand, which is:

- Cultural respect and community engagement
- Community Safety

COREY EGGMOLESSE – INDIGENOUS ARTIST

This Artwork tells a story of Ipswich and its Traditional Owner's and the Ipswich City Council's relationship with local Aboriginal and Torres Strait Islander peoples. The old man represents the traditional owners of the Ipswich area. Yuggera, Ugarapul and Jagera the 3 language groups of Ipswich are represented with their totems the carpet snake, the sand goanna and the green tree frog. The meeting places represent the key elements within the Accord that relate to the communication and connecting with Ipswich City Council and the local Aboriginal and Torres Strait Islander people's.

Backpage

City of Ipswich logo

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ITEM: 2

SUBJECT: CITY OF IPSWICH PARKING PRICING STRATEGY

AUTHOR: TRANSPORT PLANNER (TRANSPORT PLANNING)

DATE: 20 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning the development of the *City of Ipswich Parking Pricing Strategy* (the Strategy), a key deliverable of iGO – The City of Ipswich Transport Plan. The Strategy has been prepared to provide guidance for decision-making on parking management in the City of Ipswich, including the management of time restrictions and priced parking.

RECOMMENDATION/S

That Council resolve:

A. That the *City of Ipswich Parking Pricing Strategy* – as detailed in Attachment 1 of the report by the Transport Planner (Transport Planning) dated 20 May 2020, be adopted.

B. That Council officers commence implementing the *City of Ipswich Parking Pricing Strategy.*

C. That Council officers commence investigations into the alternative use of parking revenue for the purpose of sustainable transport initiatives but not prior to the 21/22 Financial Year.

D. That Council commence a 6 month trial of a 15 minute free parking 'grace' period for parking areas within the Ipswich City Centre as outlined in the report by the Transport Planner (Transport Planning) dated 20 May 2020.

E. That Council commence a 6 month trial regarding the removal of Saturday timed and priced parking within the Ipswich City Centre as outlined in the report by the Transport Planner (Transport Planning) dated 20 May 2020.

RELATED PARTIES

Excluding the technical consultant, MRCagney Pty Ltd, no external parties were involved in the development of the Strategy or Implementation Guideline.

There is no declaration of conflicts of interest regarding this report.

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure

PURPOSE OF REPORT/BACKGROUND

Background

At its Ordinary Meeting on 24 May 2016, Council adopted iGO - The City of Ipswich Transport Plan (iGO) as its master plan to shape Ipswich's transport future [refer Item 4 tabled at the City Infrastructure and Emergency Management Committee Meeting No. 2016(02)].

The following 'parking' actions within iGO were the key drivers for the development of a Parking Pricing Strategy for the City of Ipswich*:*

> "P6: *Develop a Parking Pricing Strategy for the Ipswich City Centre*" and
>
> "P7: *Investigate the merits of using parking revenue to fund sustainable transport*".

These actions are a reflection of Action 18 of the *Ipswich City Council Parking Strategy* (Parking Strategy) which was endorsed by Council at its ordinary meeting on 14 June 2011. Action 18 of the Parking Strategy states the following:

> *"Develop a Parking Revenue Policy that includes specific detail on where the revenue will be spent, such as travel demand management measures".*

Premise

Parking is one of the biggest challenges facing local governments, including the City of Ipswich, given the impacts of population growth, increased traffic and congestion, and the associated demands on transport infrastructure (including parking) can often require significant attention, resources and investment.

Council provides more than 3,500 parking spaces in the Ipswich City Centre, which includes both on-street and off-street spaces. Of these parking spaces, approximately 710 spaces are subject to priced parking while the remaining are either unrestricted or managed using time restrictions.

In the past, priced parking areas have been established on an ad-hoc basis in response to high parking demands and in isolation of an overarching policy. Council's review of priced parking in the past has been sporadic, mostly limited to simple increases based on the Consumer Price Index (CPI).

The Strategy provides a framework for priced parking, allowing Council to respond to different parking contexts in a systematic and consistent manner.

City of Ipswich Parking Pricing Strategy

The *City of Ipswich Parking Pricing Strategy* (as shown in Attachment 1) has been prepared to provide guidance for decision-making on parking management in the City of Ipswich, including the management of time restrictions and priced parking.

The Strategy establishes a strategic direction for Council to adopt as an approach to managing parking which will allow consistent and uniform responses to the implementation of priced parking and the management of time restrictions in the Ipswich City Centre, Springfield Town Centre and activity centres experiencing parking pressures. The Strategy provides direction for parking management that is consistent with working towards Council's long-term strategic goals by aligning parking objectives with established policy for sustainable transport as outlined in iGO.

The Strategy identifies seven (7) objectives for priced parking and seven (7) broad recommendations that have been designed to assist Council to manage priced parking within activity centres and the application of supporting parking management tools. The broad recommendations within the Strategy are summarised and outlined below:

1. **Adopt the City of Ipswich Parking Management Framework**

The Strategy recommends that the Parking Management Framework (on-street) and Parking Management Framework (off-street) be adopted as appropriate tools to assist in making informed and responsive decisions in relation to the management of parking within activity centres.

The Parking Management Frameworks (on-street and off-street) are based on occupancy (parking demand) triggers. Within each Parking Management Framework there are three (3) different occupancy ranges that are intended to provide a trigger for actioning the appropriate parking management intervention (i.e. introduction of priced parking or adjustment of existing controls - refer to Table 1 below). These intervention triggers are based on industry best practice.

Table 1: Parking Management Framework - occupancy ranges for parking management interventions

	Average peak period parking space occupancy (% of spaces occupied within an area during four peak hours of parking demand within a single day – typically weekday)		
Parking Management Framework (On-street)	<65% Intervention recommended	65%-85% No intervention recommended – optimal range	>85% Intervention recommended
Parking Management Framework (Off-street)	<60% Intervention recommended	60%-90% No intervention recommended - optimal range	>90% Intervention recommended

2. Fee structures

The Strategy recommends that no changes are required to the current pricing structure in the short-term. The modification of the current pricing structure in the immediate short-term would likely have greater dis-benefits (i.e. confusion over parking prices / application) than any potential benefits, particularly considering current parking demands. Therefore, changes are not recommended at this point in time. However, as parking demand increases over time this is likely to change.

3. Price adjustments to parking

The Strategy recommends taking a conservative approach to price adjustments to parking, until such time that the relationship between parking demand and pricing within the City of Ipswich context is better established. Parking price adjustments of 15-25% should be initially tested and trialled (if recommended by the Parking Management Framework) to understand the impacts of such changes.

4. Parking revenue distribution

The Strategy recommends that Council consider using revenue accrued through its parking meters to invest in facilities and programmes to encourage a shift to sustainable modes of transport. This could include the expansion of Council's existing on and off-street cycling network, streetscape improvement works and behavioural change programmes and incentives for residents to shift to walking, cycling or public transport.

The investigation of alternative uses for parking revenue is supported by the following transport policy documents:

- iGO – City of Ipswich Transport Plan (Parking Action P7)
- iGO Active Transport Action Plan (Action 2.4)
- iGO Public Transport Advocacy and Action Plan (Action 4.2)

Furthermore, the reinvestment of parking revenue into sustainable transport initiatives is deemed to be a best practice parking trend and has been undertaken by the City of Gold Coast amongst several other cities locally and abroad. This practice also generates a greater acceptance of paid parking, providing a link between paid parking and tangible transport benefits.

5. Periodically review data

The implementation of the Parking Management Frameworks are dependent on parking survey (occupancy) data. The Strategy has recommended that parking demand in the Ipswich City Centre and Springfield Town Centre be reviewed at least every 12 months to support application of Council's Parking Management Framework. This is an increase from Council's existing data collection regime, which occurs every two years.

6. Enforcement

The Strategy highlights the importance of parking enforcement in the effective management of parking within the City's activity centres. The Strategy recommends that parking enforcement aligns with any changes made using the Parking Management Frameworks.

7. **Parking technology**

The Strategy recommends that Council investigate modernising its parking management systems, as identified within the iGO *Intelligent Transport Systems Strategy*.

City of Ipswich Parking Pricing Strategy – Implementation Guideline for Activity Centres

A summary version of the Strategy titled as the *City of Ipswich Parking Pricing Strategy – Implementation Guideline for Activity Centres* has also been developed (as shown in Attachment 2). This summary document has been developed with the iGO branding that can also be used as a more concise communication tool. The Implementation Guideline provides a summary of the key messages within the Strategy and provides further guidance to Council officers implementing the Parking Management Frameworks forming part of the Strategy.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the strategic direction outlined in the endorsed iGO – City of Ipswich Transport Plan, the Ipswich City Council Parking Strategy 2011 and the iGO Intelligent Transport Systems Strategy.

RISK MANAGEMENT IMPLICATIONS

The Strategy will provide Council with the appropriate justification to implement certain changes/parking interventions in a transparent manner, based on parking demand, rather than on an ad-hoc basis that has been the process historically. Therefore the Strategy will provide guidance and will ensure that decision making on parking management aligns with a strategic direction.

For the implementation of the Strategy to be successful, effective community engagement and support is paramount. If effective community engagement is not undertaken, Council could expect an increase in negative media publicity, and service requests, which has implications to Council's resourcing.

FINANCIAL/RESOURCE IMPLICATIONS

Implementation of the Strategy

No additional capital funding is sought at this time for the implementation of the Strategy. However, being a recommendation of the Strategy, it is proposed that Council officers investigate the alternative use of parking revenue (currently allocated to general revenue) for the purposes of sustainable transport initiative projects (refer to Recommendation 4 within the Strategy).

It should be noted that the expansion of parking areas and the modernisation of Council's parking management systems will have considerable cost implications in the future.

No additional operational funding is sought at this time, however it is proposed that commencing in the 2020-2021 Financial Year, annual parking occupancy surveys are

undertaken to capture parking trend data so Council can make much more informed decisions on parking pricing. Previous parking surveys have cost in the order of $50,000.

Parking Trial - 15 Minute Free 'Grace' Period for Metered Parking Areas

It is difficult to calculate the exact impact to revenue loss as a result of the implementation of a 15 minute free parking trial. However, assuming the worst case that users that pay the minimum amount for a stay either by card or cash all make use of the 15 minute free parking, the potential loss of revenue could be in the vicinity of approximately $840 per day or approximately $150,000 over the course of a 6 month trial. Currently, Council generates in the vicinity of $4,900 per day from priced parking.

The maximum cost to Council for the implementation and removal of the programing would be approximately $5,000 Budget exists in the Capital Portfolio, under the 'Road Safety and Operations' sub program to cover these costs should it be required.

Parking Trial – Saturday 'Free' On-street parking within the Ipswich City Centre

The potential loss of revenue could be in the vicinity of approximately $750 each Saturday. Over the course of a six month trial, this could equate to approximately $19,500.

As part of the implementation process, changes to the existing parking restriction signage would need to be made to remove the reference to Saturday time limits. This is a minimal cost. Budget allowance exists within the 'Road Safety and Operations' sub program within the Capital Portfolio.

COMMUNITY AND OTHER CONSULTATION

Internal Consultation

Officers from various departments within Council were involved in the development of parking management objectives, used to inform the Strategy.

An objectives workshop was undertaken on 12 February 2019 and included officers within the following Council departments:

- Former Works, Parks and Recreation Department (Business Accounting and Asset Management Branch);
- Former Health, Security and Regulatory Services Department (Compliance Branch); and
- Former Infrastructure Services Department (Infrastructure Planning Branch).

In addition, following these workshops there were numerous working papers developed by the consultant. These working papers were distributed amongst all of the workshop members for comment. Once a draft was developed, the Strategy was circulated amongst the various internal stakeholders outlined above for review and comment prior to finalising.

The former Corporate Services Department (in particular the Finance Branch) were also consulted to understand the full implications of using parking revenue to fund sustainable transport initiative projects. Whilst acknowledging the community benefits associated with the use of parking revenue for transport initiatives, the Corporate Services Department were not supportive of hypothecating a portion of parking revenue for the purposes of sustainable transport initiative projects, as this potentially takes existing funding away from higher priority projects, initiatives or operational matters.

However, as previously mentioned, the hypothecation of parking revenue for projects with a nexus to parking (i.e. sustainable transport initiative projects) is considered a best practice process and is currently implemented by the City of Gold Coast. According to the latest transport research, hypothecation increases the likelihood of public acceptance of charges (including paid parking).

On 21 April 2020, a Skype meeting was organised to discuss the Strategy and the proposed parking trials from a compliance perspective. There were attendees from both the Regulatory Services Branch (Planning and Regulatory Services Department) and the Infrastructure Strategy Branch (Infrastructure and Environment Department) present in this meeting.

The following outcomes were made from this meeting:

- The Regulatory Services Branch (RSB) requested that the wording of Recommendation 4 of the Strategy be slightly amended, to ensure that the revenue generated from parking enforcement was not included in the future investigations for hypothecation. It was suggested that the term 'priced parking regime' be changed to 'parking meters' in the context of this recommendation.

- RSB were supportive of the proposed 15-minute free 'grace' period parking trial from a compliance perspective, highlighting that it will make the enforcement of short-stay parking clearer and easier to justify to the public.

- RSB had no issues regarding the proposed trial to remove regulated 'metered' parking on a Saturday.

The Infrastructure Strategy Branch (ISB) suggested that a Working Group be established with RSB to assist with the implementation of the Strategy, noting that the parking management changes to be recommended on an annual basis by the Strategy will have implications from a compliance perspective.

External Consultation

Further engagement with the broader Ipswich community was a recommendation by the Interim Administrator and the Interim Management Committee following the tabling of the Strategy at the November 2019 round of Committee [refer to item 2 tabled at the Growth and Infrastructure Committee Meeting No. 2019 (11)]. Therefore following this Committee meeting, the following engagement activities were subsequently undertaken:

- Preparation of a Stakeholder Management Plan (December 2019)
- The Strategy was released for comment on Council's 'Shape Your Ipswich' platform, including a questionnaire (December 2019 - February 2020).
- Postcards/ flyers were sent to approximately 450 businesses directing readers to the 'Shape Your Ipswich' platform and questionnaire.
- Media posts (Ipswich First, Facebook, LinkedIn etc.)

The questionnaire results and summary report are attached (refer to Attachment 3). Below are some of the key findings from the questionnaire.

- 295 individuals responded to the questionnaire.

- More than half of respondents indicated that ***improved public transport*** would provide them with a viable alternative to driving and parking within an activity centre.

- The ***hypothecation of parking revenue*** to sustainable transport initiatives was widely supported in the questionnaire. This is consistent with what is considered 'best practice' and currently undertaken by the City of Gold Coast.

- More than half of respondents did not support Council's ***current fee structure***. However, it should be noted that the majority of responses were opposed to the concept of priced parking rather than the fee schedule itself. The parking management framework within the Strategy could be a tool that Council can use to manage pricing (increase/ decrease) within parking areas based on occupancy levels (demand).

- The Strategy recommended that a ***15 minute free parking 'grace' period*** be investigated further. Feedback received from the questionnaire indicated that the public were very supportive of this concept. Based on this feedback, a recommendation of this report (Recommendation E) has been made for Council to commence a 6 month trial of a 15 minute free parking 'grace' period system (refer to the technical note - Attachment 4).

- Based on the feedback of respondents, there was confusion regarding use and purpose of the ***Parking Management Framework (PMF)***. This is understandable given its technical nature. To fully understand the purpose and function of the PMF, the respondent would have had to read the Parking Pricing Strategy Technical Report in some depth which was also located on the 'Shape your Ipswich' platform.

- The Strategy recommended that ***Saturday priced parking*** remain unchanged within the Ipswich City Centre. However, based on community feedback and current low parking occupancy rates within the Ipswich City Centre, Council should reconsider the necessity and purpose of weekend paid parking. A recommendation of this report (Recommendation F) has been made for Council to commence a 6 month trial regarding the removal of Saturday timed and priced parking (refer to the technical note - Attachment 5).

- Several respondents used this questionnaire to voice their dissatisfaction on the status/lack of **'free'** ***long stay parking options within the Ipswich City Centre***. Whilst this is acknowledged as a common theme by respondents, this Strategy is an operational framework, providing guidance to Council officers when making parking management decisions. iGO and the Ipswich Parking Strategy remain as the key pieces of policy for commuter parking within the city. iGO seeks to limit 'free' long stay parking options to the peripheral areas of the Ipswich City Centre, with priority given to short stay 'visitor' parking within the CBD Core.

- Whilst the majority of respondents supported the concept of ***paying for parking via a smart phone*** (cashless options), several respondents highlighted that alternatives should remain available. Further investigation is needed to understand the implications of executing such a system.

CONCLUSION

The City of Ipswich Parking Pricing Strategy (the Strategy) has been prepared as a key action from iGO – The City of Ipswich Transport Plan. The Strategy has been developed to provide guidance for decision-making on parking management within the City of Ipswich, including the management of time restrictions and priced parking within activity centres. The Strategy has seven (7) overarching recommendations that will assist Council to manage parking much more strategically with the focus of ensuring there is a balance between the expected population growth and parking demands across the City well into the future.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	City of Ipswich Parking Pricing Strategy *(under separate cover)*
2.	City of Ipswich Parking Pricing Strategy Implementation Guideline Activity Centres *(under separate cover)*
3.	City of Ipswich Parking Pricing Strategy - Questionnaire Results *(under separate cover)*
4.	Technical Note 15 minute free parking within Ipswich City Centre for trial *(under separate cover)*
5.	Technical Note Saturday priced and timed parking removed for trial *(under separate cover)*

James MacArthur
TRANSPORT PLANNER (TRANSPORT PLANNING)

I concur with the recommendations contained in this report.

Mary Torres
INFRASTRUCTURE STRATEGY AND PLANNING MANAGER

I concur with the recommendations contained in this report.

Tony Dileo
MANAGER INFRASTRUCTURE STRATEGY

I concur with the recommendations contained in this report.

Charlie Dill
GENERAL MANAGER - INFRASTRUCTURE AND ENVIRONMENT

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Doc ID No: A6258648

ITEM: 3

SUBJECT: DEVELOPMENT APPLICATION 1421/19/MADP - MASTER AREA DEVELOPMENT PLAN DEVELOPMENT AREA 22A AND 22B (ALTERNATIVE DISPUTE RESOLUTION ASSESSMENT)

AUTHOR: SENIOR PLANNER (DEVELOPMENT)

DATE: 26 MAY 2020

EXECUTIVE SUMMARY

This report outlines Council's response to the Alternative Dispute Resolution Assessment request made by the Springfield City Group to a decision made by Council in 2019, that approved the Master Area Development Plan for Development Area 22A and 22B of the Springfield Town Centre.

The applicant seeks amendments to the Master Area Development Plan document in relation to timing of infrastructure delivery, interchangeability of infrastructure credits, payment of cash contribution in lieu of undertaking embellishment works, construction of a "Green Bridge," and the payment of a stormwater quality contribution.

The alternative dispute resolution request is recommended to be approved in part.

RECOMMENDATION/S

That Council issue a revised decision notice for application no. 1421/2019/ADP as specified in Attachment A.

RELATED PARTIES

- Springfield Land Corporation – Robert James Sharpless (Director), Raynuha Sinnathamby (Director, Nahalingam Sinnathamby (Director), James Chacko Noozhumurry Varghese (Director), Narendran Sinnathamby (Director)
- Ipswich City Council.

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure.

PURPOSE OF REPORT/BACKGROUND

On 30 October 2019, Council issued an Area Development Plan Approval (Development Permit No. 1421/2019/ADP) that approved the Master Area Development Plan for Development Area 22A and 22B (MADP 22A & 22B) of the Springfield Town Centre at 60

Springfield Greenbank Arterial, Springfield. This was a decision of full Council (Interim Administrator).

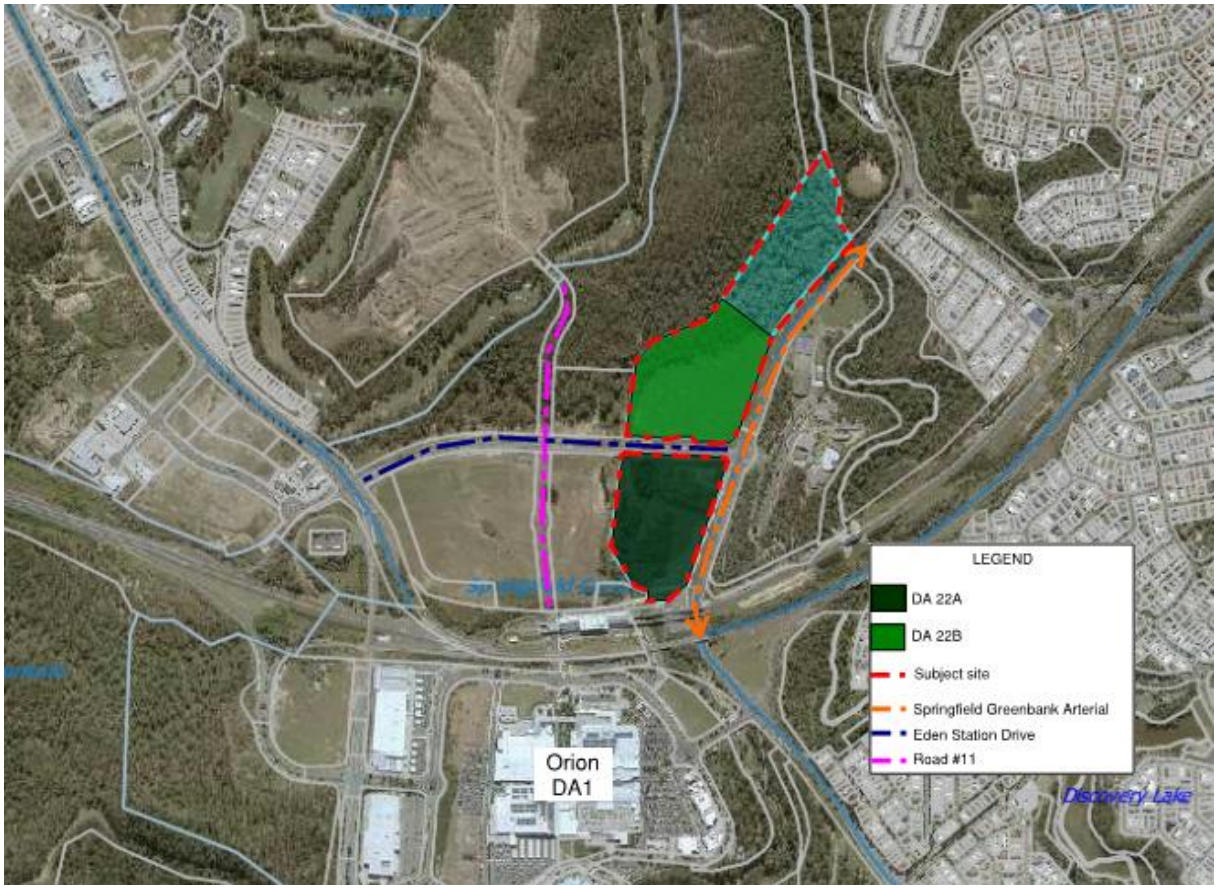

FIGURE 1: Subject Site and Locality Plan

On 13 November 2019, the applicant submitted a notice initiating the dispute resolution procedure under Section 11 of the Springfield Structure Plan, outlining a dispute or difference in relation to the decision notice.

The Applicant's representations seeking to amend the approved Master Area Development Plan are discussed in the following summary, and in more detail in Attachment 1.

It should be noted that in principle agreement has been reached on these items with the applicant and it is considered that by Council agreeing with the details outlined, this will resolve the Alternative Dispute Resolution Assessment request.

References to other agreements:

The approved document had a number of references to infrastructure works, contributions and credits (particularly open space and roads) and the timing of said roads. These roads are the subject of a separate dispute. The agreed amendment is to remove these specific references and simply refer to the Infrastructure Agreement. This does not negatively impact the outcome as the Infrastructure Agreement Prevails.

It should be further noted that some of the open space obligations are the subject of a proposed amendment to the Infrastructure Agreement, which has been the subject of previous Council resolutions. This outcome does not conflict with these resolutions or the negotiation of an agreement.

Additional Land:

The applicant has requested that references be included in the document to recognise the dedication of additional land for open space purposes by the developer to support the development of the precinct. This change is agreed.

Green Bridge and intersections on SGA:

The concept of a Green Bridge was not supported in the original document owing to a lack of technical detail on this concept. The applicant has sought that the green bridge be considered as a potential solution to transport connectivity issues in the area. It has been agreed in principle that this be agreed to as a conceptual / aspirational opportunity with further detail required.

A number of intersections are proposed on the SGA and Eden Station Drive. In principle agreement has been reached that the MADP identify the need for further technical studies to guide the treatment of these intersections.

Significance of Stadium:

The applicant has sought that the stadium be referred to as being of regional / national significance. This is agreed in principle.

Lighting, Noise and Event Management Plan:

The applicant is concerned about the potential for the impacts from the stadium. Technical reporting is required to demonstrate that the operation of the stadium can meet acceptable standards in respect to amenity. Preliminary reports identify that this is possible within relevant standards. In addition, an Event Management Plan will be required to ensure that necessary operational measures are implemented to achieve this outcome. It has been agreed in principle that this is an issue that requires specific attention, and changes have been made to the timing of the Event Management Plan to address these concerns.

Community Facilities Land:

The applicant has requested that the MADP provide for an alternative means of delivering community facilities obligations within this MADP. Whilst there may be advantageous opportunities along these lines, in the absence of specific detail it is considered premature to include this provision in the current ADP. Should something be considered, it should be the subject of a separate agreement. This has been agreed in principle.

Car Parking:

The applicant has sought clarification on the parking numbers for the precinct as well as the future of temporary commuter car parking arrangements. The parking numbers for the precinct appeared at different levels in different documents (including the related ADP). It has been in principle agreed to confirm the approximate numbers at 590, subject to detailed design as part of subsequent applications.

Flooding and Stormwater Quality and Quantity:

The applicant was concerned that flood impacts associated with the proposal have not been addressed, nor have the stormwater impacts of the proposal. A flood study has been prepared (engaged by Council) to deal with flooding associated with the fit for purpose works. A further flood study has been prepared as part of the Brisbane Lions ADP (5911/19/ADP to be determined) and further information is required in respect to the stormwater quality and quantity responses as part of the Brisbane Lions ADP. On this basis, agreement has been reached in principle.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: *Planning Act 2016*

RISK MANAGEMENT IMPLICATIONS

A risk to Council exists should the proposal not be determined in accordance with legislative requirements. It should be noted that a development permit for an Area Development Plan may only be approved simultaneously with or after approval of a Master Area Development Plan. An Area Development Plan application has been lodged over the land that is proposed to be considered simultaneously with the Master Area Development Plan application (*c.f.* 5911/2019). The determination of these matters in unison minimises this risk.

FINANCIAL/RESOURCE IMPLICATIONS

There are no resource implications associated with this report.

COMMUNITY AND OTHER CONSULTATION

INTERNAL CONSULTATION

Internal consultation was undertaken with the Coordination and Performance Department in relation to the preparation of TCIA Amendments and the Deed Arrangements for the Brisbane Lions Project.

Internal consultation was undertaken with the Infrastructure and Environment Department in relation to the delivery of road infrastructure of the Town Centre North.

EXTERNAL CONSULTATION

The ADR process is in essence a negotiation process between the parties. In this instance, draft condition amendments have been discussed with the application (Springfield City Group) and it is considered that the amendments detailed in the attachments represent an agreed position.

CONCLUSION

An assessment of the alternative dispute resolution request has been undertaken and it has been determined that the changes are generally consistent with the original approval and relevant legislative requirements. Accordingly, the alternative dispute resolution request is recommended to be approved in accordance with the recommendations and attachments of this report.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	1421/19/MADP Negotiations Summary *(under separate cover)*
2.	1421/19/MADP Draft ADR Document FINAL Track Changes *(under separate cover)*
3.	1421/2019/MADP Plans and Attachments *(under separate cover)*

Sean Dickson
SENIOR PLANNER (DEVELOPMENT)

I concur with the recommendations contained in this report.

Brett Davey
DEVELOPMENT PLANNING MANAGER

I concur with the recommendations contained in this report.

Peter Tabulo
GENERAL MANAGER (PLANNING AND REGULATORY SERVICES)

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ITEM: 4

SUBJECT: DEVELOPMENT APPLICATION 5911/2019 AREA DEVELOPMENT PLAN APPLICATION - PREMIER SPORTS FACILITY DEVELOPMENT AREA 22A

AUTHOR: SENIOR PLANNER (DEVELOPMENT)

DATE: 28 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning an application seeking approval for an Area Development Plan that is proposing the development of a Premier Sports Facility (Park) including ancillary and complimentary commercial uses. The development has been assessed with regard to the applicable assessment benchmarks, the Town Centre Concept Plan and the Springfield Town Centre Infrastructure Agreement. The proposed development generally complies with the assessment benchmarks or can be conditioned to comply.

RECOMMENDATIONS

That Council approve development application no. 5911/2019 subject to conditions in accordance with section 2.2.4.10 of the Springfield Structure Plan.

RELATED PARTIES

- Ipswich City Council (Landowner) – Council is landowner and has engaged the Brisbane Lions Football Club to lodge an Area Development Plan application.
- Brisbane Lions Football Club (Applicant/Developer) – Details extracted from the ASIC database indicate that the current directors are Michael Christopher Power, Leigh Raymond Matthews, Sarah Jane Kelly, Andrew John Wellington, Cyril Jinks, Catherine Gay Reid, Timothy Denham Forrester, and current secretary is Kevin Albert Samson

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure.

PURPOSE OF REPORT/BACKGROUND

SITE LOCATION:

FIGURE 1: Subject Site and Locality Plan

PROPOSAL:

The applicant seeks approval for an Area Development Plan within Development Area 22A of the Springfield Town Centre. The Area Development Area proposes the following:

(a) Nominate the land as a Special Development Area for Park (Premier Sports Facility including Community Building, Public Building, Commercial Premises, Club, Restaurant, Produce/Craft Market, Indoor Recreation, Outdoor Recreation, Outdoor Entertainment, Radio Station, Television Station, Reception and Function Rooms, Educational Establishment, and Tourist Facility Child Care Centre, Sports Complex and Medical Centre as ancillary uses); and

(b) Permit the development of a Park (Premier Sport Facility including Community Building, Public Building, Commercial Premises, Club, Restaurant, Produce/Craft Market, Indoor Recreation, Outdoor Recreation, Outdoor Entertainment, Radio Station, Television Station, Reception and Function Rooms, Educational Establishment, Tourist Facility, Child Care Centre, Sports Complex and Medical Centre as ancillary uses) in five (5) stages.

The subject site is bound by Eden Station Drive to the north, Springfield Greenbank Arterial to the east, Mountain Creek to the west and Springfield rail line and the Springfield Central train station to the south. The proposed ADP is consistent with the Master Area Development Plan 22A and 22B and the approved Springfield Town Centre Concept Plan. The ADP proposal plans is included in **Attachment 1**.

The applicant is proposing the development of a Premier Sports Facility that is intended to facilitate elite sporting events – principally for Brisbane Lions Women's AFL team.

The development will consist of a central sports arena with a capacity of 10,000 spectators that will be provided in the form of grandstand and terraced grassed spectator seating, player facilities, administration facility and Indoor Training facility.

A range of ancillary land uses are proposed as part of the sports facility which include, Community Building, Commercial Premises, Public Building, Club, Restaurant, Produce/Craft Market, Outdoor Recreation, Outdoor Entertainment, Radio Station, Television Station, Reception and Function Rooms, Indoor Recreation (Gym), Educational Establishment and Tourist Facility as part of Stage 1 (Stage 1A – 1D).

The Child Care Centre, Sports Complex and Medical Centre are proposed as part of Stage 2 and are also considered by the applicant to be ancillary land uses.

Administration facilities, community facilities, indoor training, club and café and spectator seating are located on the southern side of the sports ground. The building will be two (2) storeys at 14.85m (max) in height that will be predominantly masonry construction incorporating large sections of glazing. Feature screening will be provided that will also aid in providing sun protection and articulating the building façade. A second, separate two (2) storey (11.3m high) grand stand is proposed on the western side of the sports ground that will provide additional spectator seating, media and player facilities. The total Gross Floor Area of the proposed grand stand and sports facility is 10,810m^2 that is proposed to be developed over four (4) stages (i.e. Stages 1A – 1D).

The Child Care Centre, which will support 110 enrolments, Sports Complex and Medical Centre are proposed to be located in the north east portion of the site fronting the Eden Station Drive and Springfield Greenbank Arterial junction. The building will be three (3) storeys with a maximum building height of 13.5m. The building will be masonry construction with the same architectural form as the stadium complex. The proposed building will have a total Gross Floor Area of 4,359m^2 that is to be constructed as Stage 2.

In respect to the proposed ancillary uses, for a use to be considered ancillary it must have all of the following characteristics:

- The use must be subordinate to the principal use;
- The principal and subordinate use must be located on the same premises; and
- There must be a functional relationship between the subordinate and principal use.

Most of the proposed ancillary uses could reasonably operate as an ancillary use given the nature of the proposed dominant land use as a Premier Sports Facility and that there are examples of the same ancillary uses occurring in other existing citywide parks (e.g. Café, Outdoor Entertainment, Sports Complex).

The exception would be the proposed Medical Centre and Child Care Centre in Stage 2.

The applicant has indicated that the Child Care Centre and Medical Centre will be utilised by the club but will also be open to the general public as a commercial tenant. It is considered that the proposed Child Care Centre may operate as an ancillary use where it is performing a child minding function exclusively for the players and staff of the club and as such conditions have been included in the recommendation that will permit the use of the Child Care Centre as a crèche for players and staff, and as a separate stage the applicant may establish the Child Care Centre as a separate land use that may be permitted to be open to the general public.

The proposed Medical Centre is not considered to be an ancillary use and as such conditions have been included in the recommendation that will permit the Medical Centre as a separate land use. To that end, this use will require the payment of Infrastructure Contributions.

OTHER RELEVANT INFORMATION:

Open Space Connectivity/Public Access

Public access to the oval will be provided on non-game days (approximately 10 game days during the playing season, at which time public access will be controlled). A cycling/pedestrian pathway is proposed to be provided adjacent Mountain Creek that will connect the footpath network along Mountain Creek to the Springfield Central train station. Public access to this pathway will be provided at all times.

Car Parking

A total of 170 car parking spaces will be provided on site within two (2) separate on-grade car parking areas.

One car parking area providing 110 spaces is proposed to be located adjacent to Eden Station Drive, with all movement access from Eden Station Drive as an interim arrangement, which is intended to be upgraded to a 4-way signalised intersection accommodating the driveway for the future sports fields that is to be located within DA22B (site is currently utilised by Queensland Rail for the purposes of commuter car parking).

The recommendation requires the applicant to submit a traffic impact assessment report that, inter alia, must assess the functionality of the interim and ultimate intersection at Eden Station Drive.

The second car parking area, providing 60 car parking spaces, is proposed adjacent Springfield Greenbank Arterial. This car park is intended to provide parking for staff and players. Access is proposed to be left-in/left-out from Springfield Greenbank Arterial that

will be controlled via boom gate and will require a deceleration lane on Springfield Greenbank Arterial.

The proposed Medical Centre, Child Care Centre, and Sports Complex will require a total of 81 car parking spaces in accordance with the Springfield Town Centre Concept Plan (i.e. Table 12.9.1A of the Parking Code). Therefore, during non-game days the day to day function of the sporting club will utilise the 60 car parking spaces, leaving the remaining 110 car parking spaces available for the proposed commercial uses. It is anticipated that as game events will occur outside of normal business hours, on weekends and evenings, and therefore will not impact on the commercial uses.

To this end, the recommendation includes a condition that requires the applicant to lodge an Event Management Plan that is to detail how the applicant will manage impacts during major events.

It should also be noted that, based on preliminary design, an additional 420 car parking spaces are proposed to be constructed within Development Area 22B that, when developed, may be utilised during game days. In accordance with the draft deed of variation to the Springfield Town Centre Infrastructure Agreement, Council will construct the parkland by 2025.

Flooding and Stormwater Quantity Management

The proposed development will result in an increase in impervious area that will require stormwater quantity management. The applicant has submitted a report that has demonstrated that the development will not result in unacceptable flood impacts to private properties and to the Queensland Rail car park located to the south. However there will be an increase in peak flows in the post-development scenario.

Therefore, the recommendation includes a condition that requires the applicant to submit a revised site based stormwater management plan for the development. This revised plan will need to provide stormwater mitigation, such as detention, to ensure the post-development flow characteristics are within, or below, the pre-development flows for all events including 1%AEP storm event at all proposed lawful point/s of discharge.

Stormwater Quality

The Technical memorandum submitted in support of the application proposes certain areas of bio-retention swale, bio-retention pods and “field surface management” but does not identify where these treatment measures will be accommodated. Direct discharge of stormwater from the sport field under-drainage will not be approved as it requires further information to ensure the downstream waterway and aquatic environments are protected from excessive nutrient loading. Further modelling and assessment is required to demonstrate compliance with the planning scheme.

Consequently, conditions have been included in the recommendation that require the submission of a detailed Stormwater Management Plan in order to provide an appropriate stormwater management solution. Investigation of stormwater harvesting and reuse is also required to be included to facilitate a sustainable community asset.

Public Art

In accordance with Implementation Guideline No. 31 (Public Art Provision by Major Developments) the proposed development is classified as a "Major Development" and as such will be required to provide public art. In accordance with the Implementation Guideline, public art is to be provided to the equivalent value of 1% of the construction cost of the completed development.

A condition has been included in the recommendation that will require the applicant to prepare a public art plan and construct the public art.

Public/Active Transport

In accordance with section 5.1.6 and 5.1.7 of the MADP, the applicant was required to provide a Public and Active Transport Impact Assessment that is to detail how the proposed development will manage the facility during peak times.

The applicant has not provided the required plans, as such a condition has been included in the recommendation that will require the applicant to provide the reports.

Noise

A noise impact assessment (NIA) was submitted with the application that provided an assessment of match-day events. The submitted report however did not include an assessment of:

- Noise from public address systems or post match entertainment;
- Noise associated with the proposed Child Care Centre, Sports Complex, and Indoor Recreation (Gym); and
- Noise associated with live music concert event.

The NIA presumes that future development immediately west of the site (Development Areas 5C and 5E) will comprise commercial and entertainment uses and has not assessed the possibility of future residential or sensitive uses, despite the Springfield Town Centre Concept Plan indicating that this is a possibility (*cf*. 5593/2017).

The recommendation includes conditions that require the applicant to manage noise in accordance with the *Environmental Protection Act 1994*. In addition, the applicant will be required to submit an Acoustic Management Plan that demonstrates how the proposed development will maintain compliance with the relevant legislation, which must also be managed through the event management plan.

Lighting

The applicant submitted an obtrusive light compliance report that assessed the control of obtrusive effects of outdoor lighting, based on the proposed stadium being illuminated to a level which will facilitate television broadcast (i.e. broadcast quality lighting). The assessment indicated that non-conformance with the maximum vertical luminance levels within 100m-200m of the stadium on televised match events, which is intended to occur approximately 10 times each year.

To manage this impact conditions have been included that will limit the hours of operation, and require the applicant to include measures as part of the event management plan, demonstrating how lighting is to be managed during match events.

INFRASTRUCTURE CHARGES AND INFRASTRUCTURE AGREEMENTS:
Pursuant to section 119 of the *Planning Act 2016*, an infrastructure charges notice has been given for roadworks totalling $226,248.46.

These infrastructure charges are calculated based on the lesser of the charge rates stipulated in Schedule 2 (trunk infrastructure network charges) of Council's Adopted Infrastructure Charges Resolution or the maximum adopted charge calculated under the *Planning Act 2016* and the *Planning Regulation 2017*. In this particular instance, infrastructure charges have been calculated based on Schedule 2 (trunk infrastructure network charges) as it relates to the Sports Complex, and the maximum adopted charge for the infrastructure as it relates to the Medical Centre and Child Care Centre.

The premises is affected by an infrastructure agreement, being the Springfield Infrastructure Agreement and Springfield Town Centre Infrastructure agreement. The application has been assessed having regard to the infrastructure agreement.

In accordance with clause 81 and 113 of the Springfield Infrastructure Agreement, the Developer is required to allocate EP to project lots. In accordance with Section 6.3.2 of the Master Area Development Plan, the Master Developer will allocate up to 200EP to facilitate the interim development with Development Area 22A. A total of 36.305EP is required to facilitate the proposed development, as detailed in the table below:

	Proposed Use	**Planning Scheme Policy 5 Use Class**	**EP Rate** (Planning Scheme Policy 5 - Infrastructure)	**GFA**	**EP Allocation Required**
Stage 1	Premier Sports Facility including Community Building, Public Building, Commercial Premises, Club, Restaurant, Produce/Craft Market, Indoor Recreation, Outdoor Recreation, Outdoor Entertainment, Radio Station, Television Station, Reception and Function Rooms, Educational Establishment, and Tourist Facility as		Nil	9,952m^2	Nil

	ancillary land uses					
					Total Stage 1:	Nil
Stage 2	N/E Commercial	Child Care Centre	Community Use – Child Care Centre	0.15NRU per enrolment	110 Enrolments	16.5
		Medical Centre	Community Use – All other uses	1.25EP per 100m^2	609m^2	7.6125
		Sports Complex (as an ancillary use to the Park)	Recreation Use – All other uses	Nil	2,438m^2	Nil
					Total Stage 2:	24.1125

The applicant, in reviewing the draft conditions, has indicated that they wanted Council to support the positon that the Child Care Centre and Medical Centre be treated as ancillary uses (and not requiring infrastructure charges as discussed on page 4). This position is not supported by officers. The applicant has indicated that they will seek to utilise the provisions of the existing non-binding heads of agreement to request that Council contribute to the project by covering these costs. In response, officers have advised that this is a matter which is separate from Council's functions as an Assessing Authority in this instance and should be raised outside of the application process.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: *Planning Act 2016*

RISK MANAGEMENT IMPLICATIONS

A risk to Council exists should the proposal not be determined in accordance with legislative requirements. The assessment and subsequent recommendations have been prepared to minimise the risk.

FINANCIAL/RESOURCE IMPLICATIONS

There are no resource implications associated with this report.

COMMUNITY AND OTHER CONSULTATION

REFERRAL AGENCY

Third party advice was sought from the Department of Transport and Main Roads as the site is adjacent the train station. To this end, discussions with the Department have been ongoing in the preparation of the stadium design.

INTERNAL CONSULTATION

Internal stakeholders were consulted as part of the assessment of this application, including:

- Infrastructure and Environment Department with respect to floodplain management, public open space and transport planning. Transport planning did recommend that no access be permitted from Springfield Greenbank Arterial, however it was decided that limited access from Springfield Greenbank Arterial may be considered as part of an ADP application.
- Coordination and Performance Department, acting on behalf of Council as landowner, provided comments.

Draft Conditions

In accordance with Council policy, the applicant was provided with an opportunity to comment on draft conditions. Details of the draft conditions review is provided as an attachment to this report.

CONCLUSION

An assessment of the proposed Park (Premier Sports Facility), Child Care Centre, and Medical Centre at 60 Springfield Greenbank Arterial, Springfield Central has been undertaken and it has been determined that the proposed development generally complies with the assessment benchmarks or can be conditioned to comply.

It is therefore recommended that this development application be decided in accordance with the recommendations and attachments of this report.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	5911-2019 DA Plans Approved (Draft) *(under separate cover)*
2.	5911-2019 Conditions and Infrastructure Charges Notice *(under separate cover)*

Sean Dickson
SENIOR PLANNER (DEVELOPMENT)

I concur with the recommendations contained in this report.

Brett Davey
DEVELOPMENT PLANNING MANAGER

I concur with the recommendations contained in this report.

Peter Tabulo
GENERAL MANAGER (PLANNING AND REGULATORY SERVICES)

Doc ID No: A6269154

ITEM: 5

SUBJECT: REVIEW OF MATERIALS RECOVERY PLAN

AUTHOR: SENIOR BUSINESS ADVISOR

DATE: 1 JUNE 2020

EXECUTIVE SUMMARY

Under the provisions of the *Waste Reduction and Recycling Act 2011 (Qld) (the Waste Act)*, Local Government is required to adopt a waste reduction and recycling plan and review it at least every 3 years. Council's current waste reduction and recycling plan, titled 'Materials Recovery Plan 2017-2031' (MRP) (Attachment 1), was adopted in May 2017.

Division 2 section 125 of the *Waste Reduction and Recycling Act 2011* stipulates that a local government must by resolution adopt a waste reduction and recycling plan, or an amendment of the plan, before the plan is implemented in its local government area. Before adopting the plan, the local government must consult with the public about the proposed plan or amendment, and take into account any submissions received.

A review of the MRP has been undertaken in accordance with the legislative timeframe requirements. Findings indicate that a detailed and comprehensive review is required to align with the Queensland Government's 'Waste Management and Recycling Strategy', the National Waste Policy, and other regional planning outcomes currently being developed.

As such, it is proposed that Council retain the existing Plan in its current state and begin a detailed and comprehensive review in 20/21. Community consultation will be undertaken and all submissions will be considered by Council prior to the adoption of the revised Plan. This may include notification to the Department of Environment and Science seeking support for this approach.

RECOMMENDATIONS

A. That Council retain the Materials Recovery Plan 2017-2031 in its current state whilst commencing a detailed and comprehensive review of the Plan in 2020-2021.

B. That Council undertake a major review of the Materials Recovery Plan in 2020-2021, in accordance with the *Waste Reduction and Recycling Act 2011*.

C. That comprehensive community engagement be undertaken as part of the major review in accordance with Division 2 section 125 of the *Waste Reduction and Recycling Act 2011.*

RELATED PARTIES

There was no declaration of conflicts of interest.

ADVANCE IPSWICH THEME

Caring for the environment

Managing growth and delivering key infrastructure

Caring for the community

PURPOSE OF REPORT/BACKGROUND

A review of the Materials Recovery Plan 2017-2031 (the Plan) has been done in accordance with the *Waste Reduction and Recycling Act 2011* timeframe requirements. The review assessed the current MRP against the Queensland Waste and Resource Recovery Strategy and the National Waste Policy objectives and targets, and found that whilst the key principles and goals of Council's MRP remain relevant, a major review of the waste minimisation targets and actions is required. This review will commence in 2020/21 to allow for consideration of the Sub-Regional Alliance Expression of Interest outcomes, the impending release of further Queensland Government waste management and infrastructure plans, and the development of the SEQ Council of Mayors Regional Waste Management Plan.

The update to the Plan will be done in accordance with the Act, with the proposed amendments including:

- Updated waste reduction & waste diversion from landfill targets
- Updated population and waste data
- An action plan to align with the 3 strategic priorities of the Queensland Strategy, plus an additional priority for Corporate Leadership
- Actions to mitigate the risks that have been identified through the National Waste Policy
- Actions to mitigate the risks that have been identified through the implementation of the Queensland Waste Levy

LEGISLATIVE REQUIREMENTS FOR A WASTE REDUCTION AND RECYCLING PLAN

Under the Queensland *Waste Reduction and Recycling Act 2011,* a waste reduction and recycling plan is required to including the following content:

a) waste reduction and recycling targets for:
    i. waste generated by the local government in carrying out its activities; and
    ii. waste generated by households in the local government's local government area; and

iii. other waste generated in the local government's local government area other than by the local government;

b) actions to be taken to improve waste reduction and recycling of:
   i. waste generated by the local government in carrying out its activities; and
   ii. waste generated by households in the local government's local government area; and
   iii. other waste generated in the local government's local government area other than by the local government;

c) details of current and proposed waste infrastructure;

d) the management and monitoring of the local government's performance under the plans;

e) information about achieving continuous improvement in waste management;

f) any other matters prescribed under a regulation about the requirements for a local government's waste reduction and recycling plans.

The Materials Recovery Plan does not include a Council position on or actions relating to the approval, management or operation of private waste facilities within Ipswich, as these are regulated through other State and Local Government mechanisms and sit outside the remit of this Plan.

PROGRESS ON CURRENT ACTIONS AND ACHIEVEMENTS

Progress on the actions in the current Materials Recovery Plan have been reviewed as part of this process (Attachment 2). It is proposed that any outstanding actions will be taken into account during the detailed review of the MRP.

Further, a snapshot of the achievements to date demonstrates an increase in the uptake of kerbside green waste collection by 30%, more than 74,500 tonnes of recycling collected across the City, and 26% of waste diverted from landfill since 2017.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Waste Management and Recycling Act 2011

RISK MANAGEMENT IMPLICATIONS

<u>Recycling Markets</u>

Over recent years there have been some significant changes to the way collected recyclable material is managed within Australia. These changes have presented major challenges to local governments.

Companies that processed the material from the yellow topped bins relied on overseas export markets. China, in particular, was increasingly relied on to import and process vast quantities of plastic, paper, metal and other recyclable waste. For example in 2019, China was processing 55% of the world's scrap paper.

China has now significantly reduced the amount of waste it will import, adopting their National Sword Policy in 2018 to tighten regulation on imports of solid wastes as raw materials.

Many overseas countries have now followed Chinas lead and placed restrictions on the imports of solid waste as raw materials. This has resulted in Australia having a glut of commingled recycled material and has led to the value of the collected material plummeting as there are limited accessible local or global markets for these materials. For example,

three years ago Council was receiving a rebate for the material collected in the yellow top bins. Now Council is paying over $100 per tonne for this material to be processed.

Legislative and Regulatory Operating Environment

The National Waste Policy and associated Action Plan sets the direction for waste management in Australia. One of the notable actions in the Action Plan is Target 1 to enact waste export bans for plastic, paper, glass and tyres effective from the second half of 2020. This will have implications for council with these export bans and the immature and/ or non-existent local manufacturing and processing capabilities of end markets. Further export restrictions will likely impact council's ability to recycle kerbside collected materials in a cost-effective way unless Council can quickly establish alternative solutions.

Queensland Management and Resource Recovery Strategy with the vision to become a zero-waste society by 2050. In order to drive recycling and waste diversion from landfill, the Queensland waste levy was introduced from 1 July 2019. Council currently receives an advance payment to offset the levy costs for municipal solid waste (MSW).

The advanced payment is expected to cease from 30 June 2022 in accordance with the current legislation. This will have a major impact on the cost of council's operations without effective programs in place to divert waste from landfill.

Ipswich City Council Waste Infrastructure

Ipswich City's current waste infrastructure (Riverview and Rosewood Recycling & Refuse Centres) is ageing, inefficient and not adequate to meet the needs of the growing population or state government waste recovery targets. Population growth is expected to more than double in the next 20 years therefore Council will need to enter into an investment phase to upgrade its public waste disposal infrastructure to provide fit-for-purpose facilities that can achieve the desired landfill diversion targets.

FINANCIAL/RESOURCE IMPLICATIONS

Review and update of the Materials Recovery Plan to include waste minimisation and landfill diversion actions will be critical to reduce the potential future cost impacts of the Queensland Waste Levy, should the levy rebate cease on 30 June 2022 as currently proposed.

COMMUNITY AND OTHER CONSULTATION

The *Waste Reduction and Recycling Act 2011* (Qld) specifies that before adopting any waste reduction and recycling plan, or amendment of the plan, the local government must consult with the public about the proposed plan or amendment. If there is a substantial amendment to the operation of the plan, the proposed plan or amendment must be made available for public comment for at least 28 days.

It is recommended that a consultation and communication process is undertaken to seek community feedback on the proposed review of the Materials Recovery Plan in 2020/21.

It is not considered necessary for Council to undertake community consultation in the recommendation to retain the Materials Recovery Plan 2017-2031 in its current state. However, Council may consider providing notification to the Department of Environment and Science seeking support for this approach.

CONCLUSION

Under the provisions of the *Waste Reduction and Recycling Act 2011*, Local Government is required to adopt a waste reduction and recycling plan and review it at least every 3 years.

A review of the Materials Recovery Plan 2017-2031 has been undertaken, and found that a detailed and comprehensive review is required. This review will commence in 2020/21 to allow for consideration of the Sub-Regional Alliance Expression of Interest outcomes, the impending release of further Queensland Government waste management and infrastructure plans, and the development of the SEQ Council of Mayors Regional Waste Management Plan.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Current Materials Recovery Plan
2.	Progress on Materials Recovery Plan Actions

Kay Clarke
SENIOR BUSINESS ADVISOR

I concur with the recommendations contained in this report.

Mark Sines
ACTING IPSWICH WASTE SERVICES MANAGER

I concur with the recommendations contained in this report.

Kaye Cavanagh
MANAGER, ENVIRONMENT AND SUSTAINABILITY

I concur with the recommendations contained in this report.

Charlie Dill
GENERAL MANAGER - INFRASTRUCTURE AND ENVIRONMENT

"Together, we proudly enhance the quality of life for our community"

Item 5 / Attachment 1.

Materials Recovery Plan 2017-2031

Join us online:

Ipswich.qld.gov.au

City of Ipswich

Executive Summary

The Materials Recovery Plan 2017-2031 (MRP) provides a strategic direction to ensure waste is managed in a sustainable manner within Ipswich over the coming years. Central to the plan, is the circular economy approach which seeks to value waste as a resource by driving material recovery activities and demand for recycled content products.

With the population of Ipswich expected to double in the next 20 years, the MRP will set Council on a pathway of innovative waste practices that will see the concept of waste be re-evaluated and re-imagined. Ipswich City Council is willing to lead the way in facilitating new businesses and economic mechanisms to support the circular economy model.

In alignment with Advance Ipswich (Ipswich's community plan), the MRP will echo the vision of Ipswich to be a place to live, learn, play, work and invest. Advance Ipswich places an emphasis on innovative business and employment enterprise opportunities being maximised, with waste being treated as a resource and renewable and sustainable technologies to be promoted. As such, the circular economy approach responds to the community's expectations.

The future of waste management for Ipswich will provide opportunities to promote and enable four main goals. The goals being:

1. **A sense of pride in Ipswich** – by engaging and working with the community to facilitate behaviour change towards positive materials recovery action.
2. **Innovative business** – by working with the business community and regional working groups to develop and commercialise new resource recovery technologies.
3. **Employment enterprises** – by stimulating new markets for recycled content products and new markets so that there are employment opportunities in new industry and manufacturing areas.
4. **Managing waste as resource** – by shifting the perception of waste as an unwanted commodity to one of a valuable resource by enabling a circular economy approach.

The key strategies to support the goals focus on:

- Maximising opportunities for materials recovery.
- Fully engaging the community in recycling and waste avoidance behaviours.
- Ensuring public health and the environment are protected.
- Creating sustainable living futures.
- Corporate leadership.

The MRP has been designed to meet State legislative obligations under the *Waste Reduction and Recycling Act 2011* for local government. In implementing the city's materials recovery strategies, Ipswich aims to achieve the following targets that are in alignment with Queensland's waste targets:

Type	Current Baseline (2014-15)	Target	Qld Target
Domestic waste to landfill	350 kg per capita per year	5% reduction per capita per year by 2024	5% reduction per capita per year by 2024
Domestic recycling	30% recycled waste	45% recycled waste by 2024	45% recycled waste by 2024

As well as pursuing the above State-aligned targets, Ipswich City Council will be focussing effort on '3 Big Things' over the life of the Plan.

The 3 Big Things are:

1. Roll out domestic green waste collection services to 100% of Ipswich residential properties.
2. Glass and concrete recycling for Council and customers.
3. Recycle Mart for Ipswich.

Going forward, Ipswich will prosper from implementing a circular economy approach which will meet the needs and expectations of the community, retain and enhance the environment, and stimulate and boost the economy.

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1. Plan Context

The MRP has been developed to provide a strategic approach and the practical means for waste management for the period 2017-2031, with the provision to review the plan on a three yearly basis. The MRP has also been developed in accordance with the legislative requirements of the Waste Reduction and Recycling Act 2011. In particular, Part 2 which relates directly to Local Government requirements for planning for waste.

The Queensland government has released the Queensland Waste Avoidance and Resource Productivity Strategy 2014-2024 which provides an overall direction for managing waste across the state. The MRP reflects the principles and objectives set out in the Queensland government strategy and builds on Councils' previous Waste Management Strategic Plan 2010-2015.

In relation to Ipswich City Council's corporate documents; the MRP aligns with the goals and intent of the Advance Ipswich community plan and the Corporate Plan 2012-2017 (Figure 1). There are other linkages with existing Council strategies and plans that are currently in progress.

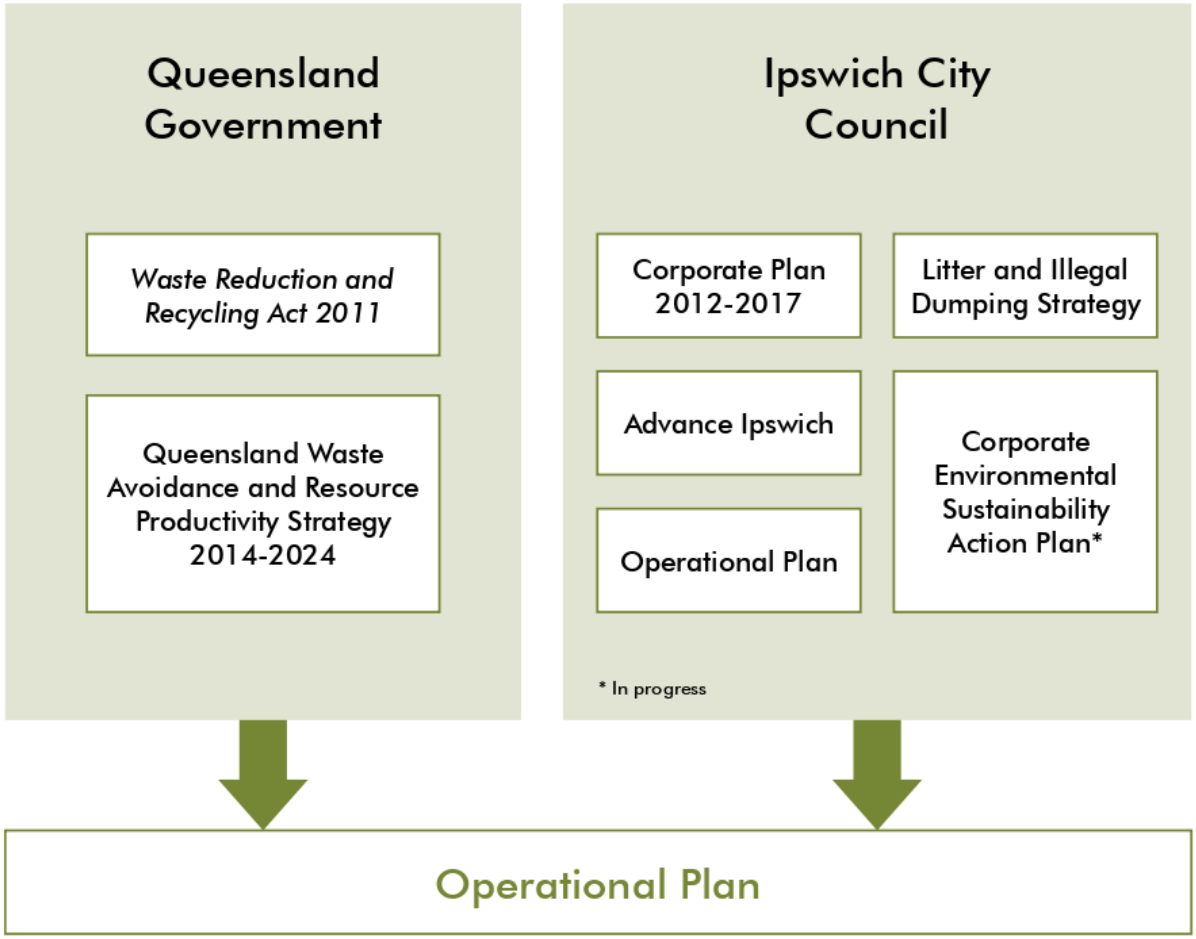

Figure 1: MRP Linkages

2. Goals for Material Recovery

The goals for materials recovery and waste minimisation at Ipswich are shaped by the overarching principles of the corporate documents for Ipswich City Council, as well as the desire to create a circular economy. Council is willing to lead the way in facilitating new businesses and economic mechanisms to support the circular economy model, as well as create positive change in the community regarding the perception of waste.

The future of waste management for Ipswich will provide opportunities to promote and enable four main goals. The goals being:

1. **A sense of pride in Ipswich** – by engaging and working with the community to facilitate behaviour change towards positive materials recovery action.
2. **Innovative business** – by working with the business community and regional working groups to develop and commercialise new resource recovery technologies.
3. **Employment enterprises** – by stimulating new markets for recycled content products and new markets so that there are employment opportunities in new industry and manufacturing areas.
4. **Managing waste as resource** – by shifting the perception of waste as an unwanted commodity to one of a valuable resource by enabling a circular economy approach.

3. Waste Minimisation Targets

In alignment with State government waste targets where applicable, Ipswich has set the following waste minimisation targets.

Table 1: City of Ipswich Waste Minimisation Targets

Type	Current Baseline (2014-15)	Target	Qld Target
Domestic waste to landfill	350 kg per capita per year	5% reduction per capita per year by 2024	5% reduction per capita per year by 2024
Domestic recycling	30% recycled waste	45% recycled waste by 2024	45% recycled waste by 2024

4. The 3 Big Things Over the Next 3 Years

To gain traction and momentum with the goals of the MRP, Council will focus tenaciously on '3 Big Things Over the Next 3 Years':

1. Roll out domestic green waste collection services to 100% of Ipswich residential properties

Currently, approximately 20% of residential households have opted to receive green waste services provided by Council. It will be the goal of Council to promote and enable access to green waste services to 100% of residential households.

2. Glass and concrete recycling for Council and customers

Glass and concrete have been identified as priority materials that can be feasibly recovered and reprocessed for reuse in construction activities. Council will create the opportunities and facilitate industry to establish glass and concrete recycling in Ipswich.

3. Recycle Mart for Ipswich

To prevent useful and usable items from entering landfill, Council will establish a Recycle Mart that will also aim to engage with social enterprise organisations to assist in the operations.

5. Managing Waste as a Resource – Circular Economy

Ipswich City Council has made a strategic decision to manage waste using the circular economy model. The circular economy seeks to value waste as a resource by driving material recovery activities and demand for recycled content products. It is regenerative and restorative by nature; as it works to keep materials, products and components in the 'user' system for as long as possible by either recycling or transforming them through each cycle of their lives. In doing so, the highest value for all materials, products and components is maintained and waste is designed out of the system (Figure 2).

To enable the circular economy to function effectively, a systems-thinking approach is required as there are linkages and processes across business, government and community sectors that need re-thinking, re-engineering and re-imagining. To that end, the circular economy has the potential to provide opportunities for innovation, the uptake of new technologies and employment in new and emergent markets in Ipswich and surrounding areas.

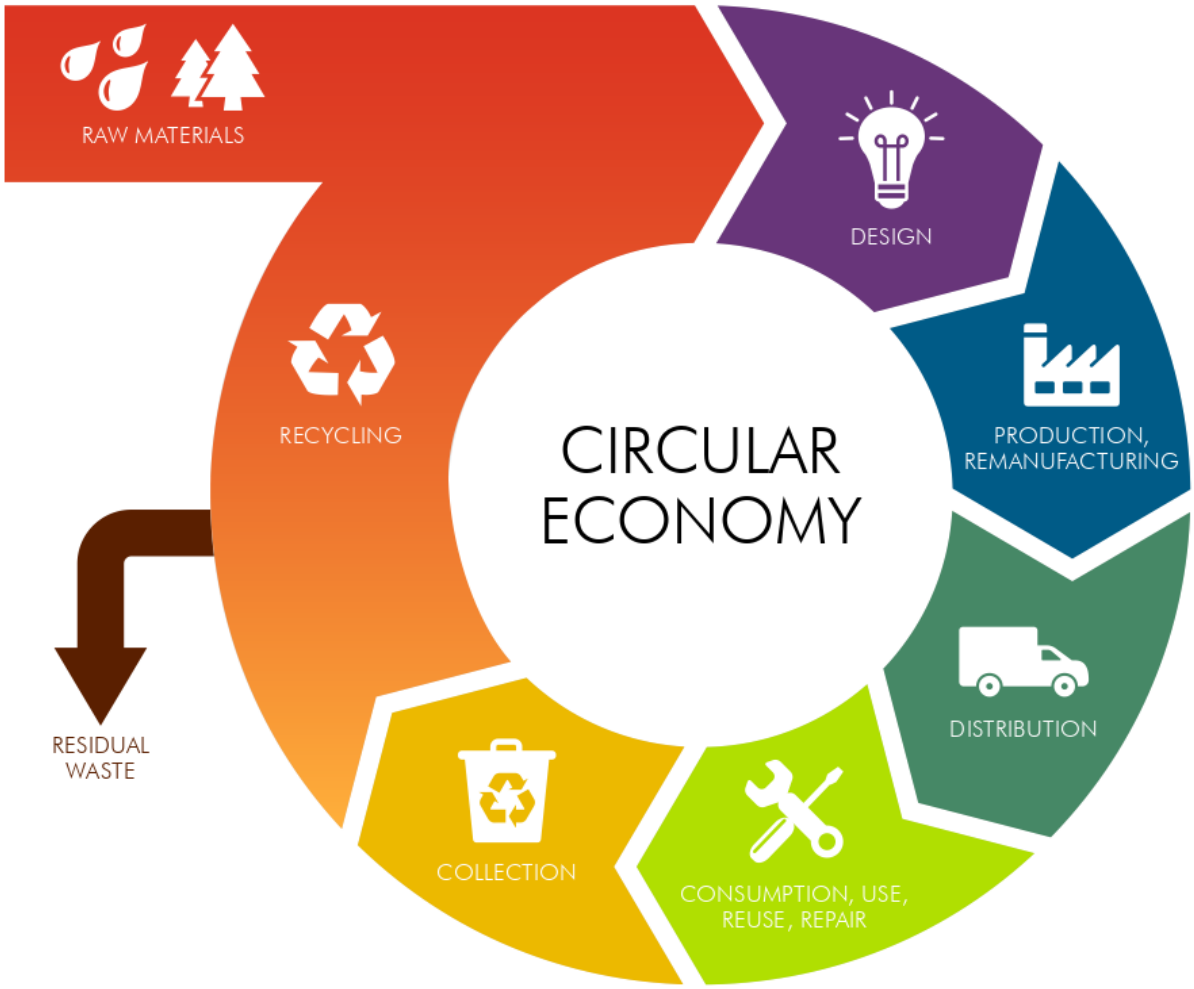

Figure 2: Circular Economy

5.1 Traditional Waste Management Principles

The circular economy model addresses numerous other 'traditional' waste management principles by being holistic and integrative in its approach. The traditional principles include:

- Waste management hierarchy – whereby there is a cascading approach from waste avoidance through to waste minimisation to resource recovery to disposal.
- Product stewardship – whereby the onus for the end of life impacts of products is placed on designers and manufacturers which can lead to innovation and beneficial design changes.
- User pays principle – whereby users are charged for the use of waste services and disposal of waste at dedicated facilities.
- Proximity principle – whereby local markets and solutions are found for recovered resources to overcome the environmental impacts of transporting commodities for long distances to markets and re-processors.
- Lifecycle analysis – whereby environmental impacts are assessed at each stage of a product's life to determine where there are opportunities for reducing resource use and impacts.

5.2 Circular Economy Principles

There are three main principles that encapsulate the circular economy perspective and which aim to decouple economic development from finite resource consumption.
These principles include:

1. **Preserve and enhance natural capital by controlling finite stocks and balancing renewable energy flows.**
   In simple terms, this means that delivering services is 'dematerialised' wherever possible by utilising online systems (for example) and selecting resources, processes and technologies wisely so that renewable or better-performing resources are utilised.

2. **Optimise resource yields by circulating products, components and materials at the highest utility at all times in both technical and biological cycles.**
   In doing so, there is an emphasis on designing and manufacturing products to be able to be repaired more easily so that a 'tighter' inner loop and embodied energy of materials is retained. This also means that products and materials can be pulled apart and reused more easily.

3. **Foster system effectiveness by revealing and designing out negative externalities.**
   Simply put, this means reducing damage to systems (e.g. food, mobility and education) and managing externalities such land, air and water pollution.

6. About Ipswich

A number of external factors and trends in the broader socio-economic environment over the coming years will have a significant impact on the Ipswich Local Government Area (LGA) and the way in which waste and materials recovery is managed now and into the future.

With population likely to more than double in the next 20 years there will be increased development pressures and with that, will be the requirement to meet waste management expectations. In addition to population increases, will also come the likelihood of a changing workforce with interests in different industries. Currently, the main industries of employment in Ipswich are in the manufacturing and health care sectors. However, where future development is occurring in the LGA, new industries will be introduced to the area which will, in turn, have an impact on the waste profile and opportunities for materials recovery and reuse.

6.1 Population Growth

Ipswich is projected to have an annual population growth rate of over 4.2% per year over the next 25 years. Within this timeframe most of this growth is expected in the eastern area of Ipswich as the new developments of Springfield (86,000) and Ripley Valley (120,000) are constructed as well as in the western growth corridor from Walloon to Rosewood (54,000). Projected population figures are set out in Figure 3 to the year 2036. For the timeframe for which this plan addresses (to 2031), the expected population growth will more than double from approximately 200,000 people in 2016 to approximately 390,000 in 2031.

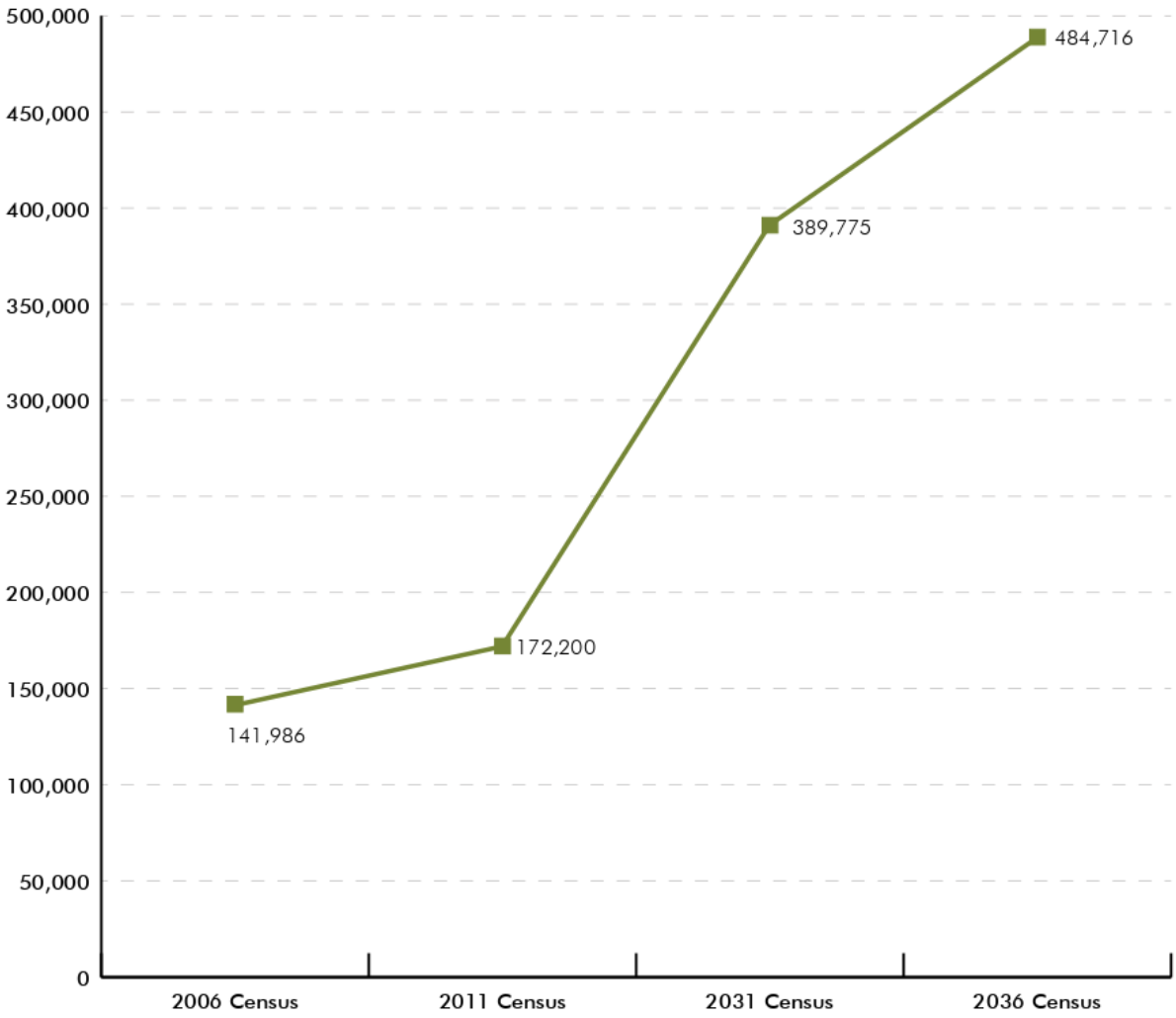

Figure 3: Ipswich Expected Population Growth to 2036 (Source: Advance Ipswich)

6.2 Land Use Development

Through the Council's planning scheme, land has been designated for various uses. Approximately 20% of land in Ipswich is dedicated to existing and future urban growth whilst an additional 7% of land is designated for major industrial and employment areas (Figure 4).

The way in which Ipswich develops over the coming years will influence the volumes of waste to be handled and the specific strategies that will evolve as a result. Post-industrial and post-mining opportunities may need to be explored in line with circular economy thinking.

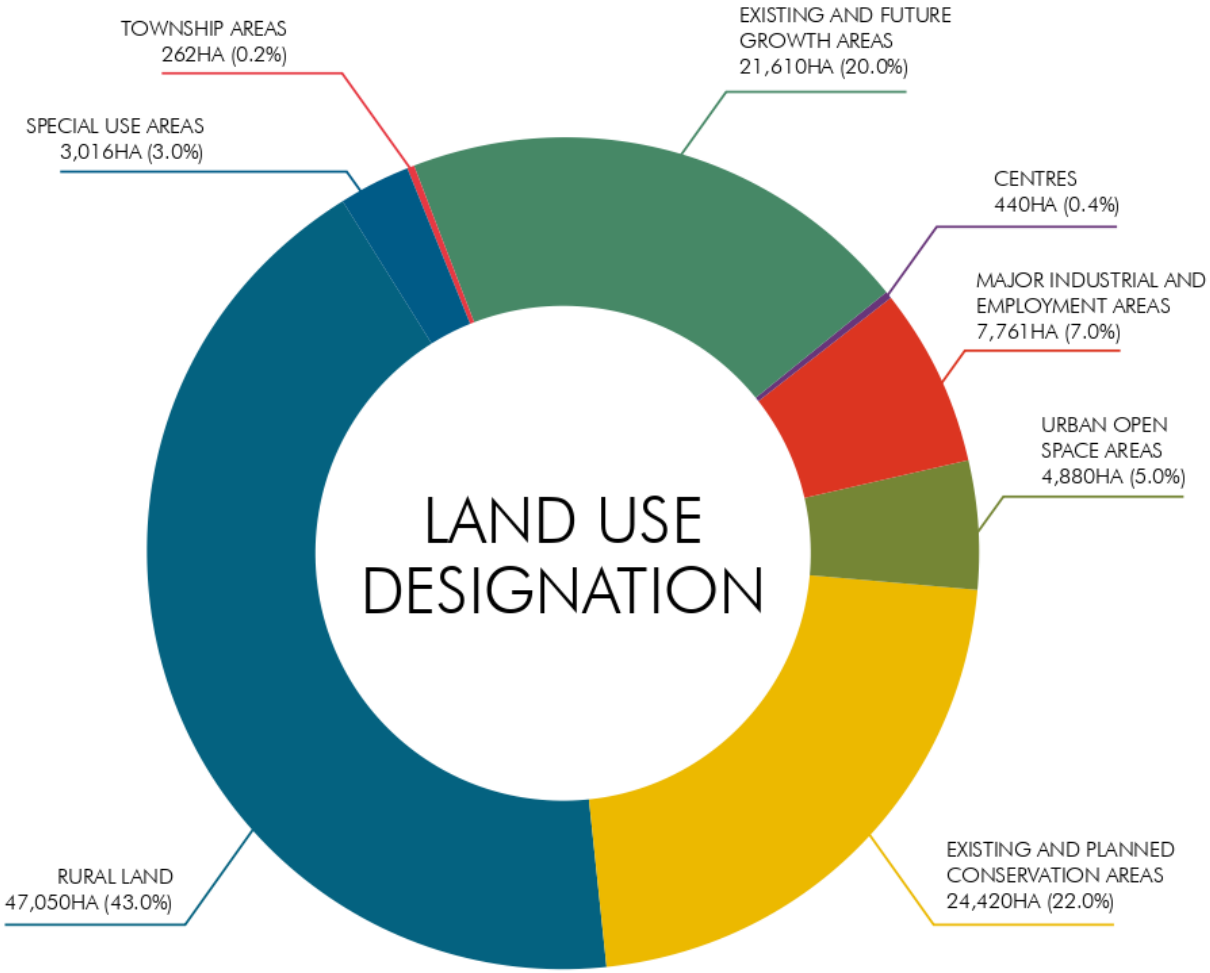

Figure 4: Ipswich LGA Land Use Designations (Source: Advance Ipswich)

6.3 Key Industries

There are a range of industries that exist in Ipswich with the main sectors in the region being manufacturing and health care, closely followed by the retail and public administration sectors (Figure 5). The type of industries that exist now and into the future will influence the waste management approaches that the city adopts.

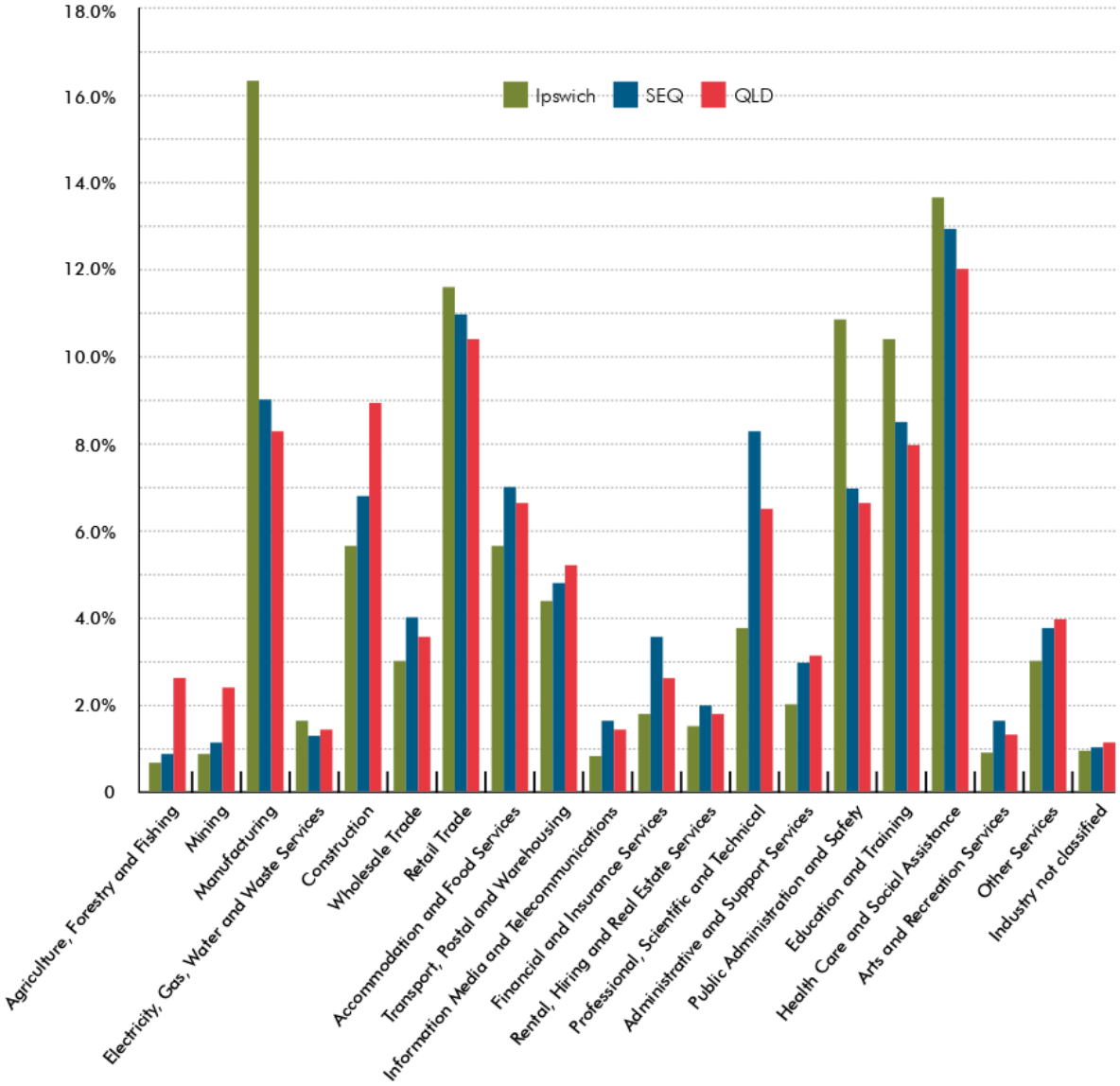

Figure 5: Employment by Industry Type (Source: Advance Ipswich)

Ipswich Industry Type	Employment (%)
Food Product Manufacturing	35.4%
Primary Metal and Metal Product Manufacturing	12.6%
Fabricated Metal Product Manufacturing	8.3%
Machinery and Equipment Manufacturing	7.5%
Basic Chemical and Chemical Product Manufacturing	7.3%
Non-Metallic Mineral Product Manufacturing	6.1%
Transport Equipment Manufacturing	5.7%
Pulp, Paper and Converted Paper Product Manufacturing	4.1%
Polymer Product and Rubber Product Manufacturing	3.7%
Furniture and Other Manufacturing	3.2%
Wood Product Manufacturing	3.1%
Beverage and Tobacco Product Manufacturing	1.8%
Textile, Leather, Clothing and Footwear Manufacturing	1.0%
Total	100.0%

Table 2: Ipswich Data for Employment in Manufacturing Industry

6.4 Priority Materials

The Queensland government identified a list of priority waste streams and priority materials as part of the Queensland Waste Avoidance and Resource Productivity Strategy 2014-2024. In line with the State's strategy and in partnership with national product stewardship programs, Ipswich has identified a number of priority materials to be recovered and drawn into the circular economy process.

The priority recovery materials for Ipswich over the next three years, in the first instance are:

- Glass
- Concrete

In addition, opportunities to recover the following materials will also be made:

- Asphalt
- Tyres
- Paper/cardboard
- E-waste

As Ipswich's MRP evolves with the circular economy principles at the heart of it, identification of further materials recovery opportunities will be identified and added to.

7. Waste Industry in Ipswich

7.1 Waste Profile

The waste profile data for Ipswich only reflects the waste data collected by Ipswich Waste Services (IWS). Data from private contractors and operators are not featured owing to privacy of information.

There are generally three main types of waste that are generated:

1. Domestic or household waste
2. Commercial and industrial (C&I) waste
3. Construction and demolition (C&D) waste

However, IWS mainly collects domestic and household waste across Ipswich and has conducted a number of audits on domestic kerbside household waste composition. The estimated composition of domestic waste for Ipswich City Council is shown in Figure 6.

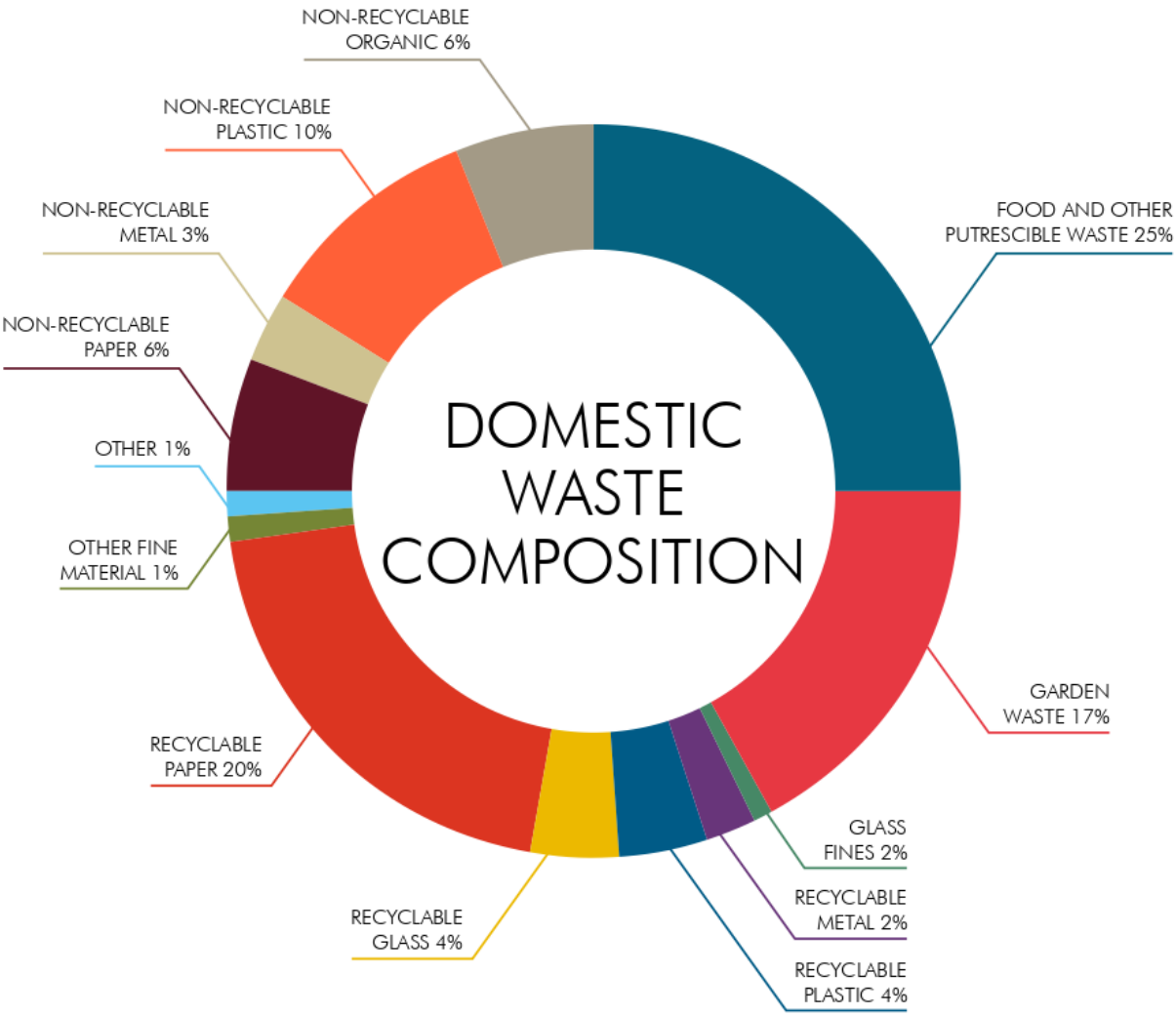

Figure 6: Composition of the Total Kerbside Domestic Waste Stream

The kerbside domestic waste stream is a major source of recyclable material. From the composition data it can be seen that 74% of the total kerbside domestic waste stream has the potential to be diverted from landfills by recycling or composting with the main component of this waste being organic compostable material (42%).

7.2 Council Services

IWS is a business activity of Ipswich City Council that provides waste services to the area. IWS caters for the domestic market for residential kerbside collection in Ipswich, providing residents with a weekly 240 litre mobile garbage bin (MGB) kerbside collection service for general (residential) household waste and a fortnightly 240/360 litre MGB for kerbside recycling and green waste collection.

IWS also provides some commercial and industrial, and construction and demolition waste collection services to customers located in Ipswich and neighbouring local government areas. All waste material collected by IWS is then disposed of at privately run landfills or sent to appropriate recycling facilities.

7.3 Private Collection Contractors

There are a number of private contractors that operate in Ipswich who also offer waste collection services for commercial and industrial and, construction and demolition waste materials generated within the city.

In terms of the domestic market, private contractors also compete with IWS in Ipswich to offer domestic skip services.

7.4 Other Waste and Recycling Services

7.4.1 Materials Recovery Facilities

There are no materials recovery facilities (MRF) for the separation of any type of domestic, C&I or C&D waste within the city. Recyclables collected through the domestic kerbside recycling service are transported to Brisbane for processing.

7.4.2 Composting Facilities

There is a growing composting industry operating within the city. Wastes collected and processed include green waste, vegetable and animal wastes, grease trap wastes and bio-solids. Compost products are supplied to local soil manufacturing companies. The volume of organic waste which undergoes some form of composting is estimated to be in excess of 500,000m^3/year. It should be noted that a significant proportion of this waste material is sourced from outside Ipswich city.

7.4.3 Tyre Recycling

There are a number of used tyre collection services and tyre processors within Ipswich. Currently, Council charges residents a tyre disposal fee to allow tyres to be dropped off at the Council owned transfer stations. Council then transports the tyres to the tyre processors where the tyres are processed to produce rubber crumb and on-sold to manufacturing markets.

8. Waste Infrastructure

8.1 Existing Infrastructure

Within the Ipswich LGA, the existing waste disposal infrastructure consists of a mixture of privately owned landfills and Council owned transfer and recovery stations to meet the waste demands of the area. Council does not own or operate any landfills.

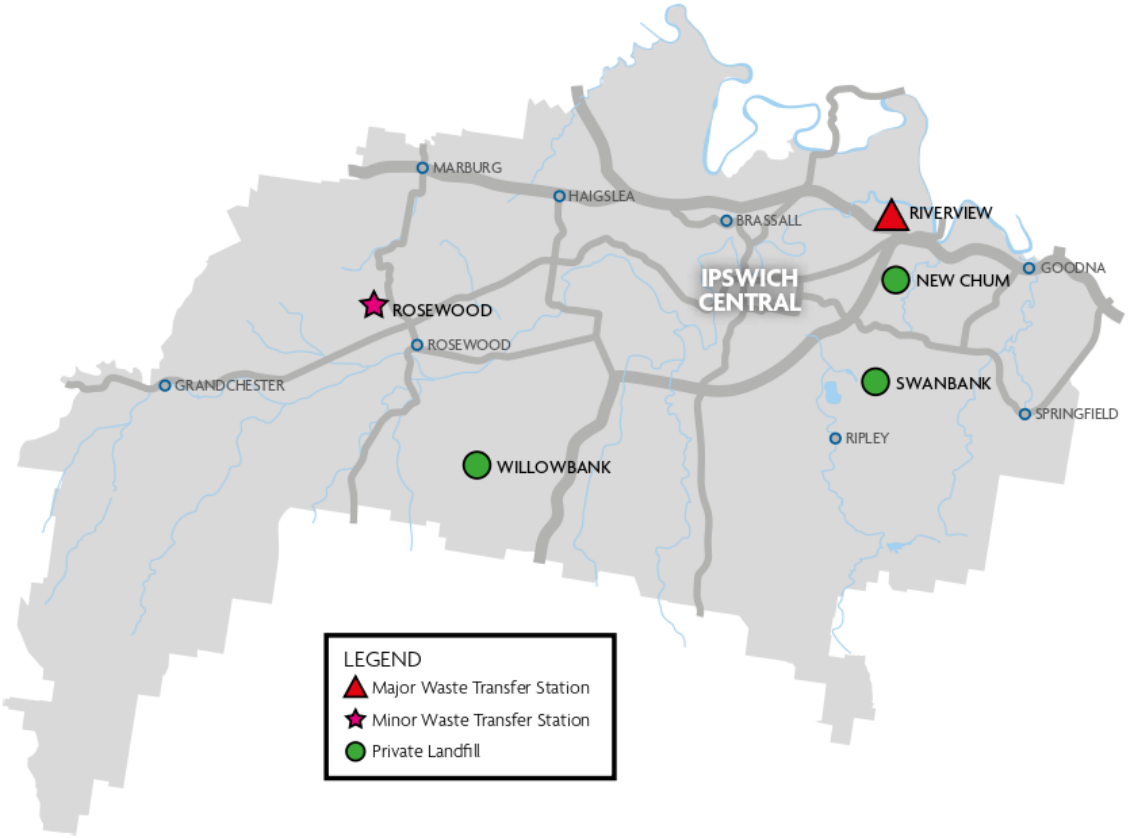

Figure 7: Existing Waste Service Infrastructure

8.2 Future Infrastructure

IWS has undertaken a review of the waste infrastructure needs for the Ipswich LGA. Given that IWS does not own and operate any landfills, it was deemed that the focus of the infrastructure requirements address potential resource recovery and recycling opportunities along with appropriate development of transfer stations.

Work is currently being undertaken to identify opportunities for supporting infrastructure to meet the expected future demand for materials recovery.

8.3 Cross-border Issues

An external factor for consideration in Ipswich, and other LGAs close to the New South Wales border, is the issue of cross-border landfill disposal. In 2012, the Queensland government abolished the waste levy that served to deter C&I and C&D waste going to landfill and to encourage recycling. Whilst Council does not own and operate any of the landfills in Ipswich, there may be future implications in terms of land availability for landfills if cross-border disposal continues.

9. Waste Trends and Reporting (2010-2015)

IWS is largely responsible for the MGB collection in Ipswich. The kerbside MGB collection includes household waste that is either recycled or sent to landfill. IWS also operates transfer stations where the public can drop off waste for recycling including green waste. Waste collection data has been collected over the last five years by IWS in alignment with the previous Waste Management Strategic Plan 2010-2015 actions. The following figures represent the information that has been collected in this timeframe and demonstrates the trends in waste collection, transfer and disposal over the past five years in Ipswich.

9.1 Total Kerbside MGB Volumes

Five year trends:

Waste to landfill: 6.56% overall decrease – desirable

Recycled waste: 4.28% overall increase – desirable

Green waste: 40.32% overall increase – desirable

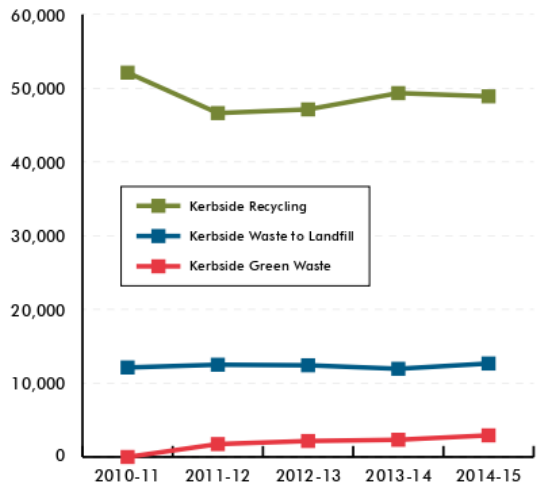

Figure 8: Total Volumes for Kerbside MGB Collection – 5 Years

What that means is that overall trends for total volumes of waste to landfill, kerbside recycling and green waste are all currently heading in the right direction. Note that, the green waste service was not introduced until 2011-2012.

9.2 Per Capita Waste to Landfill

Five year trends:

(2010-2011 data not used owing to volumes being estimated for that year)

Waste to landfill – kerbside: 4.12% overall decrease – desirable

Waste to landfill – self haul: 3.07% overall decrease – desirable

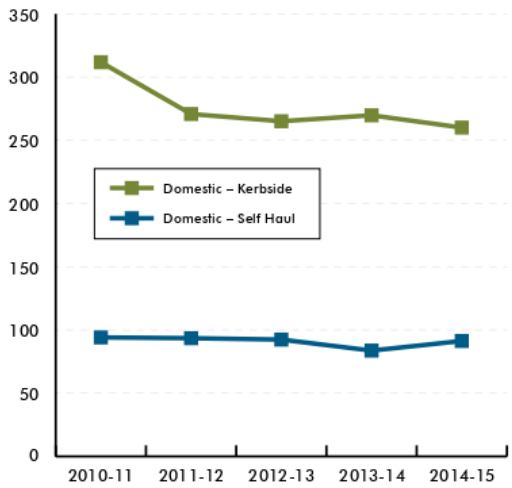

Figure 9: Per Capita Waste to Landfill – 5 years

What that means is that there has been a trend in the last five years for a reduction in domestic waste going to landfill. It should be noted, that the 2010-2011 data was estimated as the waste facility did not have a weighbridge at the time. Regardless of the 2010-2011 data, there has still been a decrease in kerbside waste to landfill over time.

9.3 Per Capita Recycling

Five year trends:

Recycling – kerbside: 7.7% overall decrease – not desirable

Recycling – self haul: 147.1 % overall decrease – not desirable

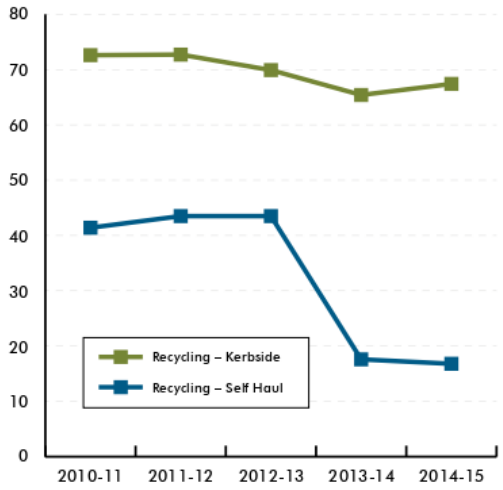

Figure 10: Per Capita Recycling – 5 Years

What that means is that in the past five years there has been an overall reduction in recycling rates for collection and drop off. This trend is not desirable and will be addressed in the MRP strategies and actions to turn around recycling rates in Ipswich. The noticeable drop in the self-haul recycling volumes coincides with the withdrawal of the State Government waste levy that previously provided a financial incentive for recycling of commercial and industrial wastes.

9.4 Per Capita Green Waste Recycling

Five year trends:

Green waste – kerbside: 34.83% overall increase – desirable

Green waste – self haul: 15.7% overall decrease – desirable

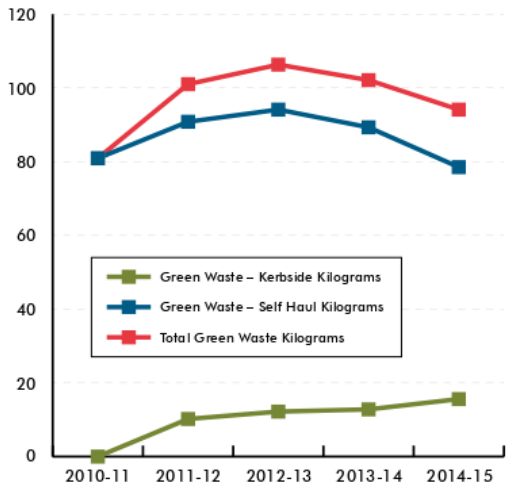

Figure 11: Per Capita Green Waste Recycling

What this means is that since the kerbside green waste services have been introduced to Ipswich in 2011-2012, there has been a positive trend with the uptake of the green waste service. Although there has been an overall decrease in the self-haul volumes of green waste, this could reflect the increased use of the kerbside green waste services.

9.5 Non-domestic Waste

Non-domestic waste includes C&I and C&D waste streams.

There is limited information available on the specific volumes of waste that the non-domestic waste sector generates within Ipswich as there are no regulatory requirements in place for the private sector to report to Council on waste generation and disposal.

IWS has some limited non-domestic waste data collected from its commercial waste collection services.

Five year trends:

Non-domestic waste to landfill – 7.03% increase – not desirable

Non-domestic waste recycled – 75.56% decrease – not desirable

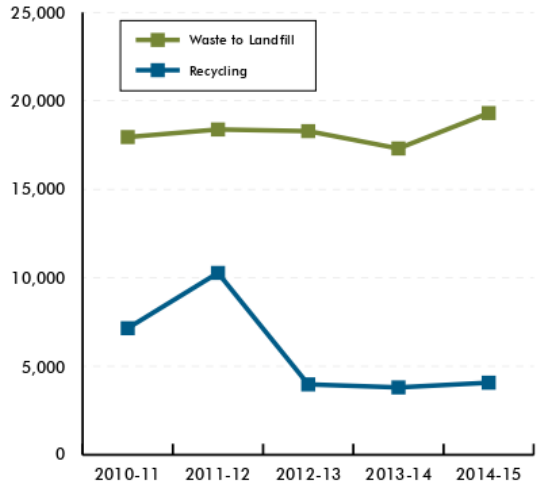

Figure 12: Non-domestic Waste to Landfill and Recycled

What that means is that the results of the non-domestic waste to landfill and recycling volumes are both trending in non-desirable directions. These trends highlight the need for Ipswich to have some focus on the non-domestic waste sector going forward and to provide incentives for materials recovery whether the waste levy is re-introduced or not. Of note, the drop in recycling volumes coincides with the withdrawal of the State Government waste levy.

9.6 Projected Total Domestic Waste Quantities

Over the past four years, domestic waste generation has increased by 2% per annum. If this trend continues, it is estimated that by 2031 the total volume of domestic waste to landfill in Ipswich will have increased by 40%. Significant expenditure will be incurred by Council for landfill disposal costs and an increasing volume of valuable resources may be lost by inadequate waste management practices. Therefore, an emphasis on materials recovery and implementation of the circular economy principles will be essential for future waste management.

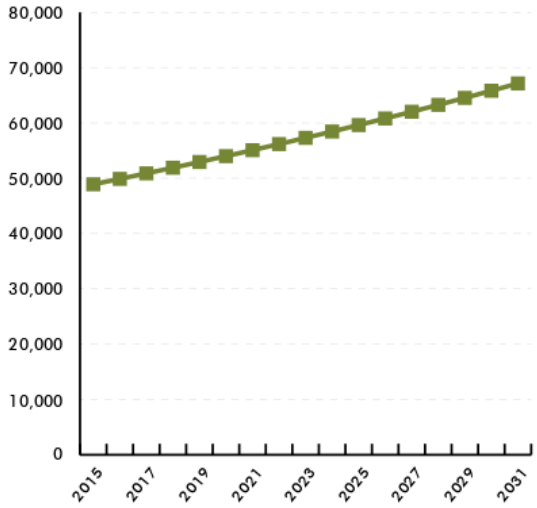

Figure 13: Projected Total Volume of Domestic Waste Generated to 2031

10. Strategies for the Circular Economy

To implement the circular economy effectively as well as embed the 'thinking' into the actions undertaken by Council, a number of strategies have been developed.

The goals of creating a sense of pride for the city, developing innovative businesses and employment enterprises and managing waste as a resource are the inspiration for the five key strategies that have been identified.

These key strategies are:

1. Opportunities for the diversion of waste from landfills are maximised.
2. Community is fully engaged in recycling and waste avoidance behaviours.
3. Public health and the environment are protected
4. Sustainable living for the future.
5. Corporate leadership.

The following tables set out the areas for action in relation to each strategy to realise the goals for the MRP and sit alongside the '3 Big Things over the next 3 Years'.

10.1 Opportunities for the Diversion of Waste From Landfills are Maximised

Focus Area	Action	When	Indicator of Success
National schemes	Promote and support national waste schemes such as, but not limited to, the Television and Computer Recycling Scheme, the Packaging Covenant, Mercury Containing Lamps and Tyre Product Stewardship Scheme.	2018	One or more schemes are in place and their effectiveness being monitored.
Domestic services	Develop and/or improve upon existing domestic waste service options for the Ipswich community e.g. kerbside collection expansion, green waste, glass separation and bulky item collection.	Review annually	45% recycled waste by 2024. 30% increased uptake of green waste services.
SEQ partnerships	Actively participate in the SEQ Council of Mayors Waterways and Environment Committee to increase commercialisation of priority waste stream resource recovery opportunities on a regional basis. In particular, waste material priorities - aggregates and organics. Advocate for the reintroduction of the waste levy in Queensland.	2019	One or more priority waste material markets developed in Ipswich through a regional partnership. Reintroduction of the waste levy in Queensland.
Resource recovery	Provide support and incentives to private industry to develop the material recovery markets and to commercialise resource recovery ventures for priority waste streams/materials.	2019	One or more priority waste material markets developed in Ipswich through private sector incentives.

10.2 Community is Fully Engaged in Recycling and Waste Avoidance Behaviours

Focus Area	Action	When	Indicator of Success
School education	Deliver targeted education presentations in Ipswich schools to embed circular economy thinking and practical ways to implement the principles.	Ongoing	Number of children participating in education program.
Community education	Develop a series of community campaigns that target household recycling and materials separation. Promote collection/drop-off points for key priority materials such as glass, tyres or paint.	Ongoing	Volumes of materials collected/dropped off.
Awareness	Promote events targeted at waste minimisation and reuse such as Clean up Australia Day, National Recycling Week and National Swap Day.	Ongoing	Participation numbers for events.
Public place recycling	Public place recycling – trial specific waste items (e.g. beverage containers) for recycling in public places such as the city centre and Robelle Domain.	2017	Volumes of recyclable waste separated from general waste.
Public event recycling	Promote the availability of Council's waste services and bins for public events e.g. develop an information booklet.	2017	Increased uptake of Council's waste services for public events.
Landfill diversion	Promote the uptake of the kerbside green waste recycling services and provide further opportunities to separate materials for collection e.g. glass.	2018	Increased uptake of kerbside green waste services.

10.3 Public Health and the Environment are Protected

Focus Area	Action	When	Indicator of Success
Accountability	Monitor the progress of Council's waste management activities and report annually.	Review annually	Reduced volumes of waste to landfill. Increased volumes of recycled wastes.
Waste infrastructure	Identify and review on a regular basis, at least every three years, waste management infrastructure that is required to meet the future needs of Ipswich.	2019	Waste management infrastructure report reviewed and needs assessed.
Licensing	Continue to promote waste minimisation and cleaner production practices through Council's environmental licensing responsibilities.	2017	Environmental licenses issued by Council include waste minimisation and reduction requirements.
Closed landfill management	Manage and monitor Council owned closed landfills post operation to ensure no public health risks and minimal environmental impacts occur.	Ongoing	No incidents reported associated with Council's closed landfills.
Illegal dumping	Develop a process for public reporting of illegal dumping.	2018	Illegal dumping is being reported. Reduction in volume of illegal dumping.

10.4 Sustainable Living For the Future

Focus Area	Action	When	Indicator of Success
Household materials separation	Provide appropriate household bin infrastructure to enable materials to be separated effectively at the household level.	2018	Volumes of household materials separated.
Community sustainability	Promote and encourage practical means for the community to engage with the circular economy such as the 'Share' movement e.g. cars, homes and appliances.	2018	Number of households signing up to a sustainable living program (yet to be developed).
Resource Recovery Hub	Ipswich to lead the way in the development and promotion of a Resource Recovery Hub to attract businesses and create resource partnerships.	2019	A Resource Recovery Hub established in Ipswich.
Collection services	Council to align collection services, where possible, to facilitate separation and recovery of materials and waste.	2017	Increased volume collected in specific materials e.g. glass.

10.5 Corporate Leadership

Focus Area	Action	When	Indicator of Success
Sustainability	Implement Council's internal waste minimisation program and report on progress via the Corporate Environmental Sustainability Plan currently being developed.	2017	Reduced internal volumes of waste to landfill. Increased volumes of recycled internal wastes.
Planning	Work with LGAQ and the Council of Mayors to plan regionally for the waste management network. Advocate for the reintroduction of the waste levy in Queensland.	Ongoing	Regional waste management network identified. Reintroduction of the waste levy in Queensland.
Procurement	Develop a Council procurement policy addressing sustainable purchasing practices reflecting the circular economy.	2017	Sustainable procurement policy completed and enacted.
Recycled content	Council to include recycled content wherever possible in construction and procurement activities.	2017	Recycled content opportunities identified and incorporated into procurement selection criteria and Council design manuals.

Item 5 / Attachment 1.

Item 5 / Attachment 1.

Item 5 / Attachment 2.

1.1 Opportunities for the diversion of Waste from Landfills are maximised					
Focus area	Action	When	Indicator of success	Progress at April 2020	Achieved
National schemes	Promote and support national waste schemes such as, but not limited to, the Television and Computer Recycling Scheme, the Packaging Covenant, Mercury Containing Lamps and Tyre Product Stewardship Scheme.	2018	One or more schemes are in place and their effectiveness being monitored.	Tyre and e-waste collection service at the Riverview Recycling & Refuse Centre. Collected material Jul-17 to Mar-20: 247 tonnes of tyres recycled 420 tonnes of e-waste recycled	✓
Domestic services	Develop and/ or improve upon existing domestic waste service options for the Ipswich community e.g. kerbside collection expansion, green waste, glass separation, bulky item collection.	Review annually	45% recycled waste by 2024.	Total recycling diverted from domestic collection & disposal services: 21% average for YTD 19/20	X
			30% increased uptake of green waste services.	No. Green waste services: July 2017 = 14,452 Feb-20 = 18,806 30% increase	✓
SEQ partnerships	Actively participate in the SEQ Council of Mayors Waterways and Environment Committee to increase commercialisation of priority waste stream resource recovery opportunities on a regional basis. In particular, waste material priorities - aggregates and organics.	2019	One or more priority waste material markets developed in Ipswich through a regional partnership.	No priority markets developed but regional collaboration is in progress as part of SE Council of Mayors forum and Regional Alliance EOI.	X
	Advocate for the reintroduction of the waste levy in Queensland.		Reintroduction of the waste levy in Queensland.	Waste levy commenced Jul-19	✓
Resource recovery	Provide support and incentives to private industry to develop the material recovery markets and to commercialise resource recovery ventures for priority waste streams/ materials.	2019	One or more priority waste material markets developed in Ipswich through private sector incentives.	Regional EOI process has tested the market.	✓

Item 5 / Attachment 2.

1.2 Community is fully engaged in recycling and waste avoidance behaviours					
Focus area	Action	When	Indicator of success	Progress at April 2020	Achieved
School education	Deliver targeted education presentations in Ipswich schools to embed circular economy thinking and practical ways to implement the principles.	Ongoing	Number of children participating in education program.	5207 students participated in schools waste education program from Jul-17 to Feb-20.	✓
Community education	Develop a series of community campaigns that target household recycling and materials separation. Promote collection/ drop-off points for key priority materials such as glass, tyres or paint.	Ongoing	Volumes of materials collected/ dropped off.	Primary communication method is Ipswich Online. Drop-off volumes of recyclables from Jul-17 to Feb-20: Cardboard/Commingled = 375 T Batteries = 192 T Metal = 4,064 T e-waste = 420 T Gas bottles = 4.3 T Glass = 99 T Hazardous liquid = 79 T Lifeline bins = 1.08 T Mulch = 29,592 T Push bikes = 9.8 T Oil = 148 T Tyres = 89 T	✓

Item 5 / Attachment 2.

Awareness	Promote events targeted at waste minimisation and reuse such as Clean up Australia Day, National Recycling Week and National Swap day.	Ongoing	Participation numbers for events.	2017:Youth Sustainability Summit - What a Waste session (203 students)2018:Youth Sustainability Summit - Sustainability and reducing waste (401 students)Sustainable Ipswich Week - Recycle 4 campaign. Reducing single use plastic and cups (15,000 social media reach)Clean Up Australia Day - Volunteers cleaning sites within Ipswich (44 sites registered in Ipswich)2019:Youth Sustainability Summit - What a Waste session (255 students)Sustainable Ipswich Week - Zero Waste Wednesday. Nude Food Tuesday. (106,815 social media reach)Clean Up Australia Day - Volunteers cleaning sites within Ipswich (47 sites registered in Ipswich - 2,940 volunteers)Circular Economy Masterclass - Information on circular economy/waste reduction to businesses (15 people)	✓
Public place recycling	Public place recycling - trial specific waste items (e.g. beverage containers) for recycling in public places such as the City Centre and Robelle Domain.	2017	Volumes of recyclable waste separated from general waste.	Currently 21 recycling bins are out in service in a number of parks throughout Ipswich. Significant bin contamination is experienced with the bins often serviced as general waste. A new approach is needed to manage this issue.	X
Public event recycling	Promote the availability of Council's waste services and bins for public events. E.g. develop an information booklet.	2017	Increased uptake of Council's waste services for public events.	Events guide completed. Waste planning process now required for all event holders that request recycling services.	✓

Landfill diversion	Promote the uptake of the kerbside green waste recycling services and provide further opportunities to separate materials for collection e.g. glass.	2018	Increased uptake of kerbside green waste services.	Green waste services: July 2017 = 14,452 Feb-20 = 18,806	✓
				Glass recycling: * 4 glass recycling drop-off sites currently provided since 1/11/8. 133T glass recycled to Feb-20. * Qld CRS scheme commenced 1 November 2018	✓
1.3 Public health and the environment are protected					
Focus area	Action	When	Indicator of success	Progress at April 2020	Achieved
Accountability	Monitor the progress of Council's waste management activities and report annually.	Annual	Reduced volumes of waste to landfill Increased volumes of recycled wastes.	Quarterly waste report provided to Council. Refer to section 9 of reviewed MRF for waste volumes.	✓
Waste infrastructure	Identify and review on a regular basis (at least every three years), waste management infrastructure that is required to meet the future needs of Ipswich.	2019	Waste management infrastructure report reviewed and needs assessed.	Scoping RFQ in progress to develop ICC waste infrastructure plan.	X
Licencing	Continue to promote waste minimisation and cleaner production practices through Council's environmental licencing responsibilities.	2017	Environmental licences issued by Council include waste minimisation and reduction requirements.	Not progressed	X
Closed Landfill Management	Manage and monitor Council owned closed landfills post	Ongoing	No incidents reported associated with Council's closed landfills.	No incidents reported over the review period. Current 14 closed landfill sites are included within the monitoring program.	✓

	operation to ensure no public health risks and minimal environmental impacts are achieved.				
Illegal dumping	Develop a process for public reporting of illegal dumping.	2018	Illegal dumping is being reported.	Completed	✓
			Reduction in volume of illegal dumping.	Process for public reporting has been implemented by state government. As expected from increased reporting litter volumes have increased as follows: 17/18 = 58.6T 18/19 = 68.9T	✓
1.4 Sustainable living for the future					
Focus area	Action	When	Indicator of success	Progress at April 2020	Achieved
Household materials separation	Provide appropriate household bin infrastructure to enable materials to be separated effectively at the household level.	2018	Volumes of household materials separated.	Total recycling diverted form domestic collection & disposal services: 21% average for YTD 19/20	X
Community sustainability	Promote and encourage practical means for the community to engage with the circular economy such as the "Share" movement e.g. cars, homes, appliances.	2018	Number of households signing up to a sustainable living program (yet to be developed).	Council is in the process of collaborating with other SEQ Council's to participate in shared sustainability campaigns via the Living Smart website. Council is also promoting the 1 Million Women app that supports actions for carbon reduction and the circular economy.	X
Resource Recovery Hub	Ipswich to lead the way in the development and promotion of a Resource Recovery Hub to attract businesses and	2019	A Resource Recovery Hub established in Ipswich.	Discussions have commenced between the Federal Government and the SEQ council of Mayors on a resource recovery hub in Ipswich	X

	create resource partnerships.				
Collection Services	Council to align collection services, where possible, to facilitate separation and recovery of materials and waste.	2017	Increased volume collected in specific materials e.g. glass.	Glass recycling drop-off sites established. 133T glass recycled to Feb-20.	✓
1.5 Corporate leadership					
Focus area	Action	When	Indicator of success	Progress at April 2020	Achieved
Sustainability	Implement Council's internal waste minimisation program and report on progress via the Corporate Environmental Sustainability Plan currently being developed.	2017	Reduced internal volumes of waste to landfill.	Not progressed	X
			Increased volumes of recycled internal wastes.	Not progressed	X
Planning	Work with LGAQ and the Council of Mayors to plan regionally for the waste management network.	Ongoing	Regional waste management network identified.	* Since January 2019, Ipswich City Council has been participating in a Sub-Regional Alliance with four other councils (Logan, Redlands, Lockyer Valley and Somerset) to undertaken an expression of interest for waste and recovery services. * Awaiting release of State government waste and resource recovery infrastructure plan report (QWRRIP) that should identify regional waste management network requirements.	X
	Advocate for the reintroduction of the waste levy in Queensland.	Ongoing	Reintroduction of the waste levy in Queensland.	Waste levy commenced Jul-19	✓
Procurement	Develop a Council procurement policy addressing sustainable	2017	Sustainable procurement policy completed and enacted.	Not progressed	X

	purchasing practices reflecting the circular economy.				
Recycled content	Council to include recycled content wherever possible in construction and procurement activities.	2017	Recycled content opportunities identified and incorporated into procurement selection criteria and Council design manuals.	Not progressed	*X*

Doc ID No: A6131419

ITEM: 6

SUBJECT: LAND FOR WILDLIFE SOUTH EAST QUEENSLAND UPDATE

AUTHOR: PROGRAM OFFICER (NATURAL ENVIRONMENT)

DATE: 24 MARCH 2020

EXECUTIVE SUMMARY

This report is concerning Council's involvement in the Land for Wildlife (LFW) program in South East Queensland and the post-transitional arrangements.

The Land for Wildlife Program transitioned from a third-party managed program to a local-government-managed program in January 2019. In October 2019 the Land for Wildlife Steering Committee determined by unanimous vote that Sunshine Coast Council was the preferred Regional Coordinator Sponsor for the 3 year period from July 2020 to June 2023.

A letter of agreement dated 25 November is seeking confirmation from Ipswich City Council to the funding contribution to Sunshine Coast Regional Council for regional coordination of Land for Wildlife in SEQ for the next three financial years.

Furthermore, a 10 year strategic plan and Terms of Reference have been drafted for the Land for Wildlife South East Queensland (LfWSEQ) program, which identifies the strategic direction of LfWSEQ and clarifies the roles and responsibilities of participants and the Regional Coordinator.

RECOMMENDATIONS:

A. That Council continue to participate in the regional Land for Wildlife program and endorse the Terms of Reference and the Land for Wildlife South East Queensland 10 year Strategic Plan, as outlined in Attachments 4 and 5 respectively.

B. That Council provide a funding contribution of $12,605 for 2020-2021 to Sunshine Coast Regional Council for the recruitment of a Regional Coordinator of Land for Wildlife South East Queensland from 1 July 2020 until 30 June 2021.

C. That Council provide a commitment to Sunshine Coast Regional Council towards the three-year funding model for recruitment of a Regional Coordinator for the period 1 July 2020 to 30 June 2023.

RELATED PARTIES
There was no declaration of conflicts of interest

ADVANCE IPSWICH THEME

Caring for the environment

PURPOSE OF REPORT/BACKGROUND

The Land for Wildlife program was established in South East Queensland (SEQ) in 1998 under the leadership of SEQ Local Governments. Since 1998, the SEQ program has engaged a Regional Coordinator to meet SEQ program objectives and provide support and service deliverables to participating Local Government Authorities (LGAs).

The program is overseen by the LfWSEQ Steering Committee which is made up of the Regional Coordinator and representatives of the following 11 Local Governments: Brisbane, Gold Coast, Ipswich, Lockyer Valley, Logan, Moreton Bay, Noosa, Redlands, Scenic Rim, Somerset and Sunshine Coast. This financial year (2019-2020) the Gympie and Fraser Coast Regional Councils have also contributed to this funding arrangement.

Regional Coordination is crucial to program functionality and is a key factor for the program's success. It provides:

- Cost effective service delivery to members for participating LGAs of varying sizes.
- Central administration of the program, including database, newsletter production, website administration, social media and other collaborative regional arrangements.
- Consistency and cohesion for the SEQ external-facing regional services provided to the community and LFW branding.

Funding for Regional Coordination was previously provided from the Australian Government. This funding stream ceased in 2018. As a result, the LfWSEQ Steering Committee requested funding from the participating LGAs to fund the regional coordination of the program for an initial 18 month period while the committee investigated and transitioned to a new delivery and funding model.

At the Council meeting held on 27 November 2018, the Interim Administrator of Ipswich City Council resolved:
That Council (Interim Administrator of Ipswich City Council) approve funding of $7,347.03 for the recruitment of a Regional Coordinator for Land for Wildlife South East Queensland from 1 January to 30 June 2019, under an agreement to be negotiated with Sunshine Coast Regional Council and approved by Council at a future committee (Attachment 1).

Further, at the Council meeting held on 13 August 2019, the Interim Administrator resolved that: *Council approve funding of $10,264.05 towards the employment of a Regional Coordinator for Land for Wildlife South East Queensland from 1 July 2019 to 30 June 2020, under the finalised Terms of Reference with Sunshine Coast Regional Council (Attachment 2).*

To ensure fair and equitable distribution of costs for the Regional Coordinator, the financial contributions for each LG are calculated as a percentage of each LGAs LFW membership base. This user-pays methodology for determining proportional payments for cost sharing between LGAs has been employed throughout the transitional period and is also employed under the new arrangements.

Letter of Agreement between Ipswich City Council and Sunshine Coast Regional Council
In order to recruit a Regional Coordinator for LfWSEQ, Sunshine Coast Regional Council's procurement team requires a commitment from the participating councils over the 3 financial years to ensure a high level of funding certainty and therefore minimise risk to Sunshine Coast Council. This commitment is requested via a letter of agreement between the Chief Executive Officers of Sunshine Coast Regional Council and Ipswich City Council (Attachment 3).

Terms of Reference
A revised ToR document has been produced, which has been reviewed by all 13 participating Councils, and by the City of Gold Coast's Legal Services team (Attachment 4). The ToR is a good faith arrangement between the Core and Affiliate Councils. The ToR is applicable during the Period from 1 July 2020 to 30 June 2023 (inclusive).

LfWSEQ 10 Year Plan
A ten year plan (2020-2030) has been developed, which sets strategic directions to ensure the resilience and success of the LfWSEQ program over the coming decade (Attachment 5). This document references Ipswich City Council as a core Council.

LEGAL/POLICY BASIS
This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

There are risks to Ipswich City Council's ability to provide support to private landowners in conservation efforts if Council does not support the agreement, does not endorse the Terms of Reference or the 10 year plan, or does not continue supporting the Land for Wildlife SEQ program. Furthermore, the efficiency in delivery of LFW in Ipswich would be significantly impacted without involvement in the regional program.

Ipswich City Council's legal services team have reviewed the Letter of Agreement and have ascertained that the letter carries minimal risk to Council. Hence, the risks associated with signing the letter of agreement are minimal.

Furthermore, Ipswich City Council's legal services team have also reviewed the Terms of Reference document and have ascertained that the document is satisfactory from a legal perspective, and that there is low risk with the Terms of Reference document.

FINANCIAL/RESOURCE IMPLICATIONS

Ipswich City Council's proposed contributions for regional coordination of Land for Wildlife in SEQ for the next three financial years is as follow:

Year	Amount ex GST	Due Date
2020-2021	$12,605	30 Sep 2020
2021-2022	$12,724	30 Sep 2021
2022-2023	$12,845	30 Sep 2022

The 2020-2021 contribution has been included in the draft 2020-2021 budget under the Enviroplan Program.

COMMUNITY AND OTHER CONSULTATION

Ipswich City Council is a member of the Land for Wildlife SEQ Steering Committee and Transition sub-committee and has been consulted and actively engaged with during the transitional arrangements. Furthermore, the Natural Environment and Land Manager has been consulted with throughout the transition period. No external consultation has occurred due to the operational nature of the issues.

CONCLUSION

Since January 2019, Land for Wildlife SEQ has been in a transition from a third-party model of delivery to a local government led model. This report is in reference to three documents pertaining to Land for Wildlife SEQ's post-transitional arrangements, being; a Letter of Agreement, a Terms of Reference and a 10 year strategic plan.

Sunshine Coast Regional Council is seeking commitment from all core members, including Ipswich City Council for their funding contribution for regional coordination of Land for Wildlife in SEQ for the next three financial years.

A Terms of Reference document has been developed, which covers the three year period. The ToR outlines the arrangements for the Core and Affiliate Councils to deliver LfWSEQ. A LfWSEQ 10 year strategic plan has also been developed, which sets strategic directions to ensure the resilience and success of the LfWSEQ program over the coming decade.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Committee Report - Proposed funding Regional Coordinator for South East Queensland Land for Wildlife Program
2.	Committee Report – Land for Wildlife SEQ Steering Committee Update
3.	Letter of Agreement between Sunshine Coast Regional Council and Ipswich City Council
4.	Land for Wildlife SEQ Terms of Reference document 2020-2023
5.	Land for Wildlife SEQ 10 year plan 2020-2030

Dani Andlemac
PROGRAM OFFICER (NATURAL ENVIRONMENT)

I concur with the recommendations contained in this report.

Phil Smith
NATURAL ENVIRONMENT AND LAND MANAGER

I concur with the recommendations contained in this report.

Kaye Cavanagh
MANAGER, ENVIRONMENT AND SUSTAINABILITY

I concur with the recommendations contained in this report.

Charlie Dill
GENERAL MANAGER - INFRASTRUCTURE AND ENVIRONMENT

"Together, we proudly enhance the quality of life for our community"

Environment Committee	
Mtg Date: 27.11.18	OAR: YES
Authorisation: Bryce Hines	

DA:DA
H:\departmental\committee reports\1810DA LfWSEQ Coordinator Support CR.doc

23 October 2018

M E M O R A N D U M

TO: ACTING SPORT RECREATION AND NATURAL RESOURCES MANAGER

FROM: PROGRAM OFFICER (NATURAL ENVIRONMENT)

RE: PROPOSED FUNDING FOR THE REGIONAL COORDINATOR FOR THE SOUTH EAST QUEENSLAND LAND FOR WILDLIFE PROGRAM

INTRODUCTION:

This is a report by the Program Officer (Natural Environment) dated 23 October 2018 concerning a request for the provision of funds to support the South East Queensland coordinator of the Land for Wildlife program.

BACKGROUND:

Since 1998, the regional coordination of the South East Queensland Land for Wildlife (SEQLfW) program has been hosted by various organisations including the regional NRM body, Local Governments and the Queensland State Government. Funding has been primarily sourced through Australian Government grants.

Healthy Land and Water (HLW) has held the regional host agreement with the Victorian Government (holder of the LfW trademark) since 2004. This arrangement grants HLW the right to use the LfW trademark in accordance with the National Guidelines. Eleven Local Government Authorities in SEQ have a MOU with HLW, outlining the roles and responsibilities of the signatory parties with respect to the LfW SEQ program.

LfWSEQ is overseen by the SEQ Steering Committee which is made up of representatives from the eleven Local Governments (LG's) and the regional coordinator.

REGIONAL COORDINATION:

Regional Coordination plays a significant and crucial role and is a key factor for the program's success. It provides:

- Cost effective service delivery to members for eleven local governments of varying sizes.
- Central administration of the program, including database and contractual arrangements.
- Consistency and cohesion for the SEQ external-facing regional services and LfW brand.

Currently, funding has been secured by the regional NRM body through various Australian Government funding programs. Current funding from Australian Government National Landcare Program Round 1 (NLPR1) for 0.9FTE for Regional Coordination of LfWSEQ concluded at the end of the 2017-2018 financial year. However, HLW have confirmed their commitment to maintain 0.5FTE until December 2018, with no commitment for continued support.

A second round (NLPR2) is currently being negotiated. HLW have advised an expected financial shortfall in Regional Coordination from 0.9FTE to 0.5FTE from this funding.

To maintain existing service levels, the eleven participating LG's have been requested by HLW to provide supplementary funding to the value of $158,000 to cover the short-fall of 0.4 FTE and $35,000 operational expenses. This is significantly higher (more than double) in comparison to the Queensland Local Government Officer Award for 0.4FTE, inclusive of on-costs.

In addition, participating local governments provide substantial funding of the program through officer staffing, program incentives and landholder grants.

NEXT STEPS IN SECURING CONTINUANCE OF REGIONAL COORDINATION:

The current reduction in service by HLW from 0.9FTE to 0.5FTE until December 2018 will result in a small number of outward facing services to Land for Wildlife members being undertaken, including: coordination of the newsletter and web page maintenance. Unless funding beyond December 2018 is resolved, there is significant likelihood the outward facing services to members will be interrupted or discontinued.

Where funding for Regional Coordination is not realised or completely funded, the risks to LG's associated with reduced service and/or discontinuing the Regional Coordination of the LfWSEQ program include:

- Reduced effectiveness of private land conservation objectives locally and across the region
- Higher costs incurred if individual LG's were to achieve delivery of the same service level independently
- Significantly reduced delivery of outward-facing services to members causing reputational damage to participating LG's
- A reduction in consistent and effective cross-boundary private land management practices

- Inconsistency or reputational damage to the LfW brand and service standards across the region
- A risk some smaller LG's would find it too difficult to operate in isolation and/or maintain the same level of service.

With these impacts to service, and the possibility of no further funding from HLW post 31 December 2018, the LfWSEQ Steering Committee have proposed three options for the surety of the program and its members.

OPTIONS:

The LfWSEQ Steering Committee agree that building program resilience by securing financial independence, continuing with collaborative governance and developing strategic and integrated goals are instrumental for the continued success and effectiveness of the program in each of the eleven LG's. To realise this position LfWSEQ Steering Committee have proposed three options, as listed below and further outlined in Attachment A:

1. Increase each of the eleven LG's funding contribution to collaboratively fund and therefore secure, financially sustainable resourcing for the ongoing regional coordination of Land for Wildlife South East Queensland.
    a. Proposed funding from Ipswich City Council is $7,347.03 for 1 January to 30 June 2019.
    b. This funding can be sourced through the Voluntary Conservation Partnerships budget under Enviroplan.
    c. Sunshine Coast Regional Council will coordinate the recruitment of the regional coordinator on behalf of the contributing partners.

2. Investigate hosting arrangements that will best support SEQ Local Government objectives.
    a. The Steering Committee to investigate options for hosting that is cost effective and value-for-money to meet the needs of the eleven participating local governments

3. Develop a ten year strategic plan for LfWSEQ

CONCLUSION:

Funding from Australian Government Natural Landcare Program Round 1 (NLPR1) for 0.9FTE for Regional Coordination of LfWSEQ concluded at the end of the 2017-2018 financial year.

The LfWSEQ Steering Committee propose that in order to build program resilience and to ensure continued success and effectiveness of the program in Ipswich, financial independence must be secured, collaborative governance must be continued and strategic and integrated goals should be developed.

ATTACHMENTS:

Name of Attachment	Attachment
Land for Wildlife Steering Committee Briefing Note	Attachment A

RECOMMENDATIONS:

That the Interim Administrator of Ipswich City Council resolve:

That Council (Interim Administrator of Ipswich City Council) approve funding of $7,347.03 for the recruitment of a Regional Coordinator for Land for Wildlife South East Queensland from 1 January to 30 June 2019, under an agreement to be negotiated with Sunshine Coast Regional Council and approved by Council at a future committee.

Danielle Andlemac
PROGRAM OFFICER (NATURAL ENVIRONMENT)

I concur with the recommendation/s contained in this report.

Kaye Cavanagh
ACTING SPORT RECREATION AND NATURAL RESOURCES MANAGER

I concur with the recommendation/s contained in this report.

Bryce Hines
CHIEF OPERATING OFFICER (WORKS, PARKS AND RECREATION)

Item 6 / Attachment 2.

AGENDA

Doc ID No: A5653346

ITEM: 2

SUBJECT: LAND FOR WILDLIFE SEQ STEERING COMMITTEE UPDATE

AUTHOR: PROGRAM OFFICER (NATURAL ENVIRONMENT)

DATE: 10 JULY 2019

EXECUTIVE SUMMARY

At the Council meeting dated 25 June 2019, Council resolved to provide in-principle support to Sunshine Coast Council on the draft Terms of Reference document. These Terms of Reference have since been amended and finalised, and Sunshine Coast Council is now seeking Council's commitment for a funding contribution of $10,264.05 to the regional coordination of the Land for Wildlife Program for the 2019-2020 financial year.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That Council (Interim Administrator of Ipswich City Council) approve funding of $10,264.05 towards the employment of a Regional Coordinator for Land for Wildlife South East Queensland from 1 July 2019 to 30 June 2020, under the finalised Terms of Reference with Sunshine Coast Regional Council.

RELATED PARTIES

The related parties are Sunshine Coast Council and other local government members of the regional Land for Wildlife Steering Committee.

ADVANCE IPSWICH THEME LINKAGE

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PURPOSE OF REPORT/BACKGROUND

As per the committee report dated 29 May 2019 (Attachment 1), the Interim Administrator resolved that Council would provide in-principle support to Sunshine Coast Council for the draft Terms of Reference document.

The South East Queensland Land for Wildlife Steering Committee has since reviewed the Terms of Reference document (Attachment 2) to contain the following changes:

Addition of Clause 4c:

Each Participating Council will be entitled to vote on Steering Committee matters if:

- They are listed as a Participating Council in clause 4(a).
- They have paid their Contribution to the Sponsoring Council as per clause 5(c).
- They do not hold a Conflicting Interest as per clause 7.9(b).
- They are not considered a defaulting Participating Council as per clause 8(a).

Movement of Clause 8c dot point 4 to Clause 4d, being:

Each Participating Council has a right to participate pursuant to the ToR, including that its Representative:

- Is entitled to be counted in establishing a quorum for a meeting.
- Is entitled to vote on any resolution.
- Is entitled to sign a circulating resolution.
- Is entitled to receive and participate in all communications.

Both of these changes outline when a Council is entitled to vote and when they are not.

As identified in section 5 of the Terms of Reference, each participating council is requested to pay their financial contribution to the Sponsoring Council (being: Sunshine Coast Council) by the 30 September 2019.

FINANCIAL/RESOURCE IMPLICATIONS

Council contribution for 2019-2020 is $10,264.05. The 2019-2020 budget for regional Land for Wildlife is $15,000 and will cover this contribution.

The proposed expenditure will benefit Council and the Land for Wildlife program in Ipswich as regional coordination of the program saves officer time, improves the quality of the program delivery and increases program efficiency.

Table 1. Costs per Council for the regional coordination and employment of a regional coordinator

SEQ Council	1 FTE for 12m (19/20 fy)	Operational Costs	Total Contribution for 19/20
Brisbane	$ 18,668.96	$ 10,560.00	$ 29,228.96
Sunshine Coast	$ 28,003.44	$ 13,040.00	$ 41,043.44
Gold Coast	$ 11,668.10	$ 5,980.00	$ 17,648.10
Ipswich	$ 5,834.05	$ 4,430.00	$ 10,264.05
Lockyer Valley	$ 4,667.25	$ 2,840.00	$ 7,507.25
Logan	$ 7,000.86	$ 4,740.00	$ 11,740.86
Moreton Bay	$ 16,335.34	$ 7,220.00	$ 23,555.34
Noosa	$ 8,167.67	$ 3,770.00	$ 11,937.67
Redland	$ 4,667.24	$ 4,120.00	$ 8,787.24
Scenic Rim	$ 8,167.67	$ 3,770.00	$ 11,937.67
Somerset	$ 3,500.43	$ 2,530.00	$ 6,030.43
11 LG's	**$ 116,681.01**	**$ 63,000.00**	**$ 179,681.01**

RISK MANAGEMENT IMPLICATIONS

Council's legal advice determined that the amended document is satisfactory from a legal perspective, and that there is low risk with the Terms of Reference document. Consequently, there is very low risk in the implementation of the recommendations within this report.

To meet the terms contained within the Terms of Reference, Council is required to pay a contribution of $10,264.05 to Sunshine Coast Council by 30 September 2019.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009

COMMUNITY AND OTHER CONSULTATION

Consultation has occurred with the regional Land for Wildlife Steering Committee Members, as well as internal consultation with relevant council officers and legal team.

CONCLUSION

The South East Queensland Land for Wildlife Steering Committee has amended and finalised the Terms of Reference for the coordination of the Land for Wildlife program, including the employment of a regional coordinator. Council previously resolved to provide in-principle support for the Terms of Reference at the Council meeting on 25 June 2019. This report presents the final Terms of Reference and a financial contribution commitment for Council of $10,264.05 towards the regional Land for Wildlife program from 1 July 2019 - 30 June 2020.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Committee Report dated 29 May 2019
2.	Land for Wildlife Amended Terms of Reference document

Danielle Andlemac
PROGRAM OFFICER (NATURAL ENVIRONMENT)

I concur with the recommendations contained in this report.

Phil Smith
ACTING PRINCIPAL OFFICER (NATURAL RESOURCES)

I concur with the recommendations contained in this report.

Kaye Cavanagh
SPORT RECREATION AND NATURAL RESOURCES MANAGER

I concur with the recommendations contained in this report.

Charlie Dill
GENERAL MANAGER - INFRASTRUCTURE AND ENVIRONMENT

"Together, we proudly enhance the quality of life for our community"

Item 6 / Attachment 3.

Sunshine Coast Regional Council ABN 37 876 973 913
Locked Bag 72 Sunshine Coast Mail Centre Qld 4560
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www.sunshinecoast.qld.gov.au

Officer: Julie O'Connor
Direct telephone: 07 5499 5189
Email: julie.oconnor@sunshinecoast.qld.gov.au
Our reference: D2019/1134836

25 November 2019

Mr D Farmer
Chief Executive Officer
City of Ipswich
PO Box 191
IPSWICH QLD 4305

Dear David

LETTER OF AGREEMENT FOR PROVISION OF LAND FOR WILDLIFE REGIONAL COORDINATION SERVICES 2020 TO 2023

Since January 2019, Sunshine Coast Council (SCC) has been serving as the interim sponsoring council for coordination of the Land for Wildlife program in South East Queensland (SEQ) on behalf of the 11 participating SEQ councils.

Sunshine Coast Council has agreed, at the request of the other participating councils, to continue to sponsor the regional coordination role for an additional three years. Council will be extending an invitation to quote in early 2020 for the provision of regional coordination services to a minimum of five suitably qualified individuals/organisations.

Prior to inviting quotes, a high level of funding certainty from all the participating councils is required. Accordingly, the purpose of this Letter of Agreement is to seek confirmation of your intention to contribute the following amount for regional coordination of Land for Wildlife in SEQ for the next three financial years:

Year	Amount ex GST	Due Date
2020/21	$12,605	30 Sep 2020
2021/22	$12,724	30 Sep 2021
2022/23	$12,845	30 Sep 2022

Caloundra 1 Omrah Avenue Caloundra Qld 4551
Maroochydore 10 First Avenue Maroochydore Qld 4558
Nambour Cnr Currie and Bury Streets Nambour Qld 4560

To allow SCC to commence the procurement process by February 2020, please sign and return this agreement to Sunshine Coast Council by 31 January 2020.

Yours sincerely

Michael Whittaker
CHIEF EXECUTIVE OFFICER
SUNSHINE COAST COUNCIL

I agree to the funding contribution for regional coordination of Land for Wildlife in SEQ for the next three financial years, as outlined above:

Name: _____
(please print)

Title: _____

_____

Signature: _____

Date: _____

LfWSEQ Terms of Reference (ToR)

Final draft (28 May 2020)

1. Background & Purpose of ToR

(a) The Land for Wildlife Scheme is a voluntary nature conservation initiative designed to recognise and assist private landowners in conservation and restoration of wildlife habitat. It began in Victoria in 1981 and has since been adopted by most Australian states and territories.

(b) Since 1998, the Land for Wildlife Scheme has been delivered by Councils in South East Queensland pursuant to the National Arrangement (and predecessor agreements) as the Land for Wildlife South East Queensland program or LfWSEQ.

(c) The ToR outlines the arrangements for the Core and Affiliate Councils to deliver LfWSEQ.

(d) The ToR is applicable during the Period from 1 July 2020 to 30 June 2023 (inclusive).

2. Legal Status

(a) The ToR is to be interpreted consistently with the National Arrangement.

(b) The ToR is a statement of understanding and is not legally binding. It is a good faith arrangement between the Core and Affiliate Councils and to establish and define a collaborative relationship.

(c) The ToR does not constitute the Core and Affiliate Councils or Representatives as partners, joint venturers, fiduciaries, attorneys or agents of each other.

3. Objectives

The Objectives of the Core and Affiliate Councils which guide the LfWSEQ Steering Committee are to work together and cooperate to:

- Deliver LfWSEQ.
- Comply with the National Arrangement.
- Implement and comply with the ToR and Guidelines.
- Foster cooperation throughout South East Queensland in delivery of LfWSEQ.
- Establish and maintain high levels of quality for LfWSEQ products and services.
- Undertake the Joint Activities.
- Investigate and implement long term arrangements for continuing to deliver LfWSEQ.

4. Core Councils

(a) For the Period, the Core Councils are: Brisbane City Council; City of Gold Coast; Lockyer Valley Regional Council; Logan City Council; Ipswich City Council; Moreton Bay Regional Council; Noosa Council; Redland City Council; Scenic Rim Regional Council; Somerset Regional Council; and Sunshine Coast Council.

(b) Each Core Council must use reasonable endeavours to:

- Comply with obligations pursuant to the National Arrangement, including using the national Land for Wildlife logo, sign, design, trademark and copyrights in compliance with the National Arrangement.
- Implement and comply with the ToR and Guidelines.
- Contribute to the implementation of the Objectives.
- Participate in the LfWSEQ Steering Committee and Subcommittee meetings and activities.
- Encourage sharing of skills, knowledge, experience and information across the Core and Affiliate Councils and with the LfWSEQ Regional Coordinator at all organisational levels.
- Not commercialise or participate in any commercialisation of LfWSEQ without the prior approval of the LfWSEQ Steering Committee.

- Deliver LfWSEQ in its local government area, including undertaking the Activities.

(c) Each Core Council will be entitled to vote on Steering Committee matters if:
- They are listed as a Core Council in clause 4(a).
- They have paid their Contribution to the Host Council as per clause 6(c).
- They do not hold a Conflicting Interest as per clause 8.9(b).
- They are not considered a Defaulting Council as per clause 9(a).

(d) Each Core Council has a right to participate pursuant to the ToR, including that its Representative:
- Is entitled to be counted in establishing a quorum for a meeting.
- Is entitled to vote on any resolution.
- Is entitled to sign a circulating resolution.
- Is entitled to receive and participate in all communications.

5. Affiliate Councils

(a) For the Period, the Affiliate Councils are Fraser Coast Regional Council and Gympie Regional Council.

(b) Each Affiliate Council must use reasonable endeavours to:
- Comply with obligations pursuant to the National Arrangement, including using the national Land for Wildlife logo, sign, design, trademark and copyrights in compliance with the National Arrangement.
- Implement and comply with the ToR and Guidelines.
- Contribute to the implementation of the Objectives.
- Participate in the LfWSEQ Steering Committee meetings and activities.
- Encourage sharing of skills, knowledge, experience and information across the Core and Affiliate Councils and with the LfWSEQ Regional Coordinator at all organisational levels.
- Not commercialise or participate in any commercialisation of LfWSEQ without the prior approval of the LfWSEQ Steering Committee.
- Deliver LfWSEQ in its local government area, including undertaking the Activities.

(c) Each Affiliate Council has a right to attend and participate in LfWSEQ Steering Committee meetings, including that its Representative:
- Is entitled to receive and participate in all communications.

6. LfWSEQ Budget & Contributions

(a) Prior to the commencement of each financial year, the LfWSEQ Steering Committee will prepare and approve (by a unanimous resolution of all Representatives appointed by the Core Councils and entitled to vote) a LfWSEQ Budget for delivering the Joint Activities and otherwise implementing the Objectives in the financial year.

(b) Based on the LfWSEQ Budget, the LfWSEQ Steering Committee will calculate and approve (by a unanimous resolution of all Representatives appointed by the Core Councils and entitled to vote) the Contribution of each Core and Affiliate Council for the financial year.

(c) Each Core and Affiliate Council must pay its Contribution to the Host Council for each financial year in full by no later than 30 September in the relevant financial year.

(d) Contributions not expended in a financial year will be carried over as a credit to the LfWSEQ Budget for the next financial year, not repaid or credited to any Core or Affiliate Council.

7. Host Council

(a) At the commencement of the Period, the Host Council is Sunshine Coast Council.

(b) The Host Council will:
- Hold the Contributions.
- Expend the Contributions only as approved by the LfWSEQ Steering Committee in the LfWSEQ Budget or otherwise.

- Sign the National Arrangement as per clause 12.5 and maintain the currency of the National Arrangement for the Period.
- Act as legal entity when required for any Joint Activity.
- When acting as legal entity:
  - Do so in its own name and not as agent for the other Core or Affiliate Councils. That is, the Host Council will have all the rights and obligations connected with any arrangement that it enters into as a legal entity. Its recourse to, or any other involvement with, the other Core or Affiliate Councils and LfWSEQ will be limited to reimbursement from Contributions as approved by the LfWSEQ Steering Committee.
  - Ensure any arrangements that it enters into as the Host Council is in compliance with the LfWSEQ Budget, or otherwise LfWSEQ Steering Committee approved, purpose.
  - Be subject to the supervision and direction of the LfWSEQ Steering Committee on matters relating to its role as Host Council. However, the Host Council need not follow any direction that it considers might be detrimental to its reputation or expose it to new or increased liability or be against its policies.

(c) The Host Council can resign or be removed (in line with Clause 9(a)) by the LfWSEQ Steering Committee (by a unanimous resolution of all Representatives appointed by the Core Councils and entitled to vote). To enable the resignation or removal, the LfWSEQ Steering Committee will nominate a replacement legal entity (by a unanimous resolution of all Representatives appointed by the Core Councils and entitled to vote) and the Host Council will transition its outstanding arrangements to the nominee promptly.

8. LfWSEQ Steering Committee

The LfWSEQ Steering Committee is continued pursuant to the ToR.

8.1 Role and Responsibilities

The LfWSEQ Steering Committee's roles and responsibilities include to:

- Supervise, and make all decisions concerning, all subject matter of the ToR.
- Prepare and approve the LfWSEQ Budget and Contributions as per clauses 6(a) and 6(b).
- Prepare and ensure currency of LfWSEQ documents including the ToR, National Arrangement, Guidelines and Ten Year Strategic Plan.
- Be the primary body through which the Core and Affiliate Councils cooperate and work together to implement the Objectives and share skills, knowledge, experience and information across the Core and Affiliate Councils and with the LfWSEQ Regional Coordinator.
- Monitor, evaluate and improve the implementation of the Objectives on a continuing basis.
- Approve all Joint Activities.
- Approve the long term arrangements for continuing to deliver LfWSEQ.
- Approve and prioritise the work plan of the LfWSEQ Regional Coordinator. The LfWSEQ Regional Coordinator will report to the Steering Committee.
- Approve any press releases, public statements or advertising regarding LfWSEQ.

8.2 Representatives and Proxies

(a) Each Core and Affiliate Council and the LfWSEQ Regional Coordinator must nominate and maintain one individual Representative to the LfWSEQ Steering Committee.

(b) All Representatives will be provided with fair and equal opportunity and reasonable timeframes to participate in the LfWSEQ Steering Committee.

(c) A Representative can appoint another individual as the Representative's

Proxy to the LfWSEQ Steering Committee. A Proxy appointment can be for any period or periods or can be a standing appointment.

(d) A Proxy has the same right as its appointing Representative to exercise the Representative's rights and powers as a Representative to the LfWSEQ Steering Committee, including to attend, count in quorum, speak at, vote at, and otherwise act in connection with, LfWSEQ Steering Committee meetings and to sign circulating resolutions. However, a Proxy cannot appoint a further proxy.

(e) A Proxy can only exercise their appointing Representative's rights and powers whilst their appointing Representative is not exercising those rights and powers and during the period or periods (if any) specified in the Proxy's appointment.

(f) A Representative can appoint multiple Proxies for the same or different periods or as a standing appointment. However, only one Proxy can exercise the appointing Representative's rights and powers at any time. The Proxy entitled to exercise the rights and powers will be determined as follows:

- To the extent that multiple Proxies are appointed in one document, in descending order of how the Proxies are named in the document.
- To the extent the multiple Proxies are appointed in multiple documents, from the most recent to the oldest validity date of the documents as Proxy appointments.

(g) Each Proxy is subject to the same limitations as their appointing Representative. Each Core and Affiliate Council is responsible for its Representative's Proxies as if the Proxy was its Representative.

(h) A Proxy appointment is valid if:

- It states the names of the Representative and Proxy or Proxies.
- It states the appointment of the Proxy or Proxies including for what period or periods the Proxy or each Proxy is appointed or that the appointment is a standing appointment.
- It is signed by the Representative.
- It is received by the Steering Committee Secretary (or if there is no such Secretary currently serving, all other Representatives) at least 24 hours before the meeting at which it is intended to be used.

(i) A Proxy appointment is valid from the date that it is given to the LfWSEQ Steering Committee Secretary (or if there is no such Secretary currently acting, all other Representatives).

(j) Except as outlined above, the LfWSEQ Steering Committee is not required to acknowledge or give effect to any purported instruction to, or limit on, a Proxy.

(k) A list of Representatives and Proxies for each Core and Affiliate Council and the LfWSEQ Regional Coordinator is shown in Schedule 1 of the ToR as at the date of adoption of the ToR.

(l) The Representatives and Proxies for each Core and Affiliate Council and the LfWSEQ Regional Coordinator (as per Schedule 1 of the ToR) will be reviewed at the commencement of each financial year, determined as follows:

- Written nominations for Representatives and Proxies for each Core and Affiliate Council and the LfWSEQ Regional Coordinator, must be received by the Secretary by 30 April in the financial year preceding the financial year in which the positions are to take effect.

(m) Notwithstanding the above, a replacement Representative or Proxy may be appointed during a financial year by notice in writing to the Secretary.

8.3 Chairs

(a) The LfWSEQ Steering Committee will have one Chair and one Deputy Chair.

(b) The Chair and Deputy Chair will each represent a Core Council.

(c) The Chair and Deputy Chair must not represent the Host Council.
(d) The Chair and Deputy Chair may be a Representative or a Representative's Proxy or another individual representing a Core Council.
(e) The Chair and Deputy Chair will be appointed by the LfWSEQ Steering Committee at the commencement of each financial year, determined as follows:
- The term of the Chair and Deputy will be for one financial year.
- The Chair and Deputy Chair can be re-elected as Chair or Deputy Chair for a maximum of two successive financial years.
- Written nominations for Chair and Deputy Chair from a Core Council, excluding the Host Council, must be received by the Secretary by 30 April in the financial year preceding the financial year in which the positions are to take effect.
- Nominees for Chair and Deputy Chair must agree to their nomination.
- If more than one nomination for Chair and Deputy Chair are received, the Steering Committee will elect a Chair and Deputy Chair by a vote by way of poll at the last Steering Committee meeting of the financial year preceding the financial year in which the positions are to take effect.
- If only one nomination for Chair and Deputy Chair are received, the Steering Committee will elect a Chair and Deputy Chair by consensus or simple majority resolution on a show of hands at the last Steering Committee meeting of the financial year preceeding the financial year in which the positions are to take effect.
- Appointment of the Chair and Deputy Chair will come into effect at first Steering Committee meeting of the new financial year.

(f) Each meeting may be chaired by more than one person, determined as follows:
- The Chair and Deputy Chair may agree to act as chair for different sections of the meeting.
- If the Chair is absent from the meeting or refuses or is unable to act as chair of the meeting, the Deputy Chair will chair the meeting.
- If both the Chair and Deputy Chair are absent from a meeting or refuse or are unable to act as chair of the meeting:
  - The Chair can nominate a Representative or Representative's Proxy from a Core Council, excluding the Host Council, to act as Chair for the meeting.
  - Failing that, the Deputy Chair can nominate a Representative or Representative's Proxy from a Core Council, excluding the Host Council, to act as Deputy Chair for the meeting.
  - Failing the above two options, the LfWSEQ Steering Committee can appoint an acting chair for the meeting from the Representatives of Core Councils, excluding the Host Council, at the meeting.

(g) The chair of a meeting does not have a casting vote.

8.4 Secretary

(a) The LfWSEQ Steering Committee will have a Secretary.
(b) At the commencement of the Period, the LfWSEQ Regional Coordinator is Secretary.
(c) The LfWSEQ Steering Committee can replace the Secretary at any time.
(d) The Secretary holds office for the duration and on the terms determined by the LfWSEQ Steering Committee.
(e) If the Secretary is absent or unable or unwilling to act, the LfWSEQ Steering Committee can appoint an acting Secretary.
(f) The Secretary has a right to attend and participate in LfWSEQ Steering Committee meetings (but not vote) unless otherwise agreed by the Steering Committee.

8.5 Quorum

(a) The LfWSEQ Steering Committee cannot conduct business or consider a decision at a meeting without a quorum.
(b) A quorum for a meeting will exist when there is a Representative of more than half of the Core Councils entitled to be counted in quorum for the meeting present at the meeting.
(c) If a quorum is not present at the meeting within 30 minutes of the start time of a meeting, the meeting will be adjourned to the time and place determined by the Chair of the meeting.

8.6 Decision Making

(a) The LfWSEQ Steering Committee will use reasonable endeavours to reach decisions by consensus. However, any Representative can require a decision to be put to a formal vote.
(b) All votes will be by a show of hands, unless any Representative requires a secret ballot.
(c) The one Representative appointed by each Core Council will have one vote.
(d) All resolutions will be by simple majority of votes by Representatives of Core Councils present at the meeting and entitled to vote on the resolution, unless otherwise specified in the ToR.
(e) On resolutions by simple majority, if a majority cannot be achieved, the matter will be referred to the Strategic Subcommittee for further recommendation. Once the matter has been considered by the Strategic Subcommittee, it will be referred back to the Steering Committee with recommendations for reconsideration.
(f) A unanimous resolution of all Representatives appointed by the Core Councils and entitled to vote on the resolution is required:
- To vary or depart from the ToR.
- To approve any commercialisation of LfWSEQ.
- To approve any expenditure in excess of available Contributions or which is not provided for in the Budget.
- To approve long term arrangements for continuing to deliver LfWSEQ.
- To make any statement or incur any liability (other than for expenditure of moneys in accordance with an approved LfWSEQ budget) that might legally bind, adversely impact the reputation of, or otherwise expose LfWSEQ, any Core or Affiliate Council, the LfWSEQ Regional Coordinator, the LfWSEQ Steering Committee, any Subcommittee or any Representative.
- As otherwise specified in the ToR.

8.7 Meetings

(a) The LfWSEQ Steering Committee must meet at least once every 2 months.
(b) The Secretary will (or at any time there is no Secretary any Representative can) call meetings in accordance with the following procedures:
- Meetings will rotate between each of the Core Councils.
- The Core Council for the local government area will nominate the time and venue for, and host, its meeting.
- The Secretary (or Representative as applicable) will circulate a meeting notice at least 30 days prior to the meeting, and will circulate an agenda for each meeting to all Representatives not less than 5 Business Days before the meeting.
- The Secretary (or Representative as applicable) will seek input from all Representatives in preparing the agenda and include any agenda item requested by any Representative at least 5 Business Days before the meeting. Agenda items received after this time, can be included at the discretion of the Chair of the meeting.

(c) If no Core Council is able to host a meeting, or if the Secretary (or if there is no Secretary, any Representative) decides it is preferable, the Secretary will (or at any time there is no Secretary any Representative):

- Call and hold a meeting by way of any technological means which allows each Representative an opportunity to hear and be heard at the meeting. If a meeting is held by these means, a Representative is deemed to have been in attendance for the whole meeting (unless otherwise noted to the Chair).
- progress non-voting meeting items via email, conferencing or other electronic means in accordance with clause 8.8.

(d) The LfWSEQ Steering Committee or any Representative can invite to any meeting any individual who is:

- An officer, employee, contractor or agent of a Core or Affiliate Council.
- Any other person provided that written notice of the person's name and reason for invitation is given to the Secretary and other Representatives either via the agenda or not later than 2 Business Days after the agenda is given to all Representatives.

(e) Any invitee participates in discussion at a meeting at the discretion of the LfWSEQ Steering Committee and may be requested to depart for certain parts of the meeting, as determined by the Chair.

(f) The Secretary will (or at any time there is no Secretary any Representative can) prepare minutes of all meetings in accordance with the following procedures:

- The Secretary (or Representative as applicable) will circulate draft minutes of each meeting to all Representatives no later than 10 Business Days after the meeting.
- Representatives can provide corrections or additions to the Secretary (or Representative as applicable) not later than 5 Business Days after the distribution date of the draft minutes. The Secretary (or Representative as applicable) will incorporate the corrections and additions and recirculate final minutes.

8.8 Circulating Resolutions

(a) The LfWSEQ Steering Committee can pass a resolution without a meeting being held if all Representatives (or their Proxies) appointed by the Core Councils and entitled to vote on the resolution sign a document, or send an email or communicate by other electronic means, stating that they are in favour of the resolution as set out in the document.

(b) Separate copies of a document can be used for signing by Representatives if the wording of the resolution and statement is identical in each copy. A Representative can provide a copy of their signed document by email or other electronic means.

(c) The resolution is passed when the last Representative signs.

8.9 Conflicts

(a) Each Core and Affiliate Council and LfWSEQ Regional Coordinator will use reasonable endeavours to procure that it and its Representative will act consistently with the ToR and in furtherance of the Objectives when participating in the LfWSEQ Steering Committee.

(b) This clause applies if a Core or Affiliate Council or the LfWSEQ Regional Coordinator or their Representative has an interest or may benefit (whether directly or indirectly) in any contract or arrangement to be entered into by, or for, LfWSEQ, or any other matter before the Steering Committee (including benefiting by exercising any voting or other discretionary right or power under the ToR), other than its interest in, and benefit from, implementing the ToR and furthering the Objectives. A Conflicting Interest includes a perceived Conflicting Interest. Any such interest or benefit is a Conflicting Interest.

(c) The Core or Affiliate Council or the LfWSEQ Regional Coordinator or their Representative which has the Conflicting Interest is the "Conflicted Party". The following procedures apply to manage any Conflicting Interest:

- Representatives - If the Conflicted Party is a Representative of a Council or a Representative of the LfWSEQ Regional Coordinator, they must disclose the Conflicting Interest to their appointing Core or Affiliate Council or the LfWSEQ Regional Coordinator (as the case may be) as soon as it becomes aware of the Conflicting Interest. The Core or Affiliate Council or the LfWSEQ Regional Coordinator who receives notice of the Conflicting Interest (as the case may be), must give written notice to each other Representative, the Chair and the Deputy Chair, detailing the Conflicting Interest as soon as it becomes aware of the Conflict Interest.
- Regional Coordinator - If the Conflicted Party is the LfWSEQ Regional Coordinator, they must disclose the Conflicting Interest to each Core and Affiliate Council Representative, the Chair and Deputy Chair as soon as it becomes aware of the Conflicting Interest.
- Councils - If the Conflicted Party is a Council, they must give written notice detailing the Conflicting Interest to each other Core and Affiliate Council Representative, the Chair and Deputy Chair as soon as it becomes aware of the Conflicting Interest. The notice is to be given by the Conflicted Council's Representative to each other Representative and copied to the Secretary.
- The Conflicted Party (or where it is a Council or LfWSEQ Regional Coordinator – their Representative):
  - Is not entitled to be counted in establishing a quorum for a meeting at which any resolution concerning the Conflicting Interest is to be voted on.
  - Is not entitled to vote on any resolution concerning the Conflicting Interest.
  - Is not entitled to sign a circulating resolution concerning the Conflicting Interest.
  - Is not to be present when the LfWSEQ Steering Committee considers the Conflicting Interest.
  - Is not entitled to take part in a decision of the LfWSEQ Steering Committee regarding the Conflicting Interest.
  - Is not to be present when the LfWSEQ Steering Committee is considering whether to give a business direction to the Conflicting Interest.
  - Is not to take part in making the decision about giving the direction to the Conflicting Interest.
- If the Conflicting Interest rests with a Conflicted Council or Conflicted Representative, the Secretary shall record the declaration of the Conflicting Interest and associated actions in the meeting minutes and in the register of Conflicting Interests held by the Host Council.
- If the Conflicting Interest rests with the Conflicted Regional Coordinator, the Chair or Deputy Chair or any other Core Council Representative nominated by the Steering Committee will record the Conflicting Interests and associated actions and will circulate these to all Core and Affiliate Council Representatives no later than 10 Business Days after the meeting, and shall record the declaration of the Conflicting Interesting in the register of Conflicting Interests held by the Host Council.
- The LfWSEQ Steering Committee will ensure that any desirable additional procedures are put in place to ensure confidentiality, good governance and probity is maintained in respect of the Conflicting Interest. The additional procedures can include excluding the Conflicted Party and its Representative from communications concerning the Conflicting Interest.

(d) This clause constitutes notice that the Host Council has a Conflicting Interest in relation to:

- Any variation to the ToR concerning the terms on which it acts as Host Council.
- Any removal of it as Host Council.
- Any consideration by the LfWSEQ Steering Committee of its performance of its role as Host Council.

The above outlined procedures for managing a Conflicting Interest apply accordingly.

(e) The Core and Affiliate Councils acknowledge and agree that:

- LfWSEQ is only one of many activities undertaken by each Core and Affiliate Council. Except as expressly provided in the ToR, nothing in the ToR restricts a Core or Affiliate Council from undertaking any of its other activities or doing so in any manner and without any obligation (including of disclosure) to the other Core or Affiliate Councils concerning the other activities.
- Except as expressly provided in the ToR, each Core and Affiliate Council and its Representative can act in the Core or Affiliate Council's discretion and interests when exercising any voting or other discretionary rights and powers under the ToR or otherwise in connection with LfWSEQ.

8.10 Subcommittees

(a) The LfWSEQ Steering Committee can establish one or more Subcommittees. Any Subcommittee formed or person or persons appointed to the Subcommittee must, in the performance of the role delegated, conform to any regulations that may from time to time be imposed by the Steering Committee.

(b) Subcommittees are advisory only. They do not have delegated decision-making authority from the LfWSEQ Steering Committee and do not have the power to make decisions which bind the Steering Committee.

(c) At the commencement of the Period, the Strategic Subcommittee has been established.

(d) Representatives of the Strategic Subcommittee can include:

- Any individual officers, employees, contractors or agents of a Core Council.
- The LfWSEQ Regional Coordinator or its Representative.

(e) Representatives of other Subcommittees excluding the Strategic Subcommittee can include:

- Representatives, including the LfWSEQ Regional Coordinator.
- Any individual officers, employees, contractors or agents of a Core or Affiliate Council.

(f) A Subcommittee need not include an individual representing each Core or Affiliate Council and can include multiple individuals from any Core or Affiliate Council.

(g) In establishing a Subcommittee, the LfWSEQ Steering Committee must determine its name, purpose and Subcommittee Representatives and can determine any other requirements, such as activities, priorities, timeframes, reporting and governance.

(h) A Subcommittee can determine its own activities, priorities, timeframes and governance to the extent not determined by the LfWSEQ Steering Committee.

(i) A Subcommittee may meet and adjourn as it thinks proper. The meetings and proceedings of any Subcommittee are to be governed by the provisions of these ToR for regulating the meetings and proceedings of the Steering Committee so far as they are applicable.

(j) The members of the Subcommittee may elect one of them as chairperson of their meetings.

(k) The Steering Committee can remove or add any Subcommittee Representative at any time.

(l) The LfWSEQ Steering Committee can abolish a Subcommittee at any time.

(m) Each Subcommittee must cause one of its members to take the minutes of each Subcommittee meeting. After such minutes have been approved by the Subcommittee to which they relate, the Subcommittee will cause them to be presented to the Steering Committee at the next meeting of the Steering Committee together with any recommendations to the Steering Committee.

9. Default & Dispute

(a) If a Core or Affiliate Council:
- breaches any obligation pursuant to the ToR which cannot be remedied; or
- breaches any obligation pursuant to the ToR which can be remedied and the breach is not remedied within 30 days of provision by the Core or Affiliate Council of a written notice from the LfWSEQ Steering Committee specifying the breach and action required to remedy,

the LfWSEQ Steering Committee can (by unanimous resolution of all Representatives appointed by the Core Councils and entitled to vote excluding the Council in breach) exclude the defaulting Core or Affiliate Council from any further participation pursuant to the ToR.

(b) If a defaulting Core or Affiliate Council is excluded from further participation, any Contributions it has paid will not be refunded.

(c) Until a defaulting Core or Affiliate Council is excluded:
- It will be treated as having a Conflicting Interest concerning its breach, its exclusion and other consequences of its breach.
- It will be treated as having a Conflicting Interest concerning any breach by any other defaulting Core or Affiliate Council and exclusion or other consequences of breach by the other defaulting Core or Affiliate Council.
- The procedures outlined in the ToR for managing a Conflicting Interest apply accordingly.

(d) If the LfWSEQ Steering Committee becomes deadlocked on any decision, the decision will be referred to appropriate senior managers of the Core Councils for resolution.

(e) If any dispute arises between Core or Affiliate Councils concerning the ToR or in connection with LfWSEQ, the dispute will be referred to appropiate senior managers of the relevant Core and Affiliate Councils for resolution. The Councils will use their best endeavours to resolve the dispute promptly and in good faith.

(f) An appropiate senior manager of a Core or Affiliate Council is:
- Senior to its Representative.
- Familiar with LfWSEQ, but not involved in LfWSEQ day-to-day.

10. Expiry & Early Termination

(a) The ToR expires at 5pm on the last day of the Period, unless the LfWSEQ Steering Committee resolves to continue it for a further period.

(b) The ToR will automatically terminate on its replacement with a new document or new documents establishing long term arrangements for continuing to deliver LfWSEQ.

(c) The ToR can be terminated at any time by written agreement between the Core Councils.

11. Confidentiality

(a) Each Core and Affiliate Council acknowledges the utmost importance of protecting the privacy of LfWSEQ members and their personal information, including complying with the Privacy Act 1988 (Cth) and Information Privacy Act 2009 (Qld) (collectively referred to as Privacy Legislation).

(b) A Core or Affiliate Council must not use a member's personal information except for LfWSEQ purposes pursuant to the ToR or with the prior written consent of the LfWSEQ member.

(c) Each Core and Affiliate Council will establish, maintain and comply with procedures for collecting, managing and using member's personal information which comply with Privacy Legislation. The Host Council will ensure that the LfWSEQ Regional Coordinator's engagement requires the LfWSEQ Regional Coordinator to comply with the Host Councils' procedures.

(d) A Core or Affiliate Council must not make public any information from which a LfWSEQ member might be identified, including property data or maps, without the prior written consent of the member. The Host Council will ensure that the LfWSEQ Regional Coordinator's engagement prohibits the LfWSEQ Regional Coordinator making such information public without such consent.

(e) The Host Councils and Affiliate Councils covenant and agree that they will not without the prior written approval of the other party disclose any information whether recorded in writing or otherwise in respect of the matters contemplated by or which may be created or supplied following the execution of this ToR to the extent they relate to another party (Confidential Information) or cause, suffer or permit the same to be disclosed to any person other than its officers and employees who need to know for the purposes of the party discharging its obligations under this ToR; or

(f) Use or allow the use of the Confidential Information for any purpose other than that for which it is supplied. The obligations of the parties under this clause survive termination of this ToR.

(g) The obligations of the parties under clause 11(f) shall not apply in respect of Confidential Information where, the party is obliged by law to disclose the information, expressly agreed by all parties in writing or the Confidential Information comes into the public domain otherwise than by a breach of this clause.

(h) The parties shall assume responsibility for the actions of its Representatives who have access to the Confidential Information.

12. Definitions

(a) Expressions defined or explained anywhere in this ToR have the same meaning throughout.

(b) The definitions below apply throughout the ToR.

12.1 Activities

(a) Activities are undertaken by each Core and Affiliate Council to deliver LfWSEQ in its local government area and do not include Joint Activities.

(b) The minimum Activities that a Core or Affiliate Council must undertake are to:

- Respond to enquires concerning LfWSEQ.
- Register member properties in LfWSEQ.
- Respond to member communications.
- Distribute the LfWSEQ Newsletter to members at least quarterly.
- Maintain and manage its local government area data in the LfWSEQ database, including to:
  - Pay database subscription fees.
  - Establish and maintain its LfWSEQ officer(s) database accounts.
  - Provide access to its data to the LfWSEQ Regional Coordinator.
  - Add a minimum of landholder and property data including: landholder name and contact details (postal address, phone and email (if supplied)); property address; property Lot and Plans; date of LfW registration; hectares of retained habitat and habitat under restoration (whichever is applicable).
  - Update database information to keep landholder contact information current and property LfW status (registered, working toward registration or deregistered) current.

(c) Other activities that a Core or Affiliate Council can undertake using LfWSEQ branding (whether alone or in conjunction with complementary programs) include:

- Offering member incentives and grants.
- Events such as workshops and field days.
- Paper and digital publications.

12.2 Business Day

A day on which banks are open for business, other than a Saturday, Sunday or public holiday, in Brisbane.

12.3 Guidelines

The set of documents entitled *Land for Wildlife Queensland Guidelines* including:

- *Gu01 – Background to the Land for Wildlife Program.*
- *Gu02 – Office Procedures.*
- *Gu03 – Property Assessment.*
- *Gu04 – Regional Property Register.*
- *Gu05 – Notes.*
- *Gu06 – Training of Land for Wildlife Assessors.*
- *Gu07 – Community Owned Land.*
- *Gu08 – Groups.*
- *Gu09 – Financial Assistance and Incentives.*
- *Gu10 – Commercial Use of Land for Wildlife Logo.*

12.4 Joint Activities

Joint Activities include:

- Maintaining and managing the LfWSEQ database, including determining database structure and functionality.
- Engaging and determining the work plan of the LfWSEQ Regional Coordinator.
- Maintaining the LfWSEQ website and social media.
- Regional events such as workshops, field days, industry events and conferences.
- Paper and digital publications such as the LfWSEQ newsletter and LfWSEQ Notes.
- Program monitoring, evaluation and reporting.
- Strategic planning and implementation of LfWSEQ Ten Year Strategic Plan 2020-2030.
- Maintain currency of LfWSEQ governance documents including but not limited to National Arrangement, Land for Wildlife Guidelines, ToR and the LfWSEQ Ten Year Strategic Plan 2020-2030.

12.5 National Arrangement

The *Agreement to Coordinate the Land for Wildlife Scheme* between the State of Victoria and the Host Council.

12.6 Ten Year Strategic Plan

The *Land for Wildlife South East Queensland Strategic Collaboration of Local Governments Ten Year Plan 2020-2030.*

Schedule 1: Representatives and Proxies (as of 1 July 2020)

	Representative	Proxy or Proxies
Core Council		
Brisbane City Council	Senior Coordinator Community Conservation Partnerships, NEWS branch (currently Jenny Staples)	1. Program Officer- Community Conservation Partnerships (currently Peter Hayes) 2. Wildlife Conservation Partnerships Officer 1 (currently Amanda Maggs) 3. Wildlife Conservation Partnerships Officer 2 (currently Cody Hochen) 4. Wildlife Conservation Partnerships Officer 3 (currently Tony Mlynarik) 5. Wildlife Conservation Partnerships Officer 4 (currently Catherine Madden) 6. Wildlife Conservation Partnerships Officer 5 (currently Fflur Collier)
City of Gold Coast	Lexie Webster / Supervising Conservation Officer	1. Scott Sumner / Senior Conservation Officer 2. Adrian Carr / Senior Conservation Officer
Ipswich City Council	Danielle Andlemac / Program Officer (Natural Environment)	1. Stephani Macarthur / Program Officer (Natural Environment) 2. Philip Smith / Natural Environment and Land Manager
Lockyer Valley Regional Council	Martin Bennett	Belinda Whelband
Logan City Council	Senior Environment Officer	Environment Officer
Moreton Bay Regional Council	Glen Millar	De-Anne Attard
Noosa Council	Dave Burrows	Craig Doolan
Redland City Council	Maree Manby / EEU010	Daniel Parker / EEU008
Scenic Rim Regional Council	Josh Baker	nil
Somerset Regional Council	Darren McPherson / NRM Officer	nil
Sunshine Coast Council	Julie O'Connor	1. Nick Clancy 2. Alan Wynn 3. Michael Reif 4. Steph Reif 5. Kylie Gordon 6. Danielle Outram 7. Marc Russell 8. Denise Lindon
Affiliate Council		
Fraser Coast Regional Council	Skott Statt	nil
Gympie Regional Council	Paul Sprecher	Amy Whitfield
LfWSEQ Regional Coordinator		
LfWSEQ Regional Coordinator	Deborah Metters / Regional Coordinator	nil

Land for Wildlife South East Queensland

Strategic Collaboration of Local Governments

Ten Year Plan

2020-2030

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13 Local Government logos

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Executive Summary

The Land for Wildlife South East Queensland (LfWSEQ) Ten Year Plan 2020-2030 sets strategic directions to ensure the resilience and success of the LfWSEQ program over the coming decade. With over 50% of biodiversity values in SEQ contained on private land, Land for Wildlife (LfW) enables councils to positively engage with private landholders and deliver natural resource management outcomes on over 70,000ha.

The principal intent of the LfWSEQ Ten Year Plan is to build long term opportunities for each of the participating 13 Local Governments to deliver their individual agendas while providing a cooperative regional platform to cost effectively deliver on specified objectives.

While LfW is a keystone nature conservation program in SEQ, each Local Government remains principally governed by their individual Local Government legislative requirements, policies, adopted strategies, annual plans, budgets and approval processes.

This plan will be the basis from which LfWSEQ will adapt to meet changing needs and opportunities. Presented within this plan are long-term strategic decisions and directions for the LfWSEQ program developed by the LfWSEQ Steering Committee during 2019 and early 2020.

This plan was developed following the LfWSEQ program's transition to a Local Government fully funded delivery model and therefore, will be reviewed prior to 2023 to ensure that the stated goals and objectives continue to align with the LfWSEQ program's long-term vision and direction.

This plan is divided into six sections.

1. Policy and Planning Context

Through LfWSEQ, Local Governments in SEQ fulfil a range of targets and obligations relating to local, regional, state and federal policies, strategies and legislation (see Tables 1 and 2, pgs. xx). The LfW program is identified as a core mechanism within Local Government environmental strategies and policies for delivering on-ground conservation outcomes.

2. Collaborative Governance

The LfW program is delivered by a range of agencies across Australia. The LfW trademark and brand are owned by the State of Victoria, who set guidelines for program delivery. The LfWSEQ model of regional collaboration between Local Governments to deliver LfW is unique within Australia and has resulted in SEQ being a growth area for conservation on private land.

The collaborative governance model of LfWSEQ has been a key driver in its success. The LfWSEQ Steering Committee is comprised of 11 Core Councils from the SEQ region, as defined in the *South East Queensland Regional Plan 2017 - Shaping SEQ,* plus two Affiliate Councils (Gympie and Fraser Coast), which joined LfWSEQ in 2019. The roles and responsibilities of the Steering Committee are outlined in a Terms of Reference. The Steering Committee is the program's central decision-

making entity and allows Local Governments to develop consensus and alignment on natural resource issues and supports cross-council networks and collaboration.

A Strategic Subcommittee provides strategic recommendations to the Steering Committee regarding program direction, emerging issues and opportunities.

3. Regional Coordination

LfWSEQ regional coordination is delivered through a Local Government funded model with Sunshine Coast Council acting as the Host Council until June 2023. The Host Council receives and manages funds for LfWSEQ regional coordination services from 13 Local Governments.

The role of the LfWSEQ Regional Coordinator and associated regional coordination services are currently outsourced and will be renewed in alignment with the renewal of Host Council arrangements. LfWSEQ regional coordination delivers cost-effective LfWSEQ branded products and services valued by Local Governments and the LfWSEQ membership. The Regional Coordinator is actively engaged in all LfWSEQ committees, enabling regional priorities to be identified and delivered strategically.

4. Local Government Delivery

Consistent growth in LfWSEQ membership is forecast for the coming decade in line with past growth rates (see Figure 2, pg. xx). Local Governments recognise the need to refine services for LfWSEQ members to meet the needs of the expanding membership. Collectively, LfWSEQ members help build important community networks among rural and peri-urban landholders.

The LfW program will continue to assist LfW members to manage wildlife habitats on their properties in accordance with individual Local Government resources, policy and strategy targets and local community needs, while operating within a broader LfWSEQ framework. The regional LfWSEQ structure is flexible enough to allow each Local Government to tailor the program to meet local priorities and membership needs while providing collaborative, cost-effective benefits for councils.

Equipped with expected advances in a conservation science and technology, Local Governments and LfWSEQ members are well placed to mitigate the increasing pressures on the natural assets in SEQ and improve the ecological resilience of the SEQ region.

5. Continuous Improvement

The LfWSEQ program has a range of monitoring, evaluation, reporting and communication processes in place. The next decade will see an expansion and refinement of how LfWSEQ measures its environmental, social, economic and human health impacts to closer align with Local Government strategies, policies and reporting obligations. Monitoring and evaluation will be designed to inform program direction, drive continuous improvement and guide future resourcing. Reporting and Communications Frameworks will be developed to strategically manage LfWSEQ processes and outcomes.

6. Future Opportunities

The future offers opportunities for LfWSEQ to strengthen partnerships with governments, the private sector, Traditional Owners, philanthropists and non-government organisations to achieve broader private land conservation outcomes across SEQ. Building upon current services such as events for LfWSEQ members, adoption of emerging technologies and provision of higher-level conservation agreements (for example, legally binding conservation agreements) will be key to moving the LfWSEQ program forward.

The LfWSEQ collaborative framework provides the opportunity for each Local Government to explore and support individual Local Government business needs while working collaboratively to achieve cost-effective regional outcomes and support the growing LfWSEQ membership to deliver on-ground conservation.

Our Vision

Landholders are supported as stewards of the land to achieve nature conservation across the Local Government network in South East Queensland.

Our Values

We respect people, culture, science and nature.

We are:

- Passionate about landholder stewardship
- Committed to habitat conservation and restoration
- Building ecological resilience
- Engaging with Traditional Owners
- Dedicated to service delivery
- Translating science into practice
- Collaborative and transparent

Our Achievements

The LfWSEQ program has achieved significant results throughout its 21-year history. As of January 2020, there are a total of 4,545 LfW properties across SEQ comprised of 3,575 Registered properties and 970 properties Working Towards Registration through their restoration efforts. Collectively, these LfW properties contain over 63,780 hectares of habitat managed for conservation and an additional 7,670 hectares under restoration. The total area under LfWSEQ management is over 71,450 hectares and is equivalent in size to three Lamington National Parks.

On average over the past ten years, 232 properties joined the LfWSEQ program annually, contributing an annual average of 2,435 hectares of retained good-quality habitat under conservation management to LfWSEQ.

In 2019:

- 273 new properties joined LfWSEQ
- 3,031 hectares of habitat was protected with an additional 588 hectares under restoration
- Council LfW Officers made over 700 visits to LfWSEQ properties
- Over 46,300 native plants and 320 nest boxes were provided to LfWSEQ members

Our Goals and Objectives

The following goals and objectives provide direction for LfWSEQ from 2020-2030. They allow room for flexibility and new initiatives while providing a guiding path in the short-term. Goals and objectives will be reviewed prior to June 2023 to ensure that they remain contemporary and continue to meet the needs of LfWSEQ.

Focus Area	Goal	Objective	Timeline
1. Policy and Planning Context	LfWSEQ supports Local Governments in SEQ to achieve targeted natural resource management outcomes and meet Local Government business needs	1.1. Evaluate and align reporting mechanisms with Local Government, state and federal strategies, policies and legislation to demonstrate LfWSEQ outcomes	2021 and reviewed at three-yearly intervals, or as agreed
2. Collaborative Governance	Local Governments work together to align regional priorities of LfWSEQ to strengthen resilience in the program and deliver excellence in private land conservation	2.1. Maintain an active and engaged LfWSEQ Steering Committee	Bi-monthly meetings
		2.2. Maintain an active and engaged Strategic Subcommittee	Bi-monthly meetings or as required
		2.3. Review and renewal of Host Council arrangements and regional coordination delivery model	2023 and reviewed at three-yearly intervals, or as agreed
		2.4. Maintain currency of key LfWSEQ documents including: Terms of Reference, National Arrangement, LfW Guidelines, and LfWSEQ Ten Year Plan	2020 and in alignment with Host Council renewal
3. Regional Coordination	Local Governments continue to have a cost-effective and strategic model of delivery for LfWSEQ	3.1. Maintain commitment to LfWSEQ and appropriate levels of investment for regional coordination	Ongoing
		3.2. Develop a three-year operational work plan for Regional Coordinator	2020 and reviewed at three-yearly intervals
		3.3 Review and renewal of regional coordination contract to ensure cost-effective delivery of LfWSEQ services	2023 and reviewed at three-yearly intervals, or as agreed

4. Local Government Delivery	Local Governments work in partnership with the community to achieve biodiversity and conservation outcomes	4.1. Maintain delivery of LfWSEQ services in line with best practice science, program values (*Our Values*) and requirements within key LfWSEQ documents as listed in Objective 2.4	Ongoing
		4.2. Maintain relevant regional nature conservation partnerships that complement LfWSEQ program values (*Our Values*) and objectives	Ongoing
		4.3. Analyse the LfWSEQ membership and program services to identify opportunities to further tailor LfWSEQ products and services to deliver optimal conservation outcomes	2021 and reviewed at three-yearly intervals, or as agreed
		4.4. Where possible, maintain delivery of higher-level conservation agreements and encourage LfWSEQ members to legally secure conservation values on their properties	Ongoing
5. Continuous Improvement	LfWSEQ has monitoring systems in place to enable critical evaluation of the program and reportable environmental, social and economic outcomes for Local Governments	5.1. Develop a Reporting Framework for LfWSEQ in alignment with program values (*Our Values*) and with strategies, policies and legislation as per Objective 1.1	2020 and reviewed at three-yearly intervals
		5.2. Establish and implement an agreed collective suite of minimum reporting standards across Local Governments for LfWSEQ	2020 and reviewed at three-yearly intervals
		5.3. Identify and analyse the ecological assets within the LfWSEQ estate to establish and implement targeted resources to deliver optimal conservation outcomes	2021 and reviewed at five-yearly intervals
		5.4. Identify and analyse the social assets within the LfWSEQ network to establish and implement targeted resources for improving the conservation skills, knowledge and confidence of LfWSEQ members	2021 and reviewed at five-yearly intervals
		5.5. Identify and analyse the economics of LfWSEQ to ensure delivery of the most cost-effective and efficient program	2021 and reviewed at five-yearly intervals
		5.6. Develop a Communications Framework for LfWSEQ in alignment with program values (*Our Values*)	2021 and reviewed at three-yearly intervals

6. Future Opportunities	LfWSEQ is resilient, adaptable and continues to meet the needs of its members as the program grows and evolves	6.1. Create and adopt new regional nature conservation partnerships to broaden opportunities for private land conservation in SEQ	Ongoing
		6.2. Adopt relevant new technologies and incorporate emerging ecological restoration science into LfWSEQ resources	Ongoing
		6.3. Create regional events for LfWSEQ members to network and improve conservation skills and knowledge	As required
		6.4. Seek funding for future opportunities to support cost-effective program management, customer support and conservation outcomes	As required

About Land for Wildlife in South East Queensland

Land for Wildlife (LfW) is a free, voluntary nature conservation program that encourages and assists landholders to manage wildlife habitat on their properties. It was established in Victoria in 1981 and continues to be governed nationally by the State of Victoria. The LfW program was established in South East Queensland (SEQ) in 1998 led by a collaboration of Local Governments.

Thirteen Local Governments continue to govern and deliver LfW in SEQ and this collaboration is now a professional, positive and respected network. Councils offer unique services tailored to fulfil individual council policies and to meet local community needs, while being an active part of the LfWSEQ regional program.

Given that SEQ is one of the most biodiverse regions in Australia and 50% of its biodiversity values are contained on private property, a regional program like LfWSEQ assists Local Governments to meet their targets of protecting these valuable natural assets. LfW has developed into the most effective private land conservation program in SEQ, with over 4,500 properties actively engaged, 70,000 hectares of land being conserved or restored, and an average of 230 new properties joining the program annually.

LfWSEQ members are a diverse group of landholders who contribute significant time and funds into actively managing the natural resources and biodiversity values on their properties. They are highly satisfied with the program's products and services and value the partnerships created with their council LfW Officers. Together, LfWSEQ members and their properties make a significant contribution to the region's environmental health and protection of biodiversity.

The LfWSEQ collaborative governance model is unique within Australia and its success is held in high regard across the industry. LfWSEQ is overseen by a range of governance structures including a Steering Committee, Strategic Subcommittee, Host Council and a set of endorsed governance documents.

Central to the success and effective functioning of LfWSEQ has been regional coordination, supported by the Regional Coordinator, which has been hosted by various agencies including State and Local Governments and regional NRM bodies. This role has been critical to achieving regional objectives and providing support to Local Governments. In 2019, LfWSEQ regional coordination moved to a Local Government hosted model collaboratively funded by 13 Local Governments. The Host Council manages the contract with the Regional Coordinator and the LfWSEQ operational budget on behalf of the other Local Governments.

In 2019, the Steering Committee agreed to develop a ten-year strategic plan for LfWSEQ and organised two strategic planning workshops involving the 13 Local Governments. The Steering Committee is committed to developing a resilient and cost-effective model for regional coordination, as well as meeting the business needs of Local Governments and LfWSEQ members. This plan outlines how this will be achieved while continuing to grow and deliver exceptional conservation outcomes and customer service in partnership with private landholders across the SEQ region.

PART 1 – Policy and Planning Context

OUR GOAL	**LfWSEQ supports Local Governments in SEQ to achieve targeted natural resource management outcomes and meet Local Government business needs**
OUR OBJECTIVES	1.1. Evaluate and align reporting mechanisms with Local Government, state and federal strategies, policies and legislation to demonstrate LfWSEQ outcomes

1.1 Reporting Mechanisms

Each Local Government in SEQ has unique business needs related to landholder engagement, natural resource management and biodiversity conservation, which are articulated in numerous policies, plans and/or strategies (Table 1). LfW is an integral mechanism by which Local Governments can achieve their obligations and targets relating to nature conservation on private land.

Table 1. Key Local Government strategies and/or policies linked to LfWSEQ (as of February 2020).

Local Government	Strategy/Policy
Brisbane City Council	*-Brisbane City Council Corporate Plan 2016-17 to 2020-21* *-Brisbane Vision 2031* *-Brisbane. Clean, Green, Sustainable 2017-2031* *-Wildlife Conservation Partnerships Program Policy and Operational Guidelines*
City of Gold Coast	*-Our Natural City Strategy (Theme: Partners in Nature)*
Fraser Coast Regional Council	*-Sustainable Growth Strategy 2031*
Gympie Regional Council	*-Environment Strategy 2018-2023*
Ipswich City Council	*-Nature Conservation Strategy (2015)* *-Waterway Health Strategy (2009)*
Lockyer Valley Regional Council	*-Natural Resource Management Strategy and Plan* (in draft)
Logan City Council	*-Logan 2026 City Directions* *-Logan City Corporate Plan (2017-2022)* *-Logan Planning Scheme (2015)* -Conservation Incentives Program Policy and Operational Guidelines
Moreton Bay Regional Council	*-Moreton Bay Regional Council Corporate Plan 2017-2022* *-Koala Conservation Policy* *-Sustainability Policy* *-Bushfire Hazard Management Strategy* *-Total Water Cycle Management Plan* *-Green Infrastructure Strategy (2012-2031)*
Noosa Council	*-Conservation Land Plan (2018)*
Redland City Council	*-Redlands 2030 Community Plan* -Redland City Council Corporate Plan *-Wildlife Connection Plans (2018-2028)* *-Redlands Coast Biosecurity Plan (2018-2021)* -Natural Environment Policy
Scenic Rim Regional Council	*-Biodiversity Strategy (2015-2025)*

Somerset Regional Council	*-Natural Resource Management Plan*
Sunshine Coast Council	*-Environment and Liveability Strategy 2017 (Biodiversity)*

In addition to Local Government objectives, LfWSEQ also meets several important regional, state and federal objectives, as outlined in Table 2.

Table 2. Regional, state and federal links to LfWSEQ (as of February 2020).

Level	Document/Legislation	Relevance
Regional	*South East Queensland Regional Plan 2017 - Shaping SEQ*	Section 2 - Natural Environment. Section 2.1 Biodiversity - Local biodiversity networks are protected, enhanced and managed through partnerships on private land
Regional	*South East Queensland (SEQ) Natural Resource Management (NRM) Plan (2009–2031)*	A common set of regional targets that complement the SEQ Regional plan. Key target areas directly relevant to LfWSEQ outcomes include community, land, nature conservation and water.
State	*Draft South East Queensland Koala Conservation Strategy 2019-2024*	LfWSEQ properties occur within Koala Priority Areas and can help achieve targets of no net loss of koala habitat and reduction of threats to koalas.
State	*Draft Biodiversity Conservation Strategy*	Aims to recognise and support community in delivering conservation partnerships.
State	*Draft Queensland Protected Area Strategy*	Builds on the existing Nature Refuges program and focuses efforts towards private land conservation.
State	*Nature Conservation Act 1992*	LfWSEQ on-ground outcomes supports the management of Queensland's threatened species (flora and fauna) through the regional private land conservation network and associated agreements.
State	*Vegetation Management Act 1999*	LfWSEQ on-ground outcomes supports the protection and maintenance of high-value regrowth and remnant vegetation through the regional private land conservation network and associated agreements.
Federal	*Australia's Native Vegetation Framework*	Goals include increasing the national extent and connectivity of native vegetation and maintaining and improving the condition and function of native vegetation. It also includes community capacity building to enable improved native vegetation management and biodiversity conservation and understanding of the associated values of native vegetation.
Federal	*Australia's Biodiversity Conservation Strategy 2010-2030*	Priority 1 – Engaging all Australians in biodiversity conservation (A1, A3, A7, A8) Priority 2 – Building ecosystem resilience in a changing climate (A10, A11, A12, A13, A16) Priority 3 – Getting measurable results for conservation efforts (A19, A23)
Federal	*Environment Protection and Biodiversity Conservation Act 1999*	LfWSEQ supports the protection of nationally threatened species and ecological communities through the LfWSEQ regional private land conservation network.

PART 2 – Collaborative Governance

OUR GOAL	**Local Governments work together to align regional priorities of LfWSEQ to strengthen resilience in the program and deliver excellence in private land conservation**
OUR OBJECTIVES	2.1. Maintain an active and engaged LfWSEQ Steering Committee
	2.2. Maintain an active and engaged Strategic Subcommittee
	2.3. Review and renewal of Host Council arrangements and regional coordination delivery model
	2.4. Maintain currency of key LfWSEQ documents including: Terms of Reference, National Arrangement, LfW Guidelines, and LfWSEQ Ten Year Plan

The collaborative governance model (Figure 1) of LfWSEQ has been a key driver in its success since the program's inception. This model allows Local Governments to develop consensus, cooperation and alignment on natural resource management issues to accomplish common goals in an economically efficient manner. This model also builds strong social capital within the Local Government sector by creating supportive networks across the 13 Local Governments.

The collaborative governance model for LfWSEQ is supported by a number of key documents (see Section 2.4) and processes, all designed to deliver LfWSEQ as intended by the State of Victoria and to support Local Government and regional objectives.

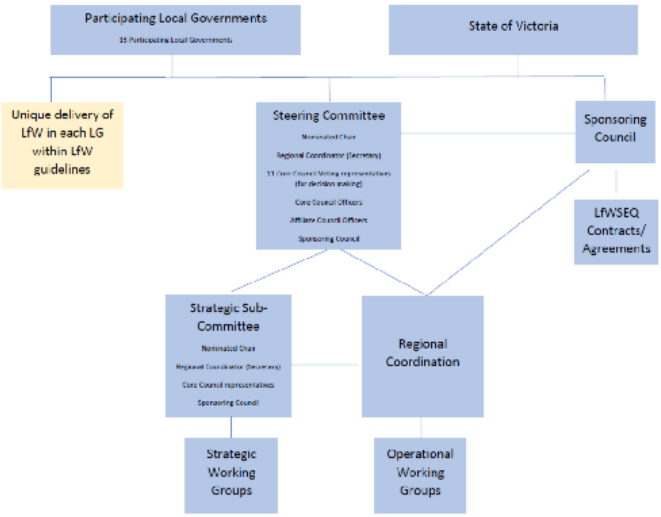

Figure 1. Collaborative Governance Model of LfWSEQ

2.1 Steering Committee

The collaborative network of LfWSEQ is made up of 11 Core Councils from the SEQ region, as defined in the *South East Queensland Regional Plan 2017 - Shaping SEQ,* plus two Affiliate Councils (Gympie and Fraser Coast), which joined LfWSEQ in 2019.

All 13 Local Governments are represented on the program's key governing body, the Steering Committee. The Steering Committee meets six times per year and meetings are hosted by Local Governments across SEQ. Core Councils have decision-making and voting rights, whereas Affiliate Councils are not entitled to vote. The contractual and decision-making arrangements for Core and Affiliate Council participation in LfWSEQ are outlined in a Terms of Reference (Section 2.4).

The Terms of Reference outlines the roles and responsibilities of the Steering Committee such as objectives, chairs, secretary, decision making, quorum, meeting schedules, resolutions, conflicts and disputes. From time to time the Steering Committee may establish subcommittees to explore or progress specific activities.

2.2 Strategic Subcommittee

The Strategic Subcommittee is an enduring subcommittee that provides strategic recommendations to the Steering Committee regarding program direction, emerging issues and opportunities. Established in 2018, it provided strategic advice to the Steering Committee regarding the transition of LfWSEQ regional coordination from a third-party hosted model to a Local Government hosted model of delivery. The Strategic Subcommittee has also been instrumental in the development of the LfWSEQ Ten Year Plan.

The Strategic Subcommittee is currently comprised of Core Council representatives and can be flexible to ensure an optimal skill mix and representation depending on the matters being addressed. From 2020 onwards, the Strategic Subcommittee will be tasked with oversight of the Regional Coordinator's workplan, major regional collaborative initiatives and evaluation of LfWSEQ governance, strategic direction, and development of Reporting and Communication Frameworks. All decisions of the Strategic Subcommittee are presented as recommendations to the Steering Committee for final review and endorsement.

Strategic and Operational Working Groups may also be established from time to time by either the Strategic Subcommittee or the Regional Coordinator to progress LfWSEQ activities efficiently. These working groups are informal in nature and may exist for long or short durations.

2.3 Host Council and Regional Coordination

Central to the Local Government hosted model of regional coordination is the Host Council, which receives and manages funds on behalf of the 13 Local Governments. The Host Council holds contracts with the Regional Coordinator and with other third-party businesses that deliver products and services for the LfWSEQ program such as data systems, websites and educational

resources. The Host Council presents financial reports on the LfWSEQ operational budget at each Steering Committee meeting.

Sunshine Coast Council was nominated by the Steering Committee to act as Host Council until 30 June 2023, at which time a new Host Council will be determined by the Steering Committee. Details of the arrangements and funding schedules between Local Governments and the Host Council are held in writing by each of the 13 Local Governments.

A key responsibility of the Host Council is to manage LfWSEQ contributions on behalf of Core and Affiliate Councils. Financial contributions are broadly split between regional coordination delivery services and a LfWSEQ operational budget for collaboratively agreed regional LfWSEQ activities. The Host Council is tasked to engage a Regional Coordinator to fulfil the duties of LfWSEQ regional coordination in line with Steering Committee decisions.

In keeping with other program review processes, the model for delivery of regional coordination services, the Host Council arrangements and the cost-effectiveness of regional coordination will be reviewed in 2023 and at three-yearly intervals or as agreed by the Steering Committee.

2.4 Key Program Documents

Terms of Reference

A Terms of Reference (ToR) is a key governance document for the LfWSEQ program and guides the cooperative approach to managing LfWSEQ by Local Governments. The ToR outlines the roles and responsibilities of Core Councils, Affiliate Councils, the Host Council and the Regional Coordinator to ensure the successful, transparent and collaborative delivery of LfWSEQ.

The ToR brings together key responsibilities from the National Arrangement and the Land for Wildlife Guidelines to enable Local Governments to make clear decisions through the Steering Committee. The ToR's currency will be maintained in alignment with renewal of Host Council arrangements.

National Arrangement

To enable coordination of the Land for Wildlife program outside of Victoria, the *Arrangement to Coordinate Land for Wildlife Scheme (2017-2026),* referred to as the National Arrangement, is required to be signed with the State of Victoria, which owns the rights to the Land for Wildlife trademarked brand. The National Arrangement gives authority to the signatory party to deliver the LfW program using the trademarked brand and product materials. It is an agreement of intent between the two signatory parties.

The National Arrangement was signed by the LfWSEQ Steering Committee for the transition period ending 30 June 2020. The Steering Committee agreed that future National Arrangements will be signed by the Host Council on behalf of the 11 Core Councils. The two Affiliate Councils have signed the National Arrangement with the State of Victoria independently.

Land for Wildlife Guidelines

The *Land for Wildlife Queensland Guidelines (2011)* provide an operational framework to inform the delivery of LfW in SEQ. This document is essential for informing Local Government policies for the delivery of the LfWSEQ program. It aims to create consistent service standards across the region and is in accordance with the National Arrangement.

Ten Year Plan

The LfWSEQ Ten Year Plan 2020-2030 sets strategic directions to ensure the resilience and success of the LfWSEQ program over the coming decade and will form the basis from which LfWSEQ will adapt to meeting changing needs and opportunities. It is intended that the LfWSEQ Ten Year Plan will be reviewed prior to 2023 to ensure that the stated goals and objectives continue to align with the LfWSEQ program's long-term vision and direction.

PART 3 – Regional Coordination

OUR GOAL	**Local Governments continue to have a cost-effective and strategic model of delivery for LfWSEQ**
OUR OBJECTIVES	3.1. Maintain commitment to LfWSEQ and appropriate levels of investment for regional coordination
	3.2. Develop a three-year operational work plan for Regional Coordinator
	3.3 Review and renewal of regional coordination contract to ensure cost-effective delivery of LfWSEQ services

The Local Governments of SEQ have long recognised the benefits of working collaboratively and have created regional frameworks to facilitate cooperation within the LfW program. The regional LfWSEQ program formalises this cooperation and has developed into a unique model of private land conservation delivery in Australia. Since the inception of LfWSEQ in 1998, regional coordination and the role of the Regional Coordinator has been critical to achieving program objectives and providing support to Local Governments and their membership base.

3.1 Commitment to LfWSEQ

The Local Governments of SEQ have demonstrated their commitment to a regional LfWSEQ program for 21 years. The regional coordination of LfWSEQ drives partnerships between Local Governments and delivers cost-effective LfWSEQ branded products and services valued by Local Governments and the LfWSEQ membership.

The Local Government fully funded model of delivery offers councils an opportunity to steer the program in a direction that closely aligns program deliverables with council goals, strategies and other aligned council programs. Through this model of delivery, the Host Council manages the contract with the Regional Coordinator and holds the regional LfWSEQ operational budget on behalf of all Core and Affiliate Councils.

This delivery model reinforces the importance of councils developing enduring partnerships with LfWSEQ landholders to deliver nature conservation outcomes that benefit councils, the community and the natural and cultural assets of SEQ.

3.2 Operational Work Plan

Regional coordination creates administrative efficiencies for Local Governments and produces numerous outputs. A three-year operational work plan for the Regional Coordinator will be developed in 2020 to prioritise and guide activities of this position. This operational work plan will align closely with Joint Activities listed in the LfWSEQ Terms of Reference. It will also correspond to the collaborative LfWSEQ operational budget held by the Host Council for expenditure on agreed LfWSEQ activities. The operational work plan will be reviewed prior to 2023 and at three-yearly intervals, or as required, to align with Host Council arrangements.

In addition to major Joint Activities that will draw on the regional LfWSEQ operational budget and will require approval of the LfWSEQ Steering Committee, the operational work plan for the LfWSEQ Regional Coordinator will include delivery of a range of products and services including:

- Quarterly LfWSEQ newsletters distributed to all LfWSEQ members.
- Management of functionality upgrades and provision of basic help-desk support for Local Governments through a secure online database that manages LfWSEQ landholder data.
- Development and maintenance of the LfWSEQ website (www.lfwseq.com.au)
- Administration of LfWSEQ social media page (www.facebook.com/lfwseq)
- Secretariat duties for the LfWSEQ Steering Committee, including coordination of attendees and venue, development of agenda and minutes, presentations and workshops.
- Professional development, support and training of LfWSEQ Officers for the consistent delivery of the program throughout the region.
- Regional educational and promotional material such as LfWSEQ signage, technical notes, brochures, banners and magnets as required by Local Governments.
- Regional LfWSEQ events and initiatives such as open property schemes or membership surveys.
- Development and review of LfWSEQ governance documents such as Terms of Reference.
- Active engagement in all LfWSEQ governance structures enabling regional priorities to be identified and delivered strategically.
- Provision of a central clearing house for LfW matters regionally including the maintenance of national LfW networks and promotion of LfWSEQ at relevant industry events.

As part of a continuous review process, the operational workplan will schedule a range of operational matters for review including:

- Online LfWSEQ database functionality and user manual.
- LfWSEQ signage design and production.
- LfWSEQ domain name registration and hosting.
- LfWSEQ property assessment forms and process.
- LfWSEQ newsletter, website and social media resources.
- Standard operational procedures.

3.3 Review

Since the transition to a fully funded Local Government model, LfWSEQ regional coordination has been hosted by one of the Core Councils. The Host Council is tasked to engage a Regional Coordinator to fulfil the duties of LfWSEQ regional coordination in line with Steering Committee decisions. In keeping with other LfWSEQ review processes, the cost-effectiveness of regional coordination will be reviewed in 2023, and at three-yearly intervals or as agreed by the Steering Committee, to ensure the arrangements continue to align with the LfWSEQ program's long-term vision and direction.

History of LfWSEQ Delivery

LfWSEQ started in 1998 led by a collective of Local Governments. From its humble beginnings with four LfW Officers, it is now (as of 2020) delivered by 33 staff across 13 Local Governments. On average, 232 properties join the program annually.

Since the program's inception, LfWSEQ regional coordination has been delivered by various agencies including the Queensland Government, Local Governments and the regional NRM body, always in close conjunction with the Local Governments of SEQ.

From 2004-2018, LfWSEQ regional coordination was funded by the Australian Government and delivered through the regional NRM body. In late 2018, the circumstances for delivery of LfWSEQ regional coordination by the regional NRM body changed prompting a review by the Steering Committee. In response, the 11 Core Councils agreed to collaboratively fund regional coordination for a transition period of 18-months until 30 June 2020.

During the transition period, the Steering Committee investigated delivery models of regional coordination and agreed that a Local Government hosted model of delivery for a three-year period (until 30 June 2023) would strengthen the program, build resilience, and allow strategic partnerships to be formed with external stakeholders. Delivery model arrangements will be reviewed prior to 2023 to ensure it is optimal for the LfWSEQ program and its long-term vision.

PART 4 – Local Government Delivery

OUR GOAL	**Local Governments work in partnership with the community to achieve biodiversity and conservation outcomes**
OUR OBJECTIVES	4.1. Maintain delivery of LfWSEQ services in line with best practice science, program values (*Our Values*) and requirements within key LfWSEQ documents as listed in Objective 2.4
	4.2. Maintain relevant regional nature conservation partnerships that complement LfWSEQ program values (*Our Values*) and objectives
	4.3. Analyse the LfWSEQ membership and program services to identify opportunities to further tailor LfWSEQ products and services to deliver optimal conservation outcomes
	4.4. Where possible, maintain delivery of higher-level conservation agreements and encourage LfWSEQ members to legally secure conservation values on their properties

Each Local Government delivers LfW in accordance with their individual council legislative requirements, policies, adopted strategies, annual plans, budgets and local community needs, while still embedded within the broader LfWSEQ framework. The regional LfWSEQ structure is flexible enough to allow each Local Government to tailor the program to meet local priorities while providing collaborative regional opportunities for councils.

4.1 LfWSEQ Services

LfWSEQ offers individually tailored and personalised services to support each LfWSEQ member on their nature conservation journey. All LfWSEQ products and services are created and delivered by council LfW Officers with expertise in natural resource management, nature conservation and ecological restoration. Conservation science and emerging technologies are expected to grow over the coming decade and are regularly incorporated into LfWSEQ products and services to ensure that LfWSEQ members receive up-to-date and relevant advice.

Central to LfWSEQ is that every new LfWSEQ property is visited by a council LfW Officer. During the visit, the property is assessed, and landholders are offered personalised, professional advice on the natural assets, ecological threats and key conservation actions for their properties. Over time, thousands of partnerships between councils and LfWSEQ members have been created to deliver conservation outcomes on private properties across SEQ.

In addition to property visits, LfWSEQ offers a diverse suite of resources that LfWSEQ members may draw upon. All LfWSEQ resources are designed to develop the skills, knowledge and confidence of LfW members so that they undertake recommended on-ground conservation activities on their properties and include:

- Property maps and conservation advice prioritising on-ground management actions.
- Practical training and access to emerging technologies in the field.
- Field days, workshops and training on practical, conservation land management topics.

- Resources such as LfWSEQ technical notes and citizen science tools.
- Conservation incentives such as nest boxes, on-ground conservation tools, fauna monitoring cameras, ecological restoration tool belts and field guides.
- Access to grants and other assistance for on-ground conservation work such as weed control, exclusion fencing, pest animal control, erosion control, streambank stabilisation, ecological fire management and threatened species recovery.
- Access to networks of like-minded landholders and forums to exchange conservation and land management knowledge and skills.
- Access to information regarding indigenous cultural heritage protection and links with Traditional Owner groups.
- Regular and relevant correspondence that is science-based, professional and transparent.
- Recognition of membership milestones, such as being with the program for 10 or 20 years, and their on-ground conservation achievements.
- Access to higher-level conservation agreements, such as Voluntary Conservation Agreements, conservation covenants, Nature Refuges and other protection mechanisms.

4.2 External Partnerships

Over the 21-year lifespan of LfWSEQ, Local Governments have created ways to collaborate with other agencies, such as the State Government, non-government organisations, Traditional Owner groups and industries, on a range of short-term projects and long-term initiatives that benefit the natural and cultural assets, and peri-urban/rural communities of SEQ. LfWSEQ promotes and encourages the involvement in complementary initiatives by LfWSEQ members, where appropriate and in line with council priorities and resources. Partnering with other agencies is mutually beneficial, cost-effective and advances the broader objectives of nature conservation and Traditional Owner land management in SEQ.

One long-term partnership is the recovery of the Richmond Birdwing butterfly, through the Richmond Birdwing Conservation Network. Activities are undertaken by State and Local Governments, non-government organisations, Traditional Owners and landholders, including many LfW members. Local Governments share resources and knowledge to deliver high quality services to landholders to assist with the recovery of this magnificent, threatened butterfly. Local Governments collaborate on the delivery of services across council boundaries to achieve landscape-scale on-ground outcomes.

Building Partnerships with Landholders

A trusted, reliable and professional partnership between LfWSEQ members and council officers is central to the program's success in delivering on-ground conservation outcomes. These partnerships develop over time and are fostered through regular and varied communication. Some partnerships between LfWSEQ members and council officers are enduring arrangements that span the 21-year life of the program.

These positive, trusted partnerships have been shown to increase the conservation skills, knowledge and confidence of LfWSEQ members. In addition, they improve council's reputation within the community.

It is evident from the steady annual membership growth (Figure 2) that the demand for LfWSEQ services and products remains strong within the SEQ community, and that LfWSEQ continues to deliver sought-after services to peri-urban and rural landholders.

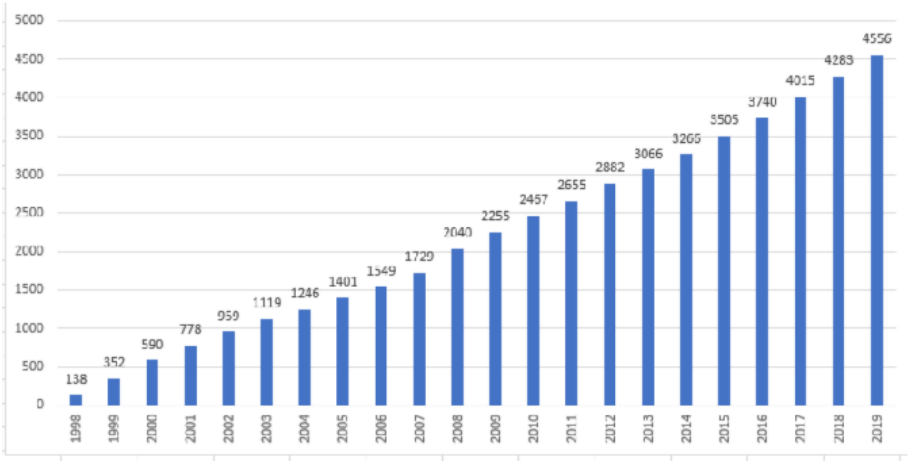

Figure 2. LfWSEQ Membership Growth showing the cumulative total of properties that join the LfWSEQ program annually and are still members of the program as of April 2020.

4.3 Our Members

LfWSEQ members are a diverse group of landholders managing over 4,500 properties across the SEQ region. The Local Governments of SEQ understand their LfW members and adapt and tailor their services to fit the needs of their members. LfWSEQ acknowledges the depth of expertise and ecological knowledge within the membership and, where possible, offers opportunities for members to share their experiences, knowledge and skills with other landholders through workshops, field days, events and other channels.

For some LfWSEQ members, the program creates an important social fabric, bringing together like-minded networks of rural landholders with a common interest. Accordingly, the physical health and well-being of LfWSEQ members has improved due to their involvement in LfWSEQ[1].

During the 2019 strategic workshops, three levels of membership maturity (Start-up, Experienced and Expert) were identified within the membership based on knowledge, experience and tenure within the LfWSEQ program. A range of LfWSEQ membership typologies, such as retirees, farmers, institutional property owners (e.g. schools), singles and families, have also been identified as sectors within the LfWSEQ membership. Each membership level and typology offer opportunities for Local Governments to refine LfW service delivery and may include:

- Creating or diversifying formal acknowledgements of long-term LfW members.
- Tailoring LfWSEQ services and resources for targeted membership levels of typologies.
- Creating resources and services to assist LfW properties with Working Towards Registration status to move to Registered status.
- Creating opportunities for long-term LfWSEQ members to mentor new members.
- Formal recognition of significant conservation achievements or innovations by LfWSEQ members.

LfWSEQ undertakes analysis of the membership base to assess various factors such as levels of satisfaction, service delivery, changes in landholder skills and knowledge, indicators of success (social, environmental and economic) and landholder co-investment. As part of the broader Reporting Framework (see Section 5.1), LfWSEQ will analyse the membership using various tools such as a membership survey to assist Local Governments to deliver the program efficiently and effectively. The results will assist LfWSEQ to standardise products and services for consistency, taking into account the variability of resources and priorities at a council scale and responsibilities within key program documents such as the National Arrangement.

[1] Eberhard Consulting (2014) *SEQ Land for Wildlife Program: Results of 2013 Membership Survey*. Prepared on behalf of SEQ Catchments and SEQ Local Governments.

4.4 Higher-level Conservation Agreements

Higher-level conservation agreements are mechanisms that protect the nature conservation values of a property either for a set period or in perpetuity. They are usually legally binding under state legislation, Local Government by-laws or zoning, or are attached to the title of the property.

A range of higher-level conservation agreements exist in SEQ and it is important to acknowledge the diversity of approaches between Local Governments in delivering such agreements. Some higher-level conservation agreements are created and delivered by councils, whereas others are created and/or delivered by the Federal Government, State Government and non-government organisations. Therefore, LfWSEQ members have varying access to higher-level conservation agreements based on where they live and available opportunities.

Higher-level conservation agreements are not entered into lightly by landholders, due to their binding nature and sometimes significant costs. Thus, non-binding conservation programs, such as LfW, act as a stepping-stone for landholders to develop trust with conservation programs and move gradually into higher levels of protection. The direct synergy between LfWSEQ and higher-level conservation agreements is demonstrated by the fact that 71% of all properties with Nature Refuge agreements and 100% of all properties with voluntary conservation covenants in SEQ started their conservation journey with LfW[2].

For Local Governments to encourage and support LfWSEQ members into higher-level conservation agreements, partnerships with other agencies such as the State Government and non-government organisations are often essential. Council LfW Officers play an important role in making the pathway easier for landholders to explore and adopt higher-level conservation agreements. The Steering Committee and LfWSEQ officer network are forums for council LfW Officers to share resources and improve the expertise and efficient delivery of higher-level conservation agreements in SEQ.

Over the coming decade, opportunities for new conservation protection mechanisms may become available at either national, state or local levels. The LfWSEQ program is well placed to advocate for, and promote, such mechanisms, and to support landholders through the process of entering into a higher-level conservation agreement to protect the natural values of SEQ permanently.

[2] Metters, D. (2018) *Analysing 20 years of private land conservation in south-east Queensland*. Presentation to Ecological Society of Australia Conference, November 2018. Healthy Land and Water.

Land for Wildlife Members

LfWSEQ members deliver innumerable conservation outcomes for the SEQ region. They:

- Control weeds and manage pest animals
- Plant native trees and restore the health of ecosystems
- Fence off waterways and mitigate soil erosion
- Implement ecological fire management regimes
- Manage, protect and recover threatened plants, animals and ecosystems
- Support conservation research and science
- Identify natural assets on their properties
- Monitor environmental changes such as emerging weeds
- Improve the ecological resilience of ecosystems and riparian systems
- Advocate and work for landscape-scale conservation outside of their property
- Support and mentor other landholders in conservation land management

Together, the 4,500 plus LfW properties across SEQ make a significant contribution to the region's biodiversity and environmental health.

PART 5 – Continuous Improvement

OUR GOAL	**LfWSEQ has monitoring systems in place to enable critical evaluation of the program and reportable environmental, social and economic outcomes for Local Governments**
OUR OBJECTIVES	5.1. Develop a Reporting Framework for LfWSEQ in alignment with program values (*Our Values*) and with strategies, policies and legislation as per Objective 1.1
	5.2. Establish and implement an agreed collective suite of minimum reporting standards across Local Governments for LfWSEQ
	5.3. Identify and analyse the ecological assets within the LfWSEQ estate to establish and implement targeted resources to deliver optimal conservation outcomes
	5.4. Identify and analyse the social assets within the LfWSEQ network to establish and implement targeted resources for improving the conservation skills, knowledge and confidence of LfWSEQ members
	5.5. Identify and analyse the economics of LfWSEQ to ensure delivery of the most cost-effective and efficient program
	5.6. Develop a Communications Framework for LfWSEQ in alignment with program values (*Our Values*)

Continuous improvement is an underlying way of business for the LfWSEQ program and Local Governments. All aspects covered in the LfWSEQ Ten Year Plan have in-built continuous improvement including the program's governance, Host Council arrangements, regional coordination contract, Steering Committee processes and LfW service delivery. Continuous improvement is further reinforced through monitoring and evaluation mechanisms.

5.1 Reporting Framework

Monitoring and evaluating LfWSEQ is essential for reporting the environmental, social and economic outcomes of the program to stakeholders. This will:

- Inform program direction and effectiveness.
- Drive continuous improvement and efficiencies.
- Gauge the program's alignment with legislation, strategies and policies.
- Guide future resourcing needs and enables the program to respond to change.
- Ensure transparency of outcomes to stakeholders.

Key principles for LfWSEQ monitoring and evaluation include:

- Meeting the business needs of Local Governments.
- Alignment with national, State and Local Government strategies and policies.
- Cost-effective and practical.
- Meaningful, reliable and justifiable over timescales.
- Inform decisions for continuous improvement of LfWSEQ.

Monitoring, evaluation and reporting have occurred in various ways over the program's 21-year lifespan. Moving forward, and in alignment with the Local Government hosting model of delivery, the Steering Committee has prioritised the development of a LfWSEQ Reporting Framework that will be developed in accordance with the abovementioned principles to guide program monitoring, evaluation and reporting.

The LfWSEQ Reporting Framework will create a process by which measures of program success can be applied consistently across councils. It will identify the most appropriate monitoring and evaluation tools for measuring environmental, social and economic outcomes and may include membership surveys, GIS/Lidar analysis and research into data collected by council LfW Officers during LfWSEQ property assessments. The LfW Reporting Framework will also identify the best avenues for reporting program outcomes, such as annual reports, media and online platforms.

A Reporting Framework will help track program trends, milestones and highlights. It will help identify gaps in service delivery and potential areas for research and opportunities for refinement of LfWSEQ services and resources. Ultimately, it will assist Local Governments deliver an effective and efficient program and will provide regional scale outcomes that are readily translatable to the LfWSEQ membership and other stakeholders.

The LfWSEQ Reporting Framework will be reviewed at three-yearly intervals to ensure alignment with Local Government policies and priorities, program direction and improvements in technologies relating to data capture, analysis and reporting. A more detailed examination of key stakeholder groups, measures of success, regional KPIs and reporting mechanisms are provided in the Stakeholder Reporting Analysis (Appendix 1).

5.2 Minimum Reporting Standards

Each Local Government monitors, evaluates and reports on LfW in accordance with their individual council requirements, policies, strategies, plans, budgets and community needs. Local Governments also recognise the value of regional monitoring, evaluation and reporting systems to standardise LfWSEQ process and to equitably compare and track program trends and outcomes.

As part of the broader Reporting Framework (see Section 5.1), LfWSEQ will establish and implement an agreed set of minimum reporting standards across the 13 Local Governments to capture, analyse and evaluate agreed regional outputs. Agreed minimum reporting standards will create transparency, consistency and efficiencies for Local Governments and will enable LfWSEQ to measure and celebrate its success, and to identify service delivery gaps and opportunities.

5.3 Ecological Analysis

The ecological assets within the LfWSEQ estate (covering over 70,000 hectares) are substantial. LfWSEQ properties contain nationally threatened ecosystems, plants and animals and have

benefited from significant on-ground conservation actions such as planting native trees, weed control, assisted natural regeneration, reinstatement of natural habitat, reinstatement of ecological fire regimes, nest box installation and stock exclusion fencing.

These assets and actions have been documented and analysed using various methodologies including site visits, ecological assessments, remote-sensing (GIS/Lidar analysis) and landholder feedback. Such analysis offers LfWSEQ program managers with detailed metrics such as tree cover increase, area of weeds controlled, changes to extent or condition of regional ecosystems, improvements to wildlife habitat and length of waterways managed. Continuous improvement mechanisms will gauge and demonstrate improvements in ecological condition and extent over time on LfWSEQ properties and provide indications on where targeted resources are required to fill gaps.

As part of the broader Reporting Framework (see Section 5.1), LfWSEQ will analyse the environmental assets within the LfWSEQ program using various methodologies to assist Local Governments to deliver the program efficiently and effectively. Several regional ecosystems, ecological communities, and species of flora and fauna have been identified as regionally significant for LfWSEQ councils. Identifying future program actions and delivery targets to promote the conservation and enhancement of regionally significant ecological assets will assist in their recovery and improved condition.

5.4 Social Analysis

LfWSEQ is foremost a private land conservation program, however, it would not exist without the social fabric created by LfWSEQ members. The on-ground conservation successes of the program depend on the skills, knowledge, confidence and availability of LfWSEQ members to undertake conservation activities on their properties. Therefore, the role of Local Governments is to encourage, support and upskill landholders to improve the social capacity of LfWSEQ members to deliver conservation outcomes.

Measuring, monitoring, evaluating and reporting on social changes such as improvements in knowledge, skills and confidence will be essential components of the broader LfWSEQ Reporting Framework (see Section 5.1). LfWSEQ will analyse the program's social assets and human resources using various methodologies to deliver the program efficiently and effectively and ensure that the social capacity of the program is improving over time.

Various measurables will be used to analyse the LfWSEQ membership including registration rates, geographic hotspots, landholder networks, member engagement, property revisit requests and outcomes, skills and knowledge transfer, membership satisfaction, service delivery gaps, barriers and incentives. Analysing the LfWSEQ membership and future program actions will deliver improved social cohesion, conservation skills, knowledge and confidence within the LfWSEQ landholder network. In turn, these create on-ground conservation outcomes and vibrant, connected rural communities.

5.5 Economic Analysis

Each Local Government ensures that their services are cost effective and align with individual council legislative requirements, policies, strategies, plans, budgets and community needs. Local Governments recognise the economic value of LfWSEQ as a cost-effective way to engage positively with the community and to foster good land management resulting in environmental benefits and cost savings for councils. For example, it is more economical for councils to support landholders to undertake nature conservation on private land than it is to manage the same extent of land in council reserves.

For every dollar invested by councils, LfWSEQ members co-invest $16 of their own time and money into conservation and land management making LfWSEQ an extremely economical program with a high return-on-investment[3]. Anecdotally, most of this investment by LfWSEQ members is a direct boost to local economies supporting local industries such as nurseries, rural supply stores and contractors.

As part of the broader Reporting Framework (see Section 5.1), LfWSEQ will analyse the economics of the program using various measurables such as landholder in-kind hours and funding, return on investment, incentive outcomes and funding trends to assist Local Governments to deliver the program efficiently and effectively. The cost-efficiencies gained by 13 Local Governments co-investing in joint initiatives and resources are self-evident and will continue to be a core part of LfWSEQ's collaborative business model.

5.6 Communications Framework

Various communication channels underpin the LfWSEQ program. Council LfW Officers regularly communicate with, and facilitate networking between, LfW members. This is achieved through in-person property visits, phone, email, written correspondence, newsletter articles, social media, workshops, field days and events. The more points of contact a LfW member has with the LfWSEQ program, the more conservation skills and knowledge they have, and the more confident they are of their skills[4].

The Regional Coordinator also communicates with LfW members through the quarterly newsletter, social media, website, media and events. A central component of the regional LfWSEQ program is establishing a framework to support effective communication between the 13 Local Governments through committee meetings, workshops, events, emails and networking.

[3] Eberhard Consulting (2014) *SEQ Land for Wildlife Program: Results of 2013 Membership Survey*. Prepared on behalf of SEQ Catchments and SEQ Local Governments.
[4] Eberhard Consulting (2014) *SEQ Land for Wildlife Program: Results of 2013 Membership Survey*. Prepared on behalf of SEQ Catchments and SEQ Local Governments.

The LfWSEQ website (www.lfwseq.com.au) is the program's key digital platform and contains dedicated pages for the 11 Core Councils. The Regional Coordinator administers the LfWSEQ website. The LfWSEQ social media platform (www.facebook.com/lfwseq) communicates key program messages and achievements and allows LfWSEQ members to network with each other. The Regional Coordinator and several council LfW Officers administer the social media page.

A quarterly LfWSEQ newsletter is a well-respected, magazine-quality resource that communicates with landholders on environmental matters through case studies, research and success stories. The newsletter presents topics such as emerging technologies, recommended resources, restoration tools, weed alerts and land management tips. The Regional Coordinator coordinates the newsletter's publication with content contributed by Local Governments and LfWSEQ members.

The LfWSEQ regional program develops various promotional products, including brochures, banners and magnets, in line with Local Government needs and in response to community demands. Media channels (print, online, radio, television) are used from time to time to communicate key messages and successes (such as program milestones) of the LfWSEQ program.

Moving forward, and in alignment with the Local Government hosting model of delivery, the Steering Committee has prioritised the development of a LfWSEQ Communications Framework that will be developed to guide program communications.

PART 6 – Future Opportunities

OUR GOAL	**LfWSEQ is resilient, adaptable and continues to meet the needs of its members as the program grows and evolves**
OUR OBJECTIVES	6.1. Create and adopt new regional nature conservation partnerships to broaden opportunities for private land conservation in SEQ
	6.2. Adopt relevant new technologies and incorporate emerging ecological restoration science into LfWSEQ resources
	6.3. Create regional events for LfWSEQ members to network and improve conservation skills and knowledge
	6.4. Seek funding for future opportunities to support cost-effective program management, customer support and conservation outcomes

A range of future LfWSEQ regional initiatives were identified during the strategic planning workshops in 2019. Some are presented as objectives in the LfWSEQ Ten Year Plan, whereas other potential opportunities that may be earmarked by the Steering Committee for future action are listed in Appendix 2.

6.1 New Partnerships

Future opportunities exist for LfWSEQ to strengthen existing partnerships, and build new partnerships, with NGOs, Traditional Owners, industry groups, philanthropic entities, universities and other agencies. These partnerships will be founded on objectives that benefit private land conservation in SEQ. Potential regional partnerships may expand upon existing inter-council conservation projects and build networks between LfW members to mentor each other.

6.2 New Technologies

Various on-ground conservation initiatives and new technologies are currently being trialled by councils in partnership with LfWSEQ members. These include video tutorials, working bees on LfW properties, the use of drones, citizen science apps, eDNA analysis and other emerging technologies to assist conservation planning and delivery. These could be expanded to reach the broader LfWSEQ membership and delivered through inter-council collaboration.

As the fields of conservation science and ecological restoration expand over the coming decade, LfWSEQ will maintain relevance through assessing the capacity of the membership to adopt new technologies and to integrate relevant technologies into LfWSEQ resources appropriately. The adoption of new field-based ecological tools such as bio-acoustic monitoring and camera traps are expected to become more commonplace and will improve how Local Governments deliver, monitor and evaluate LfWSEQ services.

The coming decade offers great opportunities for LfWSEQ to partner with science and technology sectors to research ecological restoration and biodiversity conservation activities on LfWSEQ properties, especially those with higher-level conservation agreements.

6.3 Regional Events

Past membership surveys have shown that LfWSEQ members highly value LfW events. There are future opportunities for the LfWSEQ program to deliver a range of regional events such as conferences, forums, open property schemes, workshops at museums and universities, cross-council field trips and celebration events. These would bring together LfWSEQ members to share knowledge, expertise and innovations.

Regional events provide LfWSEQ members with access to a learning environment, scientists, researchers and other landholders. Such events build networks between LfW members and promote collaborations with industries, research institutes, Traditional Owners, NGOs and other agencies. Regional events that are held on LfW properties also showcase the diversity of properties, ecosystems, land management techniques and rural industries within the LfWSEQ network.

6.4 Funding Opportunities

Opportunities exist for external funding and sponsorships to resource the growth of private land conservation in SEQ and support the established LfWSEQ landholder network. This would augment the strong foundation built by the 13 Local Governments and potentially provide new pathways to deliver conservation projects on LfWSEQ properties. Funding avenues include government grants, philanthropic donations from the public and LfWSEQ members, industry investment, advertising, crowdfunding and collaboration with NGOs and other agencies.

Case Studies

Building Land for Wildlife Values (Part 1)
Over the past 21 years, LfWSEQ has been defined by a respect for nature and fostering positive partnerships with landholders. Securing a job within the LfWSEQ network is highly sought-after and the program welcomes new officers. Some LfWSEQ Officers have been with the program since 1998 bringing leadership and rich corporate knowledge. As we look to the future, we recognise the founding officers and landholders who together led the expansion of private land conservation throughout SEQ and beyond.

Celebrating Milestones (Part 2)
Local Governments are always looking for new ways to encourage, inspire and support LfWSEQ members. Recognising effort and celebrating milestones is part of this journey. The tenth anniversary of LfWSEQ was celebrated in 2008 with a major event and an open property scheme. In 2018, the program's 20th anniversary was celebrated through an art exhibition, field days, major events and commemorative signs. Over 2000 LfWSEQ members, politicians and LfW Officers helped celebrate these milestones.

Looking after All Wildlife - Big and Small (Part 3)
Much of our wildlife in SEQ is cryptic, nocturnal and difficult to see. LfWSEQ introduces these shy and sometimes strange creatures to landholders who are stewards of their habitats. One such animal is the Long-nosed Potoroo. Once reasonably common in dense heath and wet sclerophyll forests of SEQ, the potoroo is now considered nationally threatened. Thanks to astute council LfW Officers, new populations of the potoroo have been discovered and are now actively managed by their LfW custodians.

Recovering the Richmond Birdwing (Part 4)
By working with LfWSEQ members, Local Governments have been at the forefront of recovering one of SEQ's most captivating creatures. The Richmond Birdwing is the largest and most colourful butterfly in SEQ. Clouds of them used to fly across SEQ before the rainforests were cleared, leaving our summer skies empty of their iridescent green wings. Extensive efforts from individuals, governments and community groups have seen the return of the Richmond Birdwing to many parts of SEQ. Many LfWSEQ members have planted thousands of Richmond Birdwing Vines to feed the larvae of this stunning butterfly.

Safeguarding Landholder Data (Part 5)
The secure management of LfWSEQ data is paramount for Local Governments in SEQ. It helps improve engagement with LfW members and enables the program to report on outcomes at local and regional scales. Over seven years, Local Governments have collaboratively developed a secure, cloud-based system to record and track LfWSEQ program activities. This collaboration has resulted in an effective, custom-built regional product that would be too expensive for Local Governments to develop independently.

Securing the Future (Part 6)
LfWSEQ members are a diverse group. Some have managed rural properties their whole lives, whereas others are new to bushland living. Joining LfW can open an exciting doorway into nature and wildlife. For some, conservation is central to their lives and they dedicate significant time and money into looking after and restoring wildlife habitats. It makes sense that these conservation investments are secured well into the future. One way to achieve this is through higher-level conservation agreements. Local Governments in SEQ are at the forefront of delivering such agreements, and most of them are with landholders who started their conservation journey with LfW.

Glossary

Affiliate Council. Local Government authority that borders and/or shares a catchment with a Core Council and delivers the LfWSEQ program in their Local Government area. As of 2020, the two Affiliate Councils are Gympie and Fraser Coast.

Core Council. Local Government authority from the SEQ region as defined in the *South East Queensland Regional Plan 2017 - Shaping SEQ* that delivers the LfW program in their Local Government area. As of 2020, the 11 Core Councils are Brisbane, Gold Coast, Ipswich, Lockyer Valley, Logan, Moreton Bay, Noosa, Redland, Scenic Rim, Somerset and Sunshine Coast.

Guidelines. The *Land for Wildlife Queensland Guidelines (2011)*, copies of which are held by the Regional Coordinator and 13 Local Governments.

Host Council. A Core Council nominated by the Steering Committee to hold funds on behalf of Core and Affiliate Councils and manage external contracts related to LfWSEQ regional coordination. Sunshine Coast Council is the Host Council until 30 June 2023.

Land for Wildlife (LfW). A free, voluntary private land conservation program as defined by the National Arrangement with the trademark name and logo owned by the State of Victoria.

Land for Wildlife South East Queensland (LfWSEQ). The Land for Wildlife program in South East Queensland as delivered by Core and Affiliate Councils with a Host Council and Regional Coordinator.

National Arrangement. The *Arrangement to Coordinate the Land for Wildlife Scheme*, signed between State of Victoria and the Host Council on behalf of the LfWSEQ Steering Committee, copies of which are held by the Regional Coordinator and 11 Core Councils. Affiliate Councils sign the National Arrangement directly with the State of Victoria.

Regional Coordinator. A contract position managed by the Host Council on behalf of Core and Affiliate Councils to deliver LfWSEQ regional coordination.

South East Queensland (SEQ). The geographic region of south-east Queensland as defined in the *South East Queensland Regional Plan 2017 - Shaping SEQ*.

Steering Committee. A committee comprised of representatives from Core and Affiliate Councils and the Regional Coordinator that work together to deliver LfWSEQ.

Strategic Subcommittee. An enduring subcommittee of the Steering Committee comprised of representatives from Core Councils and the Regional Coordinator.

Terms of Reference (ToR). The LfWSEQ Terms of Reference that outlines roles and responsibilities of Host, Core and Affiliate Councils, Regional Coordinator and Steering Committee, copies of which are held by the Regional Coordinator and 13 Local Governments.

Appendix 1. Stakeholder Reporting Analysis

Environmental				
Stakeholders	**LG Management of LfWSEQ**	**Landholder Membership**	**Political Context**	**NGOs**
Measures of Success	-On ground outcomes -Increase in hectares under agreement -Strategic direction -Positive feedback from landholders -Environmental outcomes represent value for money e.g. landholder in-kind investment in ecological outcomes	-Part of network corridors -Incentives and grants -Number of participating landholders -Increase in wildlife abundance and diversity -Reduction in on-ground management over time	-Increase in membership -Number of trees -Positive media -Positive feedback from landholders	-Regional NRM outcomes -Partnership opportunities -External targets -Funding opportunities -Threatened species management
Regional KPIs	-Hectares under agreement and/or restoration -Number of landholders in the program -Representation of Regional Ecosystems -Number of trees planted -Number of environmental education workshops delivered to landholders -Amount and types of incentives and grants provided to landholders -Cross boundary environmental reporting	-Number of officer visits -Incentives and grants availability -Reduction in weeds -Number of trees planted -Cross boundary environmental reporting	-Hectares under agreement and/or restoration -Number of landholders in the program -Representation of Regional Ecosystems -Number of trees planted -Number of environmental education workshops delivered to landholders -Amount and types of incentives and grants provided to landholders -Cross boundary environmental reporting	-Number of partnerships -Environmental outcomes -Cross boundary environmental reporting
Reporting Mechanisms	-LfWSEQ newsletter e.g. case studies and success stories -Annual program report -Annual bio-condition/ecological reports	-LfWSEQ newsletter e.g. case studies and success stories -Educational material -Annual program report	-Annual report -Positive media	-LfWSEQ newsletter e.g. case studies and success stories -Annual program report

Social				
Stakeholders	**LG Management of LfWSEQ**	**Landholder Membership**	**Political Context**	**NGOs**
Measures of Success	-Growth of program -Self-advocacy -Political satisfaction -Steering Committee is connected and working collaboratively	-Feeling connected, locally and regionally -Sense of well-being -Part of a regional program -Partnership and engagement with council and the program -Low de-registration levels due to being satisfied	-Satisfied and engaged community -Increased health and well-being -Events and media opportunities	-Shared values and information -Partnerships -Number and diversity of events
Regional KPIs	-Hectares under agreement and/or restoration -Number of landholders in the program -Landholder satisfaction with program -Social media reach -Steering Committee meetings and workshops -Membership trends over time and outside influencing factors (e.g. flood, political decisions)	-Satisfaction with the program -Engagement levels -Advocacy for the program by participants -Develop local area networks -Increased knowledge and capacity through workshops -Social media reach -Increased health and well-being -Membership retention rates -De-registration rates -Reasons for leaving LfW	-Positive feedback and interactions with community participants -Positive media -Social media reach	-Advocacy for the program by NGOs (internally and externally) -Number of regional partnerships -Social media reach
Reporting Mechanisms	-LfWSEQ newsletter e.g. case studies and success stories -Annual program report -Landholder survey and report	-LfWSEQ newsletter e.g. case studies and success stories -Landholder survey and report	-Events reporting -Social media -Media releases	-LfWSEQ newsletter e.g. case studies and success stories -Media releases -Social media

Economic				
Stakeholders	**LG Management of LfWSEQ**	**Landholder Membership**	**Political Context**	**NGOs**
Measures of Success	-Continue to fund regional program -In-kind contributions and external funding received through opportunities and partnerships -Improved ecosystem services -Cost benefit	-Number of participants -Incentive and grant opportunities provided by LGs -Biodiversity outcomes -Operation costs	-Continue to fund LfWSEQ as a core community-based environmental program -Cost-effective -In-kind contributions and external funding received -Positive media	-Collaboration -In-kind/grant funding for regional LfWSEQ activities (internal or external)
Regional KPIs	-Regional coordination products and services delivered within budget -Value for money -Value of in-kind contributions and/or funding -On-ground outcomes -Corporate KPIs for individual LG	-In-kind contributions by landholders -Profitable and sustainable land use -Land and conservation values increase -Effort over time decreases	-Value for money -Commitment to investment -Corporate KPIs for individual LG	-Increase in number of projects
Reporting Mechanisms	-Budget report -External funding report -Annual report	-LfWSEQ newsletter e.g. case studies and success stories -Social and other media	-Funds are allocated -Internal LG reporting -LfWSEQ events and property visits -Annual report	-LfWSEQ newsletter e.g. case studies and success stories -Annual report -Publicity through social and other media

Appendix 2. Potential Regional Initiatives

Category	Continue/Expand on Existing Regional Initiatives	Potential Opportunities (to support LfWSEQ objectives)	Potential Opportunities (to support LfWSEQ membership)
Environmental	- Offsets opportunities including registration of advanced offsets on private properties - Regional, cross-council projects such as targeted weed/pest management, conservation and plantings - Targeted threatened species projects - Regional citizen science projects	- Emerging climate change projects including response to extreme weather events such as flood, fire and drought management - New threatened species projects - Disaster relief and/or management	- Video tutorials on relevant conservation land management techniques - Working bees on LfW properties - Trialling of new and emerging technologies, such as drones and restoration tools for improved conservation outcomes.
Social	- Regional workshops to enhance LfW Officer skills & knowledge - Mentoring and networking new LfW members with long-term LfW members - Review and improve how change of ownerships are managed by Local Governments to create smooth transition for new property owners and opportunities for mentoring and inter-generational networking. - Recognition of long-term conservation investment/outcomes of ageing LfWSEQ members.	- Regional LfWSEQ conference and/or forum - Enhanced technology and access to information for landholders and officers such as database and educational videos	- Events or products, such as an open property scheme, environmental art exhibition or short video clips to celebrate milestones, such as the 25th anniversary or 5000th LfWSEQ property. - Opportunities for refined service delivery based on LfWSEQ membership tenure and typologies. - Review support services and mechanisms by which LfWSEQ members can move their properties from the LfW status of Working Towards Registration to Registered
Economic	- External partnerships with relevant NGOs, industries, universities and Traditional Owners - Shared resources between councils for ongoing cost-effectiveness	- Philanthropic opportunities such as a Friends of LfW group, or avenues to accept philanthropic donations - Industry partnerships such as eco-tourism or horticulture	- Regional grants to benefit landholder land conservation outcomes

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ITEM: 7

SUBJECT: DISASTER MANAGEMENT POLICIES

AUTHOR: PRINCIPAL OFFICER (EMERGENCY MANAGEMENT)

DATE: 1 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning the adoption of a new Disaster Management Policy for Council, to demonstrate Council's commitment to promoting a resilient community that can prepare for, respond to and recover from the impacts of a disaster. Previously Council's only policy for disaster events was a Collection of Storm Damaged Vegetation Policy. The intent of this policy has subsequently been included in the revised overarching Disaster Management Policy.

RECOMMENDATIONS

A. That the policy titled 'Disaster Management' as detailed in Attachment 1, be adopted.

B. That the policy titled 'Collection of Storm Damaged Vegetation', adopted at Council on 3 April 1996, be repealed.

RELATED PARTIES

There are no identified related parties or potential conflicts of interest identified related to this report.

ADVANCE IPSWICH THEME

Listening, leading and financial management

Caring for the community

Caring for the environment

PURPOSE OF REPORT/BACKGROUND

Ipswich City Council (Council) has an obligation to recognise and build community resilience in the event of a local disaster.

Council undertakes its responsibilities in a manner that complies with *Disaster Management Act 2003* and relevant state instruments including the City of Ipswich Local Disaster Management Plan which was adopted by Council on 25 June 2019.

The development of a Disaster Management policy has been done in recognition of providing Council with the principles for discharging its responsibilities under the *Disaster Management Act 2003* ('the Act') and the *Disaster Management Regulation 2014*. The policy promotes and supports a comprehensive approach to disaster management which holistically incorporates prevention, preparedness, response and recovery (Attachment 1).

The policy covers key topics, including:

- Disaster Management Arrangements
- Mutual support to key agencies
- Role of Councillors during a Disaster or Emergency
- Councillors appointed under the Act
- Communications and Reporting
- Council's service delivery levels (including storm damaged vegetation disposal)

With the adoption of the Disaster Management Policy, it is recommended that the current Collection of Storm Damaged Vegetation Policy (Attachment 2), which was originally adopted by Council in 1996 is subsequently repealed. The primary intent of this policy has been incorporated into Part 8 b of the new Disaster Management Policy.

Table 2 below provides a summary of the rationale for the adoption and repeal of these policies.

Table 2: Summary of rational.

Document	Decision Sought	Rational for Decision
Disaster Management Policy	Adopt	Confirm Council's commitment to Disaster Management in accordance with the *Disaster Management Act 2003* and the Local Disaster Management Plan adopted by Council resolution on the 25 June 2019. It also provides decision making guidance for increasing Council's core/standard service delivery levels post disaster event. It provides specific guidance on sandbagging and the collection / disposal of storm damaged vegetation. The adoption of this Policy was endorsed by the Executive Leadership Team on 30 March 2020.

Collection of Storm Damaged Vegetation Policy	Repeal	To be repealed with the adoption of the Disaster Management Policy The repeal of this Policy was endorsed by the Executive Leadership Team on 30 March 2020.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009
Local Government Regulation 2012
Disaster Management Act 2003
Disaster Management Regulation 2014

RISK MANAGEMENT IMPLICATIONS

There are no risks associated with the adoption of this policy or the repeal of the Storm Damaged Vegetation policy, as the intent of that policy has been included in the new overarching policy.

FINANCIAL/RESOURCE IMPLICATIONS

The Infrastructure and Environment Department, in partnership with Council's Finance Branch, has ensured that a budget allocation has been included in the department's operational budget to manage the financial/resource implications should a local disaster event occur.

COMMUNITY AND OTHER CONSULTATION

The review and development of this policy has included consultation with the listed stakeholders and from this consultation the feedback provided has been included in the final draft policy presented in this report.

- Emergency Management Coordination, Queensland Fire and Emergency Services
- Manager, Business Support IED
- Manager, Environment and Sustainability
- Manager, Executive Services
- Manager, Development Planning
- Manager, Infrastructure Planning & Strategy
- City Maintenance Manager
- Corporate Planning Manager
- Workplace Safety and Wellbeing Manager
- Principal Risk and Compliance Specialist
- Emergency Management Officer
- Senior Social Policy Analyst
- Senior Planning Officer (Strategic Conservation)

- Planning Officer (Natural Estates)

CONCLUSION

The adoption of the Disaster Management Policy will ensure that Council is meeting its obligations under the *Disaster Management Act 2003* and the *Disaster Management Regulation 2014*. This policy also clearly demonstrates Council's commitment to working collaboratively with all stakeholders and re-affirms its desire to continually review and strengthen its policies to confirm its commitment to good governance.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Proposed Disaster Management Policy
2.	Collection of Storm Damaged Vegetation Policy

Matthew Pinder
PRINCIPAL OFFICER (EMERGENCY MANAGEMENT)

I concur with the recommendations contained in this report.

Kaye Cavanagh
MANAGER, ENVIRONMENT AND SUSTAINABILITY

I concur with the recommendations contained in this report.

Charlie Dill
GENERAL MANAGER - INFRASTRUCTURE AND ENVIRONMENT

"Together, we proudly enhance the quality of life for our community"

Item 7 / Attachment 1.

IPSWICH CITY COUNCIL

Disaster Management Policy

Version Control and Objective ID	Version No:	Objective ID:
Approved by Council on		
Date of Review		

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2. Statement

Council is committed to promoting a resilient community that can prevent, prepare for, respond to and recover from the impacts of disaster which includes a focus on the needs of the community's most vulnerable persons.

This policy also outlines the principles of increasing Council's core business ("standard") service levels as a result of a disaster event.

3. Purpose and Principles

This policy guides Council by providing principles for discharging its responsibilities under the *Disaster Management Act 2003* ('the *Act*') and the *Disaster Management Regulation 2014*.

The Act provides that local governments should primarily be responsible for managing disaster events in their local government area (section 4A(c)). Accordingly Council:

a) Undertakes its disaster management responsibilities in a way that complies with the various legislative and state instruments, including but not limited to the:
   i. Standards for Disaster Management, issued pursuant to section 16N of the *Act*
   ii. Disaster Management Strategic Policy Statement issued by the Queensland Government
   iii. State Disaster Management Plan issued pursuant to section 49 of the *Act*
   iv. Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline, issued pursuant to section 63 of the *Act*
   v. Queensland Disaster Management Training Framework issued in accordance with section 16A(c) of the *Act*
   vi. City of Ipswich Local Disaster Management Plan – a plan for the City of Ipswich, all agencies, all hazards and issued in accordance with section 57 of the *Act*

b) Promotes and supports a comprehensive approach to disaster management which holistically incorporates prevention, preparedness, response and recovery.

c) Promotes and supports individual and community resilience in accordance with the United Nations Sendai Framework for Disaster Reduction 2015-2030; the National Disaster Resilience Strategy; and the Queensland Strategy for Disaster Resilience 2017. This includes enabling and promoting the community to support itself and each other, as they are often best placed to identify and with support, reduce their vulnerability.

d) Undertakes accountable use of resources – Council employees or contractors will not undertake works or activities on private land, unless specifically provided for in existing legislation, local laws, policy or procedures and where Council is unable to provide support, attempts to refer to appropriate organisations will be made.

e) Impact and Severity – The impact and locality of disasters varies each time. Support should be targeted to the affected areas.

f) Disaster operations and the management of emergency situations will be conducted under the direction of the appointed Local Disaster Coordinator (LDC) or Deputy Local Disaster Coordinator (DLDC) or delegate, for example the Local Recovery Coordinator (LRC).

4. Disaster Management Arrangements

a. Arrangements for the City of Ipswich

Council has established the City of Ipswich Local Disaster Management Group (LDMG) and the City of Ipswich Local Recovery Group (LRG) which are made up of key stakeholders from various levels and departments of government, essential service providers and other non-government organisations.

Council will act as the Secretariat for the City of Ipswich LDMG and the City of Ipswich LRG.

Council will prepare and maintain a Local Disaster Management Plan, which provides a detailed overview of the arrangements in place for the City and encourages coordinated arrangements between all levels of government and non-government entities.

b. Arrangements for Ipswich City Council

Council as an entity in its own right will maintain a *disaster response capability* which recognises that disaster and emergency management is a whole of Council responsibility, supported and undertaken by all departments and service delivery units.

5. Mutual support to Police, Emergency Services and Local Governments

Council will provide reasonable support to Police, emergency services and other local government entities to support disaster operations or an emergency situation. This includes the provision of equipment and personnel.

Council, particularly where providing support to another local government area must consider the financial impact to the ratepayers of the City. However, it must be recognised that the City of Ipswich is often the beneficiary of mutual support.

Cost recovery arrangements may be applicable where Disaster Relief Funding Arrangements (DRFA) have been activated. Council will pursue cost recovery when these arrangements are activated.

6. Role of Councillors during a Disaster or Emergency

a. Councillors generally

The role of Councillors within the community is essential during disaster and emergencies. Councillors will often be with their community and are able to relay important information to and from affected residents. Councillors will also be able to refer residents to the

appropriate authorities and sources of information, such as the Disaster Dashboard (http://disaster.ipswich.qld.gov.au).

b. Councillor Liaison Officer

Councillors (excluding Chair/Deputy Chair of the LDMG) will not be able to access to the Local Disaster Coordination Centre if established under operational conditions.

Should the LDMG move its status to stand up a Councillor Liaison Officer will be appointed and form part of the Local Disaster Coordination Centre. Generally this will be from the Executive Support Branch. This role will:

- Act as the point of contact for all initial requests for information related to the disaster from Councillors.
- Receive on ground intelligence from Councillors – pictures, video, community sentiment, trends and emerging issues. *Note individual requests will not be actioned and will be required to be submitted in accordance with the Councillor - Staff Interaction Policy (raising services requests by a Councillor on behalf of a community member/customer and their outcomes).*
- Coordinate and provide information regarding any community or other meetings relevant to Councillors.

c. Councillors appointed under the Disaster Management Act

In accordance with the Disaster Management Act 2003 a Councillor appointed to the role of Chairperson or Deputy Chairperson of the Local Disaster Management Group will fulfil the requirements outlined in the Act.

The Chairperson and Deputy Chairperson/s will be provided communications, reporting and briefings in line with the reporting required and scheduled as part of the broader Local Disaster Management Group.

The Chairperson and Deputy Chairperson/s should only attend the Local Disaster Coordination Centre where absolutely necessary to fulfil the requirements of their role.

d. This policy does not negate other policies

The disaster or emergency situation, or membership on the Local Disaster Management Group does not affect the application of all other policies or procedures for Councillors, including, but not limited to:

- Councillor Code of Conduct
- Councillor – Staff Interaction Policy
- Councillor Capture and Retention of Public Records Policy

e. Communications and reporting

Councillors will be provided the following information:

- Change of status of the Local Disaster Management Group

- Provision of information where community support above Council's current service delivery standards will occur

Councillors are able to obtain available information directly from the relevant source.

Notification type	Contact owner and where to access
Biosecurity alerts	• Department of Agriculture and Fisheries https://www.daf.qld.gov.au/news-media/alerts
Bushfire and emergency incidents	• Queensland Fire and Emergency Services https://newsroom.psba.qld.gov.au/Content/Home/ENL/ENLSignup/ENLSignup/-3/-3/1
Dam release notifications	• Seqwater https://www.seqwater.com.au/dam-release-notification-service
Earthquake notification service	• Geoscience Australia https://earthquakes.ga.gov.au/
Health alerts	• Queensland Health https://www.health.qld.gov.au/news-events/newsletter
Police notifications	• Queensland Police Service - https://mypolice.qld.gov.au/ipswich/
Weather and fire conditions	• Ipswich City Council, My Ipswich Alerts https://ipswich.qld.gov.au/myipswichalerts • Disaster dashboard http://disaster.ipswich.qld.gov.au • Bureau of Meteorology http://www.bom.gov.au/

7. Disaster Plans

Local disaster management plans and sub plans are prepared by Council in accordance with the Disaster Management Act 2003. These plans are adopted by Council resolution and endorsed by the Local Disaster Management Group (LDMG) to facilitate whole of community, whole of government response and recovery.

Disaster plans will be published on Council's website.

8. Support above Council's standard service delivery levels

a. Provision of sandbags

Ultimate responsibility for the protection of property including any costs incurred is the responsibility of the property owner and/or occupier.

Determination of provision of sand and sandbags

Council may provide assistance by providing sandbags, if approved by the General Manager (Infrastructure and Environment) or the Local Disaster Coordinator (or Deputy). The table below provides a guidance as to approval considerations to issue sandbags

Circumstance/trigger	Provision of sandbags
Short-duration / intense bursts of rain / sustained light rain	
Bureau of Meteorology describes the weather as heavy	Sandbags are the

Circumstance/trigger	Provision of sandbags
rain, wet weather, or severe storms that are unlikely to result in inundation to the essential living areas of properties within the City of Ipswich. An example is a summer storm where the anticipated rainfall is relatively minor or intense short bursts of heavy rain are predicted.	responsibility of the owner/occupier. Council will not supply sandbags.
Sustained and intense rain with widespread flooding within the City of Ipswich	
Event may include, heavy rain, wet weather or severe storms that are likely to result in floor level inundation to properties within the City of Ipswich. Examples include the effects of ex-tropical cyclone Oswald, 2011 floods.	Business and residents will be able to collect no more than 30 sandbags from one of the nominated locations. Individuals may be required to fill their own sand bags.

Council's provision of sandbag assistance has been informed by strong research and best practice examples.

b. Storm Damaged Vegetation Disposal

Generally, ultimate responsibility for the clean-up of property and any costs incurred is the responsibility of the property owner and/or occupier.

Following an *endorsed storm damage vegetation event* Council may provide partial or fully subsidised disposal of vegetation waste from residential properties that has been damaged by the same endorsed storm damaged vegetation event.

<u>Determination of an Approved Storm Damage Vegetation Event</u>

The General Manager (Infrastructure and Environment) or Manager, Field Services may approve an *endorsed storm damage vegetation event*. In approving an *endorsed storm damage vegetation event,* approving the following factors will be taken into consideration:

1. The principles outlined in within this policy; and
2. Whether there is widespread damage across the City of Ipswich; and
3. The speed and nature of the wind (normally from recorded observations at Amberley or Greenbank stations). As high level guidance the below table this can include:
    a. Beaufort wind scale – where the rating is greater than 10
    b. Tropical Cyclone equivalent – where it wind speed is consistent with category 2 or above.

9. Strategic Plan Links

This policy relates to:

- Caring for the Community
- Caring for the Environment
- Listening, Leading and Financial Management

10. Regulatory Authority

Local Government Act 2009
Local Government Regulation 2014
Disaster Management Act 2003
Disaster Management Regulation 2014

11. Scope

This policy applies to all councillors, council staff, contractors, and others that act on Council's behalf to ensure they work in accordance with the policy principles and in accordance with the relevant legislation.

12. Roles and Responsibilities

Role	Responsibility
City of Ipswich Local Disaster Management Group	The City of Ipswich Local Disaster Management Group (LDMG) is a multi-organisational group established in accordance with section 29 of the *Act* to assist council with disaster management. The functions of the LDMG are outlined in section 30 of the *Act*.
City of Ipswich Local Recovery Group	The City of Ipswich Local Recovery Group (LRG) is a multi-organisational sub group of the LDMG and authorised by the LDMG. Its functions are outlined in the Local Disaster Management Plan.
Chairperson, City of Ipswich LDMG	The chairperson is an elected representative appointed in accordance with the *Act* and by resolution of Council to manage the business of the LDMG. The functions of the Chairperson are outlined section 34 of the *Act*.
Chairperson, City of Ipswich LRG	The chairperson is an elected representative appointed by resolution of Council to manage the business of the LRG.
Local Disaster Coordinator (LDC) / Deputy LDC	The LDC is an officer of Council appointed to coordinate disaster operations for the LDMG. The functions of the LDC are outlined section 36 of the *Act*.
Local Recovery Coordinator (LRC)	The LRC is an officer of Council, subordinate to the LDC, delegated to coordinate recovery operations on behalf of the LRG.
Chief Executive Officer	Ensure compliance with this policy by councillors and employees.
General Manager (Infrastructure and Environment) / Manager of Field Services	Approval of an *endorsed storm damage vegetation event* and approval of the provision of sandbags

13. Key Stakeholders

The following will be consulted during the review process:

- General Manager, Community, Cultural and Economic Development
- General Manager, Coordination and Performance
- General Manager, Corporate Services

- General Manager, Infrastructure and Environment
- General Manager, Planning and Regulatory Services

14. Monitoring and Evaluation

This policy will be reviewed at least every 2 years.

Specific measures to determine the success and effectiveness of this policy include:

- Results of the Local Disaster Management Plan annual assessment conducted under direction of Office of Inspector General of Emergency Management.
- Number of relevant positions descriptions, including General Managers that include reference to disaster management responsibilities.
- Number of relevant personnel compliant with the Queensland Disaster Management Training Framework.

15. Definitions

Term	Definition
Disaster	A disaster is a serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response by the State and other entities to help the community recover from the disruption. serious disruption means— a. loss of human life, or illness or injury to humans; or b. widespread or severe property loss or damage; or c. widespread or severe damage to the environment. *Source: Disaster Management Act 2003*
Disaster management	Disaster management means arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster. *Source: Disaster Management Act 2003*
Disaster operations	Disaster operations means activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of the event. *Source: Disaster Management Act 2003*
Disaster resilience	A system or community's ability to rapidly accommodate and recover from the impacts of hazards, restore essential structures and desired functionality, and adapt to new circumstances. *Source: Queensland Strategy for Disaster Resilience*
Disaster response capability	Disaster response capability, for a local government, means the ability to provide equipment and a suitable number of persons, using the resources available to the local government, to effectively deal with, or help another entity to deal with, an emergency situation or a disaster in the local government's area. *Source: Disaster Management Act 2003*

Term	Definition
Emergency situation	An emergency situation, for the purposes of this policy is an event or situation, similar to an event under the Disaster Management Act that has the potential to impact safety and wellbeing, damage property or the environment, but is not classified as a disaster, however requires a Council response. Examples include: • persons missing or injured in a Council conservation • support to Queensland Police Service at traffic crash • provision of water supply to Queensland Fire and Emergency Services
Endorsed storm damage vegetation event	Is a wind or severe weather event that has been assessed against this policy approved by an authorised person which results in partial or fully subsidised disposal of vegetation waste from residential properties
Event	An event means any of the following— a. a cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening; b. an explosion or fire, a chemical, fuel or oil spill, or a gas leak; c. an infestation, plague or epidemic; Example of an epidemic— a prevalence of foot-and-mouth disease d. a failure of, or disruption to, an essential service or infrastructure; e. an attack against the State; f. another event similar to an event mentioned in paragraphs (a) to (e). *Source: Disaster Management Act 2003*
Storm damaged vegetation	Refers to organic plant based materials such as tree branches, shrubs, and foliage that has been damaged as a direct result of winds associated with a storm or severe weather. *Also referred to as green waste*

16. Policy Owner

The General Manager Infrastructure and Environment is the policy owner and the Emergency Management and Sustainability Manager is responsible for authoring and reviewing this policy.

17. Related Documents

- Business Continuity Plan for Ipswich City Council
- City of Ipswich Local Disaster Management Group Terms of Reference
- City of Ipswich Local Recovery Group Terms of Reference
- Local Disaster Management Plan
- Disaster Management Act 2003 Delegation
- Disaster Management Act 2003 Sub-Delegation
- Disaster and Emergency Operations Administrative Directive

Item 7 / Attachment 2.

City of Ipswich	**COLLECTION OF STORM DAMAGED VEGETATION POLICY**	**Document No: A3755222**

1.1 Objectives: The objective of this policy is to provide assistance to the community in times of storm activity by collecting and disposing of vegetation damaged during a defined storm event.

1.2 Regulatory Authority: Local Law 7.

1.3 Policy Statement: Council will only offer this service following a defined storm event and is relevant only to vegetation damaged during the defined storm event.

1.4 Scope: The collection and management of vegetation will be conducted in accordance with the relevant procedure as adopted from time to time. This service will only be offered following a defined storm event and is relevant only to vegetation damaged during the defined storm event.

1.5 Roles and Responsibilities: City Maintenance Branch, Works Parks and Recreation.

1.6 Definitions:

Defined Storm Event – a storm event defined by the Chief Operating Officer Works Parks and Recreation as a Defined Storm Event.

1.7 Policy Author: Chief Operating Officer Works Parks and Recreation or his delegate.

Date of Council Resolution: 3 April 1996
Date of Review: 29 November 2016
Committee Reference and Date: Environment, Parks and Gardens Committee - 27 March 1996
No. of Resolution: 30.07
Date to be Reviewed: 29 November 2018

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Doc ID No: A6263922

ITEM: 8

SUBJECT: AMENDMENT TO COMMUNITY CHRISTMAS CAROLS PARTNERSHIPS AGREEMENTS

AUTHOR: SPONSORSHIP OFFICER

DATE: 28 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning an amendment to a resolution regarding Community Christmas Carols – Partnership Agreements.

In August 2019 the Economic Development Committee resolved to provide support to Brassall Christmas in the Park and Carols at Robelle Domain. Due to the implications of COVID-19 and its impact on the likelihood of these events securing further local business sponsorship, this report seeks to potentially increase the level of support approved by Council.

RECOMMENDATION/S

> **That further to the Recommendation relating to Item 2 of the Economic Development Committee No. 2019(08) and adopted at the Council Ordinary Meeting of 20 August 2019, as outlined in the report, endorsing event sponsorship support for the Brassall Christmas in the Park and Carols at Robelle Domain for 2020, Council provide additional in-kind support if a lack of local business sponsorship due to COVID-19 impacts can be demonstrated.**

RELATED PARTIES

There was no declaration of conflicts of interest.

ADVANCE IPSWICH THEME

Caring for the community

PURPOSE OF REPORT/BACKGROUND

On 20 August 2019 Council approved the following recommendation from the Economic Development Committee (Item 2):

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

A. That Brassall Christmas in the Park receive the following council support:

- 2019 - $19,595.00 combined value of event sponsorship and in-kind assistance
- 2020 - $15,000.00 ex GST event sponsorship
- 2021 - $15,000.00 ex GST event sponsorship

B. That Carols at Robelle Domain receive the following council support:

- 2019 - $19,178.50 combined value of event sponsorship and in-kind assistance
- 2020 - $15,000.00 ex GST event sponsorship
- 2021 - $15,000.00 ex GST event sponsorship

C. That the General Manager (Community Cultural and Economic Development) be authorised to make amendments to the draft agreements if deemed necessary.

This resolution was approved on the basis that both events would be required to secure alternate funding and/or raise additional sponsorship to cover costs previously funded through council's in-kind assistance program for the 2020 and 2021 events.

Many local businesses are currently struggling due to the impact of COVID-19 on business operations. It is anticipated that local business sponsorship may not be forthcoming and this may affect the viability of these events, particularly the Brassall Christmas in the Park. Both events already rely on local business sponsorship in addition to council sponsorship in order for these events to proceed.

Event organisers will also have additional responsibilities in relation to COVID-19 safe practices that will stretch the community committees behind these events and will minimise the time they can allocate to secure sponsors.

This report seeks to assist these events by maintaining in-kind support for the second year of their agreement to support them through these unprecedented times.

The supply of in-kind support for the 2020 events would be conditional on the following:

- The events must meet Queensland Government imposed restrictions around massed gatherings at the time of the events.
- The events must be delivered in the format and on the scale described in the event sponsorship application.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009

Section 109 of the *Local Government Act 2009* provides local governments with the ability to use discretionary funds in accordance with the requirements prescribed under the *Local Government Regulation 2012*.
Section 202 of the *Local Government Regulation 2012* prescribes a number of requirements for a local government making discretionary funds available.

RISK MANAGEMENT IMPLICATIONS

There is a significant risk that without this additional in-kind support these events will struggle to be viable and may cancel.

This would leave the community disappointed at a time when the community is already recovering from the impact of COVID-19.

FINANCIAL/RESOURCE IMPLICATIONS

The outlined financial support will be covered by dedicated Major Community Event Sponsorship funding allocated within the 2020-2021 City Events budget. The outlined in-kind support to be provided will be facilitated through council's In-kind Assistance Program.

COMMUNITY AND OTHER CONSULTATION

Consultation has taken place with the committee presidents of both events. Brassall Carols in the Park already anticipate that they will have difficulty securing additional sponsorship given their event was only reinstated in 2019. Carols at Robelle Domain remain hopeful that they will maintain current sponsorship from the local business community and will not require Council's additional in-kind support this year.

The Community Grants Coordinator has indicated council's In-Kind Assistance Program will be able to provide this assistance if required.

CONCLUSION

The Brassall Christmas in the Park and Carols at Robelle Domain events rely heavily on local business sponsorship in addition to council sponsorship in order for the 2020 events to proceed. Many local businesses are currently struggling due to the impact of COVID-19 on business operations. It is anticipated that local business sponsorship may not be forthcoming and this may affect the viability of these events, particularly the Brassall Christmas in the Park.

Event organisers will also have additional responsibilities in relation to COVID-19 safe practices that will stretch the community committees behind these events and will minimise the time they can allocate to secure sponsors.

This report seeks to assist these events by maintaining in-kind support for the second year of their agreement to support them through these unprecedented times.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Minutes of Economic Development Committee 13/08/19

Paula Watkins
SPONSORSHIP OFFICER

I concur with the recommendations contained in this report.

Joanna Jordan
CITY EVENTS MANAGER

I concur with the recommendations contained in this report.

Carly Gregory
MANAGER, MARKETING AND PROMOTION

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

"Together, we proudly enhance the quality of life for our community"

ECONOMIC DEVELOPMENT COMMITTEE NO. 2019(08)

13 AUGUST 2019

REPORT

MEMBER'S ATTENDANCE: Greg Chemello (Interim Administrator)

INTERIM MANAGEMENT COMMITTEE ATTENDANCE: Jan Taylor, Simone Webbe, Robert Jones, Stan Gallo and Steve Greenwood

Pursuant to section 13 of Council's Local Law No. 2 (Council Meetings), the Interim Administrator invited the Interim Management Committee being Jan Taylor, Simone Webbe, Robert Jones, Stan Gallo and Steve Greenwood to address the Economic Development Committee on any matters before it.

The Interim Administrator advised that he is bound to declare Conflict of Interests and potential Conflict of Interests and that the members of the Interim Management Committee are not legally bound, however in accordance with the Interim Management Committee Charter they will also declare Conflict of Interests and potential Conflict of Interests.

1. FY19 DISCOVER IPSWICH CAMPAIGN REPORT WRAP-UP

This is a report concerning the outputs and outcomes of council's Destination Development section as part of the Community, Cultural and Economic Development department for the year ending June 2019.

RECOMMENDATION

That the report concerning the outputs and outcomes of council's Destination Development section as part of the Community, Cultural and Economic Development department for the year ending June 2019 be received and the contents noted.

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2. COMMUNITY CHRISTMAS CAROLS - PARTNERSHIP AGREEMENTS

This is a report concerning council's proposed support of two (2) significant community Christmas events through multi-year partnerships to assist with their financial stability as the events continue to grow and delivery costs increase, allowing them to meet the expectations of the attending community.

The proposed multi-year partnerships will sit outside council's grant program under the Event Sponsorship policy, allowing council to be acknowledged as a Major Sponsor.

These community events do not strongly meet the selection criteria of the Event Sponsorship program and a second set of guidelines and selection criteria, to support this type of multi-year community partnership, need to be developed under the Event Sponsorship policy.

The current lead-time does not allow for these guidelines and selection criteria to be developed before the two community Christmas events require confirmation of council's support and therefore it is requested that council approve the two multi-year partnerships in the interim.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

A. That Brassall Christmas in the Park receive the following council support:

- 2019 - $19,595.00 combined value of event sponsorship and in-kind assistance
- 2020 - $15,000.00 ex GST event sponsorship
- 2021 - $15,000.00 ex GST event sponsorship

B. That Carols at Robelle Domain receive the following council support:

- 2019 - $19,178.50 combined value of event sponsorship and in-kind assistance
- 2020 - $15,000.00 ex GST event sponsorship
- 2021 - $15,000.00 ex GST event sponsorship

C. That the General Manager (Community Cultural and Economic Development) be authorised to make amendments to the draft agreements if deemed necessary.

Steve Greenwood from the Interim Management Committee queried the fact that as the guideline and selection criteria for these types of events has yet to be developed whether it was prudent to adopt a 3 year agreement. He suggested that maybe council should adopt a 1 year agreement and when the guideline and selection criteria is finalised, a report be submitted to council for the remaining years.

The Interim Administrator advised that if there was a risk that these organisations wouldn't meet the guideline and selection criteria he would agree however these two events which have been occurring for many years will meet the guideline as they have helped inform it.

Stan Gallo queried whether there was an option to withdraw from years 2 and 3 if there was an issue and the Marketing and Promotions Manager advised that there are very clear deliverables in place.

The confidential papers associated with Item 3 are confidential as they include detailed financial information in relation to the contractural and payment arrangements with a number of sub-contractors which is commercial in-confidence.

3. IPSWICH CENTRAL PROGRAM REPORT NO. 14 TO 16 JULY 2019

This is a report concerning a monthly update for the Ipswich Central Program of Works.

The Interim Administrator informed the meeting that he has, or could reasonably be taken to have a perceived conflict of interest in Item 3 titled Ipswich Central Program Report No. 14 to 16 July 2019.

The nature of the perceived interest is that he worked with Ranbury Management Group from 2008 to 2012 who are now one of the current program management partners.

The Interim Administrator confirmed that, as there is no personal or financial benefit to the Interim Administrator, he would participate in the meeting in relation to the matter.

RECOMMENDATION

That the report on the Ipswich Central Program Report No. 14 effective to 16 July 2019 be received and the contents noted.

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 8.30 am.

The meeting closed at 8.41 am.

Doc ID No: A6262437

ITEM: 9

SUBJECT: MAJOR COMMUNITY EVENT SPONSORSHIP - LIVECITY CHURCH (REDBANK PLAINS COMMUNITY CHRISTMAS CAROLS) AND TIVIOLI SOCIAL ENTERPRISES (COLOURS OF CHRISTMAS FESTIVAL)

AUTHOR: SPONSORSHIP OFFICER

DATE: 28 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning Council's proposed support of two significant community Christmas events through multi-year sponsorships to assist with their financial stability as the events continue to grow and delivery costs increase, allowing them to meet the expectations of the attending community.

The proposed multi-year sponsorships will sit outside Council's grant program under the Event Sponsorship policy, allowing Council to be acknowledged as a Major Sponsor.

Two-year sponsorships are proposed to align the renewal dates with the three-year Robelle Carols and Brassall Carols sponsorships approved in 2019.

RECOMMENDATION/S

That Livecity Church receive the following support for the Redbank Plains Community Christmas Carols:

- **2020 - $15,000.00 ex GST financial support and additional in-kind assistance valued at approximately $3,500.00**
- **2021 - $15,000.00 ex GST financial support**

That Tivoli Social Enterprises receive the following support for the Colours of Christmas Festival:

- **2020 - $15,000.00 ex GST financial support**
- **2021 - $15,000.00 ex GST financial support**

RELATED PARTIES

Livecity Church – represented by Mrs Tanya Young

Tivoli Social Enterprises – represented by My Fred Muys

Applicants were requested to declare if any members of their Board, Committee or Management Group are an Ipswich City Council staff member or elected representative.

Both applicants declared that there was no conflicts of interest.

ADVANCE IPSWICH THEME

Caring for the community

PURPOSE OF REPORT/BACKGROUND

This is a report concerning Council's proposed support of two significant community Christmas events through multi-year sponsorships. The events are the Redbank Plains Community Christmas Carols and the Colours of Christmas Festival.

These community Christmas events attract large attendances and therefore incur significant entertainment and operational expenses. Council proposes to support these events through multi-year Major Community Event Sponsorships to assist with their financial stability as the events continue to grow and delivery costs increase, allowing them to meet the expectations of the attending community. The events will also be featured prominently in the *Christmas in Ipswich* marketing campaign.

Currently Council supports a large number of small to medium sized community Christmas celebrations through Community Grants, the Community Donations Program and the In-kind Assistance Program. Payments made through these programs do not allow Council to be appropriately acknowledged for more significant support provided to larger Christmas events. Multi-year support cannot be facilitated through any of the programs.

The proposed multi-year sponsorships will sit outside of these support programs under the Event Sponsorship policy, allowing Council to be acknowledged as a Major Sponsor. Funding will be facilitated through the Major Community Event Sponsorship program supporting community events attracting, or with the potential to over time attract, audiences over 4,000 people.

Redbank Plains Community Christmas Carols
Livecity Church has submitted an event sponsorship application for the Redbank Plains Christmas Carols to be held Sunday 6 December 2020 at the Redbank Plains Recreational Reserve.

Council has been requested to provide support of $15,000 ex GST and additional in-kind support of toilets, rubbish bins, star pickets, rammers and barrier mesh (star pickets, rammers and barrier mesh to be returned at no cost to Council). It is proposed this in-kind support is provided for the 2020 year only, due to the impact of Covid-19 on the likelihood of this event raising additional local business sponsorships. Livecity Church will be required to secure alternate funding and/or raise sponsorship to cover these costs for the 2021 event.

This sponsorship is slightly less than amounts provided by Council to Livecity Church in previous years through combined Christmas Grants and Councillor Community Donations each year since 2017.

Livecity Church will utilise the financial support towards professional audio and video services, screens, stage lighting, stage hire and security expenses.

The City Events team have completed an assessment of the event sponsorship application using standard procedure, some points worth noting are:

- The Redbank Plains Community Christmas Carols commenced in 2017 and has been widely supported since its inception.
- The event has attracted the following attendance: 2017 – 1500 attendees, 2018 – 2500 attendees and 2019 – 3500 attendees.
- Livecity Church expect attendance to reach 4,000 in 2020, based on population growth within Redbank Plains and the growing interest in the event.
- The Carols are an all-ages family event that encourages attendees to connect with a sense of tradition and community.

Promotional benefits to Council include:

- Inclusion of the Council/Christmas in Ipswich logo lock up on all Carols marketing and promotional material, with Council acknowledged as a Major Sponsor.
- Scheduling of Christmas in Ipswich promotional content on screens at the event.
- Opportunity for Council to have an information stall and display signage at the event
- Opportunity for a Council representative to make an address from the stage.

Ipswich Colours of Christmas Festival

Tivoli Social Enterprises Ltd has submitted an event sponsorship application for the Ipswich Colours of Christmas Festival to be held Saturday 5 December 2020 at the Tivoli Drive In.

Council has been requested to provide support of $15,000 ex GST. This is slightly less than amounts provided by Council to Tivoli Social Enterprises in previous years through combined Christmas Grants and Councillor Community Donations each year since 2018.

Tivoli Social Enterprises will utilise the financial support towards professional audio and lighting engineers, the hire of supplementary audio and lighting equipment, event marketing and promotion, performer fees and venue and traffic management costs.

The City Events team have completed an assessment of the event sponsorship application using standard procedure, some points worth noting are:

- Tivoli Christmas Carols commenced in 2017 and has been widely supported since its inception
- This year's 'Colours of Christmas Festival' will celebrate the vibrant cultural diversity of the Ipswich community.
- This festival builds on the success of community Christmas Festivals held at Tivoli Drive In in 2017, 2018 and 2019 which have attracted up to 3000 people.
- The organisers are working closely with the City Events team to extend the marketing of the event to grow audience numbers.

Promotional benefits to Council include:

- Inclusion of the Council/Christmas in Ipswich logo lock up on all Carols marketing and promotional material, with Council acknowledged as a Major Sponsor.
- Scheduling of Christmas in Ipswich promotional content on screens at the event.

- Opportunity for Council to have an information stall and display signage at the event
- Opportunity for a Council representative to make an address from the stage.

Two-year sponsorships are proposed for both events to align the renewal dates with the three-year Robelle Carols and Brassall Carols sponsorships approved in 2019.

Both sponsorships would be conditional on the following:

- The events must meet Queensland Government imposed restrictions around massed gatherings at the time of the events.

- The events must be delivered in the format and on the scale described in the event sponsorship application.

LEGAL/POLICY BASIS
This report and its recommendations are consistent with the following legislative provisions:

Section 109 of the *Local Government Act 2009* provides local governments with the ability to use discretionary funds in accordance with the requirements prescribed under the *Local Government Regulation 2012*.

Section 202 of the *Local Government Regulation 2012* prescribes a number of requirements for a local government making discretionary funds available.

RISK MANAGEMENT IMPLICATIONS

There are no perceived risks in Council supporting these Christmas events as it has done previously (albeit through different funding opportunities) without issue. The level of support is also commensurate with the Robelle Carols and Brassall Carols Major Community Event Sponsorships.

FINANCIAL/RESOURCE IMPLICATIONS

The outlined financial support will be funded through the Major Community Event Sponsorship budget allocated within the 2020-2021 and 2021-2022 City Events budget. The outlined in-kind support to be provided will be facilitated through Council's In-kind Assistance Program.

COMMUNITY AND OTHER CONSULTATION

An internal review of significant Christmas events held across the City of Ipswich was undertaken and it was established that the events in Robelle, Brassall, Redbank Plains and Tivoli have historically attracted the largest annual attendances.

Meetings have been held with representatives from both Livecity Church and Tivoli Social Enterprises, including a review of their event budgets, to determine appropriate funding levels.

Consultation has also been undertaken with Community Engagement to ensure the requested in-kind support can be covered by the In-kind Assistance Program.

CONCLUSION

It is recommended that the Redbank Plains Community Christmas Carols and the Colours of Christmas Festival are supported by Council through multi-year partnerships to assist with their financial stability as the events continue to grow and delivery costs increase, allowing them to meet the expectations of the attending community.

The proposed multi-year partnerships will sit outside Council's grant program under the Event Sponsorship policy, allowing Council to be acknowledged as a Major Sponsor. Funding will be facilitated through the Major Community Event Sponsorship program supporting community events attracting, or with the potential over time to attract, audiences over 4,000 people.

The events will be featured prominently in the *Christmas in Ipswich* marketing campaign.

Two-year sponsorships are proposed for both events to align the renewal dates with the three-year Robelle Carols and Brassall Carols sponsorships approved in 2019.

Both sponsorships would be conditional on the following:

- The events must meet Queensland Government imposed restrictions around massed gatherings at the time of the events.
- The events must be delivered in the format and on the scale described in the event sponsorship application.

Paula Watkins
SPONSORSHIP OFFICER

I concur with the recommendations contained in this report.

Joanna Jordan
CITY EVENTS MANAGER

I concur with the recommendations contained in this report.

Carly Gregory
MANAGER, MARKETING AND PROMOTION

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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Doc ID No: A6265978

ITEM: 10

SUBJECT: COMMUNITY DONATION REQUESTS

AUTHOR: COMMUNITY GRANTS COORDINATOR

DATE: 29 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning community donation requests received in May 2020 for consideration by Council.

RECOMMENDATION/S

A. That Council approve a community donation of $2,387.25 to the Christian Reformed Church of Tivoli to purchase electronic equipment for the 'Keeping the Community Connected' initiative.

B. That Council approve a community donation of $11,474.27 to Y-Care (South East Queensland) Inc towards purchasing a second hand portable coffee cart and equipment, and to engage a professional artist.

C. That Council approve a community donation of $10,000.00 to Ipswich State High School P&C towards the purchase and installation of goal posts for the Ipswich State High School girls' football program.

D. That Council approve a community donation of $36,420.00 to the Queensland Pioneer Steam Railway Co-op Ltd toward the purchase and transport of a locomotive from Zig Zag Railway, New South Wales.

RELATED PARTIES

Christian Reformed Church of Tivoli:

- Colin Pretorius – Minister and Chairman of Management Committee
- Wendy Vowles – Treasurer
- Renee Coetzee - Clerk

Y-Care (South East Queensland) Inc

- Alan Bray – Chief Executive Officer

- Charlie Thomson – Head of Campus

Ipswich State High School

- Debbie Pye - Chairperson

- Jenny Shard – Secretary
- Bethly Grace - Treasurer

Queensland Pioneer Steam Railway Co-op Ltd

- Robert Shearer – Chairperson

- Graeme Shearer – Treasurer

- Paul Peacock - Secretary

ADVANCE IPSWICH THEME

Caring for the Community and Listening, Leading and Financial Management

PURPOSE OF REPORT/BACKGROUND

Through the provision of community donations, Ipswich City Council seeks to support the role of community organisations and recognise the significant role they play in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.

The Community Donations Program allows for funds to be allocated to not-for-profit community organisations for community purposes and supports community organisations to deliver initiatives that address identified local community needs.

Community donation applications are independently assessed by officers against weighted criteria as described later in this report. Council's Community Funding and Support Policy states that Councillors are responsible for approving discretionary funding expenditure. For transparency, each month a report of year-to-date approved community donations is also submitted to Council for noting.

Assessment Process

Community donation applications are assessed against weighted criteria including:

1. How the project/program aligns with Council's Corporate Plan – weighting 15%
2. How the applicant determined the need for the project – weighting 35%
3. The expected outcomes of the proposed project – weighting 40%
4. The sustainability of the project beyond Council funding – weighting 10%

Scoring is outlined below:

Score	Explanation

1	Application is non-responsive to the question
2	Limited response to the question
3	Satisfactory response to the question
4	Strong response to the question
5	Outstanding response to the question

The score which an application receives out of 100 determines the amount of funding recommended as follows:

Score	Explanation
80-100	Recommended funding is 100% of the requested amount
60-79	Recommended funding is 75% of the requested amount
40-59	Recommended funding is 50% of the requested amount
Less than 40	Application is declined

Community Donation Requests Received in May 2020

Christian Reformed Church of Tivoli

The Christian Reformed Church of Tivoli seeks funding to purchase electronic equipment for the 'Keeping the Community Connected' initiative which will enable the Church to live stream worship services. The streaming services for Church services and other events will allow community members to continue to connect on a regular basis and reduce isolation caused by COVID-19 restrictions. The ability to live stream aims to alleviate challenges to mental health caused by the lack of connectedness within the community due to COVID-19, and to meet social distancing requirements by allowing services to be streamed to an adjacent hall from the Church if required.

The total cost of the equipment is $3,183.00 and the Christian Reformed Church of Tivoli has sought the full amount. The application was received in early May and the project start date on the application states late May 2020, however the applicant has advised that the purchase of equipment will not commence until they are notified of the funding outcomes.

In line with the Administrative Guidelines for the Community Donations Program, the application from the Christian Reformed Church of Tivoli has been independently assessed and scored by two council officers who have declared that they do not have a conflict of interest. The application scored 78, which relates to a recommendation of 75% of the eligible funding requested, to the amount of $2,387.25.

Y-Care (South East Queensland) Inc

YMCA Vocational School Bundamba is a not for profit vocational school within the Ipswich Special Assistance School sector. Students enrolled in the school may have suffered from complex trauma, have learning difficulties or have a background of severe social disadvantage.

Y-Care (South East Queensland) Inc is a sister company of YMCA which undertakes projects of a benevolent nature and is seeking funding to purchase resources for the YMCA

Vocational School Bundamba, to create a vocational café area (the Wellbean Café). The purchases will include a portable coffee cart, artwork, resources and furniture which will enable students to learn barista and hospitality skills. The Wellbean Cafe will provide fundraising opportunities as students will be able to sell coffee to guests of the school and visitors to the site. Other benefits include the ability to complete units for the Independent Living Skills course, increased confidence, communication skills and sense of purpose.

The application seeks funding to purchase a second hand portable coffee cart, equipment, and to engage a professional artist to paint murals in the café area. The total cost of the project is $11,974.27 and Y-Care (South East Queensland) is seeking $11,474.27.

In line with the Administrative Guidelines for the Community Donations Program, the application from Y-Care (South East Queensland) Inc has been independently assessed and scored by two council officers who have declared that they do not have a conflict of interest. The application scored 82, which relates to a recommendation of 100% of the eligible funding requested, to the amount of $11,474.27.

Ipswich State High School P&C Association

Ipswich State High School P&C Association seeks funding to purchase rugby league goal posts for the Ipswich State High School girls' football program (the program).

The program includes 100 participants including students from Indigenous and refugee backgrounds. At present there are limited lifestyle or career choice opportunities for females within football and Ipswich State High School has employed Australian rugby league player Ali Brigginshaw as a mentor to encourage participation in education and sport.

Currently there are no goal posts on the training field available for the girls' football program and the total cost of purchasing and installing the equipment is $10,476.00. Once installed, the posts and grounds will be maintained by Ipswich State High School facilities staff and the field will also be available to out of hours users.

Ipswich State High School P&C is seeking a community donation of $10,000.00 towards the cost of purchasing and installing new goal posts as outlined in this report.

In line with the Administrative Guidelines for the Community Donations Program, the application from Ipswich State High School P&C has been independently assessed and scored by two council officers who have declared that they do not have a conflict of interest. The application scored 87, which relates to a recommendation of 100% of the eligible funding requested, to the amount of $10,000.00.

Queensland Pioneer Steam Railway Co-op Ltd (QPSR)

Queensland Pioneer Steam Railway Co-op Ltd seeks funding to purchase a small mining diesel hydraulic locomotive "5802 called Bubba" from Zig Zag Railway in New South Wales.

Prior to COVID-19, QPSR had undertaken a number of risk assessments and meetings with the Rail Regulator which found that the railway required an additional locomotive for recovery and redundancy purposes. This is due to their usual locomotive (PB15 448) being

taken off line and the immediate replacement locomotive (Kilrie) is markedly smaller reducing the train capacity to a third of the previous locomotive.

Towards the end of 2019 QPSR was provided the option to purchase a small mining diesel hydraulic locomotive from Zig Zag Railway in New South Wales. This locomotive is of a comparable size and power output to Kilrie and following discussions with Queensland Rail's engineering team it was determined that it could work comfortably with Kilrie, and increase the train capacity with no adverse effects.

The purchase of the additional locomotive will allow QPSR to continue to operate regularly and comply with legislative requirements. It also offers an easy to operate, ongoing low cost locomotive for trainee drivers to work on prior to getting onto the larger locomotive, and will improve midweek availability.

By pairing the additional locomotive with the existing small steam locomotive, QPSR will have the ability to carry up to 150 passengers (pre-COVID-19 numbers).

QPSR had raised funding to purchase and transport the locomotive from Zig Zag Railway prior to COVID-19, however those funds have been redirected to costs required to resume operations in August. QPSR have advised that they may be able to assist financially in the purchase and transport of the additional locomotive if they are not successful in securing the full amount through the community donations program, however this will impact funds required when operations resume.

The total cost of the project which includes the purchase of the locomotive, transport and cranes is $48,560.00 and QPSR sought the full amount.

In line with the Administrative Guidelines for the Community Donations Program, the application from QPSR has been independently assessed and scored by two council officers who have declared that they do not have a conflict of interest. The application scored 70, which relates to a recommendation of 75% of the eligible funding requested, to the amount of $36,420.00.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: *Local Government Act 2009 and Local Government Regulation 2012.*

Specifically, section 109 of the *Local Government Act 2009* provides local governments with the ability to utilise discretionary funds in accordance with the requirements prescribed under the *Local Government Regulation 2012*.

Sections 201A, 201B, 202 and 202A of the *Local Government Regulation 2012* prescribes a number of requirements for –

a) a local government for making discretionary funds available; and
b) a councillor for using discretionary funds.

Discretionary funds allocated are required to be publically reported under sections 202A of the *Local Government Regulation 2012*.

RISK MANAGEMENT IMPLICATIONS

No risk management implications associated with this report have been identified.

FINANCIAL/RESOURCE IMPLICATIONS

The Community Development Section manages the receipt, assessment and allocation of funding applications received through the Community Donations Program in accordance with the Community Funding and Support Policy and associated Administrative Guidelines for the Community Donations Program.

Within the Community Development Section, the Community Grants Team is responsible for the management, coordination and acquittal of Council's Community Donations Program. The Community Grants Team is a team of two (2) full-time staff.

Funding for the provision of community donations is contained within the Community Development Section 2019-2020 financial year budget.

COMMUNITY AND OTHER CONSULTATION

The contents of this report were not deemed to require further community consultation.

CONCLUSION

Applications for funding through the Community Donations Program are assessed in accordance with the eligibility criteria and assessment process outlined in the Community Funding and Support Policy and associated Administrative Guidelines.

Josie Berry
COMMUNITY GRANTS COORDINATOR

I concur with the recommendations contained in this report.

Abbey Richards
COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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Doc ID No: A6265722

ITEM: 11

SUBJECT: COMMUNITY DONATIONS REPORT

AUTHOR: COMMUNITY GRANTS COORDINATOR

DATE: 29 MAY 2020

EXECUTIVE SUMMARY

This is a report providing detail about the year to date allocation of community donations as at 31 May 2020 (Attachment 1) and providing a summary of these community donations by recipient type (Attachment 2).

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

There are no known related party matters associated with this report.

ADVANCE IPSWICH THEME

Caring for the Community and Listening, Leading and Financial Management

PURPOSE OF REPORT/BACKGROUND

Through the provision of community donations, Ipswich City Council seeks to support the role of community organisations and recognise the significant role they play in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.

The Community Donations Program allows for funds to be allocated to not-for-profit community organisations for community purposes and supports community organisations to deliver initiatives that address identified local community needs.

Management and Coordination of the Community Donations Program

The Community Development Section manages the receipt, assessment and allocation of funding applications received through the Community Donations Program in accordance with the Community Funding and Support Policy and associated Administrative Guidelines.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: *Local Government Act 2009 and Local Government Regulations 2012*

Specifically, section 109 of the *Local Government Act 2009* provides local governments with the ability to utilise discretionary funds in accordance with the requirements prescribed under the *Local Government Regulations 2012*.

Sections 201A, 201B, 202 and 202A of the *Local Government Regulations 2012* prescribes a number of requirements for –

a) a local government for making discretionary funds available; and

b) a councillor for using discretionary funds.

Discretionary funds allocated are required to be publically reported under section 202A of the *Local Government Regulation 2012*.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

FINANCIAL/RESOURCE IMPLICATIONS

Within the Community Development Section, the Community Grants Team is responsible for the management and coordination of Council's Community Donations Program and Community Grants and In-Kind Assistance Program. The Community Grants Team is a team of two (2) full-time staff.

Funding for the provision of community donations is contained within the Community Development Section 2019-2020 financial year budget.

There are no additional resourcing or budget implications associated with this report.

COMMUNITY AND OTHER CONSULTATION

The contents of this report did not require any community consultation.

CONCLUSION

Applications for funding through the Community Donations Program are assessed in accordance with the eligibility criteria and assessment process outlined in the Community Funding and Support Policy and associated Administrative Guidelines.

This report provides detail about the allocation of community donations for the 2019-2020 financial year up to 31 May 2020 (Attachment 1), and provides a summary of these community donations by recipient type (Attachment 2).

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	2019-2020 Community Donations Report - 1 July 2019 to 31 May 2020

2.	2019-2020 Community Donations Recipient Type - 1 July 2019 to 31 May 2020 ⇩

Josie Berry
COMMUNITY GRANTS COORDINATOR

I concur with the recommendations contained in this report.

Abbey Richards
COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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Community Donations Register

Year	Approval Date	Recipient	Purpose of Funding	Total Paid
2019	26/06/2019	Tivoli Social Enterprises Limited	Tivoli STEM show	$1,000.00
2019	26/06/2019	Leichhardt State School	NAIDOC Day celebrations	$1,545.00
2019	26/06/2019	Ipswich & District Rifle Club Inc	Ipswich and District Rifle Club 160th Anniversary Open Prize Meeting	$2,211.55
2019	26/06/2019	Ipswich Cycling Club`	State Junior Road Cycling Championships	$2,181.00
2019	26/06/2019	Dinmore Bushrats Soccer and Sports Club Inc	R2R Return to Riverview	$2,650.99
2019	11/07/2019	LiveCity Church Ltd	Redbank Plains Christmas Carols 2019	$15,000.00
2019	11/07/2019	Ipswich Softball Umpires Inc	Ipswich Softball Umpires Inc Start Up Project	$3,545.63
2019	25/07/2019	Friends of Lakes Cultural Association Inc. (FOLCA)	PONNONAM 2019	$2,000.00
2019	6/08/2019	Springfield Lakes Nature Care Inc.	Richmond Birdwing Butterfly Recovery workshop	$558.75
2019	6/08/2019	Marburg and District Residents Association Inc	Black Snake Creek Festival	$1,050.00
2019	6/08/2019	Staines Memorial College	IMPACT celebration (Instrumental Music, Performing Arts, Culture & Talent)	$3,750.00
2019	14/08/2019	Fusion Arts Inc	Performing in local Nursing Homes	$9,707.48
2019	14/08/2019	Lions Club of Rosewood Inc	Lions Club of Rosewood Christmas Street Carnival	$1,303.40
2019	14/08/2019	Tivoli Social Enterprises Ltd	Christmas in Ipswich for Kids	$13,500.00
2019	14/08/2019	Raceview State School P & C Assn.	2019 Spring Fair	$471.00
2019	4/09/2019	Ipswich Musical Theatre Company Inc	MAMMA MIA	$15,000.00
2019	4/09/2019	Batswana in Queensland Association(BIQA)	Adressing our community welfare and needs	$6,120.68
2019	4/09/2019	SENIORNET ASSOCIATION INCORPORATED	END OF YEAR BREAK UP	$510.00
2019	4/09/2019	Festival of Learning	Festival of Learning Event	$33,187.87
2019	11/09/2019	St Mary's College Ipswich	St Mary's College 2019 Gala Dinner	$2,550.00
2019	11/09/2019	Queensland Pathways State College	QPSC Holiday Program	$1,179.82
2019	8/10/2019	Y-Care SE QLD Inc.	Formal 2019	$3,989.50
2019	11/10/2019	National Seniors Australia Ipswich and District Branch Inc.	End of Year Celebration with Lunch	$787.50
2019	11/10/2019	YMCA of Brisbane	Christmas and Easter School holiday program	$4,980.35
2019	11/10/2019	Walloon State School P&C	Outdoor Play Equipment	$10,125.00
2019	23/10/2019	Probus Ipswich East Club Inc	Membership Recruitment Day	$500.00
2019	30/10/2019	The Pyjama Foundation Ltd	Christmas Party for Kids in Care	$750.00
2019	30/10/2019	The Lady Musgrave Trust	Upgrade to Lady Musgrave Trust Accommodation for Women in Ipswich	$11,740.00
2019	30/10/2019	Springfield Lakes State School Parents and Citizens Association	Shade and Soft-Fall - Year 5/6 playground	$13,832.80
2019	4/11/2019	Goodna RSL Sub Branch	Remembrance Day Commemorative Service	$1,039.60
2019	6/11/2019	Varnam Cultural Society (QLD) Inc.	Multicultural Tamil & Indian New Year Celebrations	$7,715.90
2019	6/11/2019	Christian Reformed Church of Tivoli	CAP Training sessions	$2,034.00
2019	6/11/2019	The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane	Christmas Eve Celebrations	$4,244.25
2019	14/11/2019	Goodna Street Life Inc	Carols by Candlelight	$3,150.00
2019	14/11/2019	Ipswich Central State School P&C	Ipswich Central Community Carols	$4,045.00
2019	25/11/2019	Ipswich Community Care Fund Pty Ltd	Christmas Luncheon	$551.00
2019	25/11/2019	Gailes Residents Commitee Inc	Kidz Biz January & April 2020 School Holiday Program	$1,463.25
2019	27/11/2019	Redbank Palms Residents Resort Association	Christmas Dinner	$500.00
2019	27/11/2019	Queensland Pathways State College	QPSC HP Program	$1,268.70
2019	4/12/2019	Ipswich Acappella Harmony Club Inc.	Women's Uniforms	$900.00
2019	4/12/2019	Weight Reduction Club of Ipswich (Tuesday Night) Inc.	Purchase of Data projector and screen	$589.50
2019	4/12/2019	Ipswich Show Society	Steward School	$750.00
2019	11/12/2019	Friends of Lakes Cultural Association	Christmas Concert and New Year Function	$900.00

2019	11/12/2019	Harvest Rain Christian Care Ltd	Christmas Day Community Dinner	$1,000.00
2019	11/12/2019	Rosewood & District Support Centre Inc	Summer Family Fun Day	$825.93
2019	11/12/2019	St Edmunds College	Confraternity Rugby League	$1,200.00
2019	18/12/2019	Young Life Australia	Summer Camp 2020	$1,000.00
2019	18/12/2019	Sudanese-Australian Lost Boys and Girls Organisation of South Sudan (SALBAGOSS) Inc	Celebration of Cultural Education Achievement	$2,500.00
2019	18/12/2019	Kruger Parade Baptist Church	Kruger Easter Festival	$5,000.00
2019	19/12/2019	Willowbank Area Group	Advertising and venue hire costs	$872.00
2020	30/01/2020	St Vincent de Paul Society Queensland	New Roof for Vinnies Rosewood Centre for Charity	$7,078.50
2020	30/01/2020	National Seniors Australia Ipswich and District Branch Inc.	Linking Ipswich Seniors Through Technology	$2,099.00
2020	30/01/2020	Auscongo Network Incorporated	Congo Flavour Event	$3,750.00
2020	06/02/2020	Rotary Club of Ipswich North	Police, Fire & Emergency Services Officer of the Year Awards 2019	$1,125.00
2020	06/02/2020	Ipswich Hospice Care Inc.	Care at the End of Life Website	$3,080.00
2020	06/02/2020	Compassion For Animals Society	Gala Ball Fundraiser	$900.00
2020	20/02/2020	Zonta Club of Ipswich Inc	2020 International Women's Day Breakfast	$1,829.70
2020	20/02/2020	St Edmunds College	Skool 2 Skoolies Charity Bike Ride	$6,000.00
2020	20/02/2020	Swifts Rugby League Club Inc.	2020 Masters Runaway Bay	$1,125.00
2020	27/02/2020	Harvest Rain Christian Care Limited	Purchase of Upright Freezer for Frozen Meals for the People in Need	$10,570.03
2020	04/03/2020	Ipswich Community Care Fund inc	Purchase of equipment	$299.25
2020	04/03/2020	Vision Christian Family	Family Fun Day	$1,500.00
2020	04/03/2020	Leichhardt Baptist Church	ANZAC Day Memorial Service (cancelled and funds returned)	$2,500.00
2020	05/03/2020	Probus Ipswich East Club Inc	Purchase of equipment	$439.00
2020	27/04/2020	Tivoli Social Enterprises Limited	COVID-19 Community Meals Project	$11,790.00
2020	26/05/2020	The Message of the Cross Ministries International Network	Purchase of equipment - Crossfire Support Services Initiative	$5,549.25
				$266,912.18

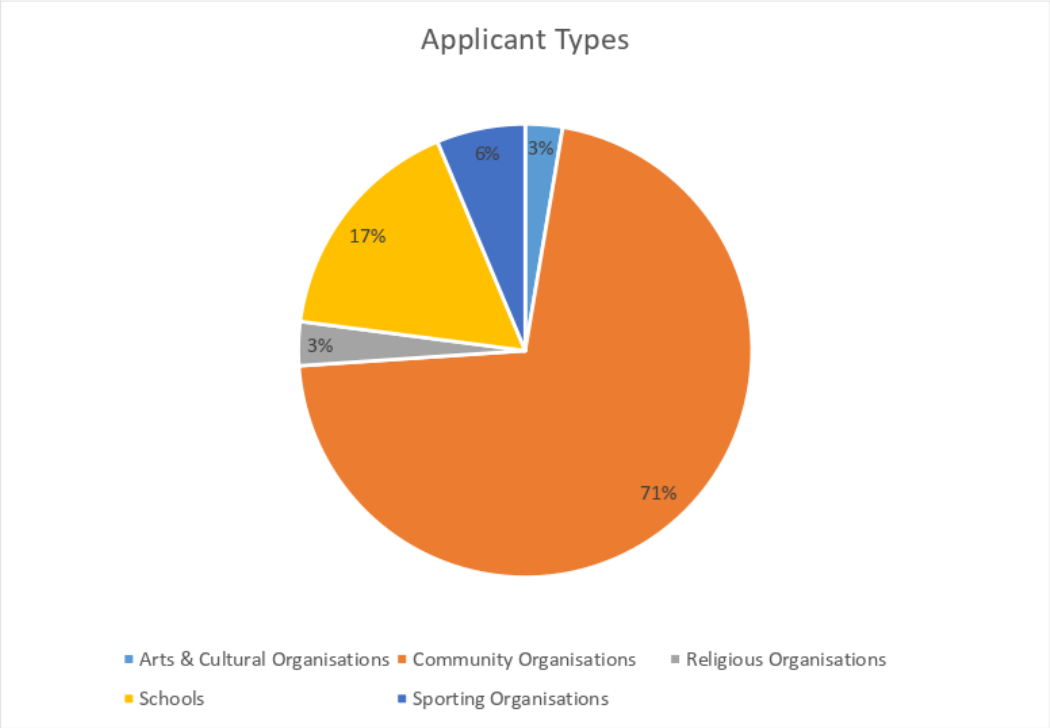
Categorised Recipient Types

Council approved community donations totalling $266,912 to various community groups during the period 1 July 2019 to 31 May 2020.

Community donations are reported on within the month that the payment was processed. Accordingly, as the payment for some approved community donations in June 2019 did not occur until July 2019, they are included in this report.

Recipients of Council community donations have been categorised into applicant types as outlined below:

- Arts & Cultural Organisations $ 33,323
- Community Organisations $125,520
- Religious Organisations $ 46,398
- Schools $ 49,957
- Sporting Organisations $ 11,714



Doc ID No: A6280251

ITEM: 12

SUBJECT: UPDATE OF ICT OPEN DATA POLICY

AUTHOR: CHIEF INFORMATION OFFICER

DATE: 5 JUNE 2020

EXECUTIVE SUMMARY

This is a report concerning the review and updating of the Information Communication and Technology Open Data Policy.

RECOMMENDATION/S

That the policy titled 'Open Data' be amended as detailed in Attachment 1.

RELATED PARTIES

Nil

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Ipswich City Council aspires to become a transparent local government, utilising data to increase the trust and confidence of the general public and the efficacy of decision-making. The existing Open Data Policy has informed Council's approach to making data publicly available, however it is appropriate that this is reviewed to ensure it is contemporary, fit for purpose, and represents current best practice.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: *Local Government Act 2009*

RISK MANAGEMENT IMPLICATIONS

There are no additional risks identified or associated with updating this report.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial implications associated with this report.

COMMUNITY AND OTHER CONSULTATION

Consultation, including review and editing, has occurred with the Data Governance Advisory Group.

CONCLUSION

This updated policy will assist in managing open data according to key principles, regulations and community expectation which will lift the visibility of data as a valuable strategic asset. The policy details the context for sharing Council data with the public and how it is linked with wider open government initiatives that address transparency of Council information.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Open Data Policy - draft with tracked changes
2.	Open Data Policy - final

Sylvia Swalling
CHIEF INFORMATION OFFICER

I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"

IPSWICH CITY COUNCIL

Open Data Policy

Version Control and Objective ID	Version No: ~~2~~3	Objective ID: ~~A5997654~~A6279771
Approved by Council on	~~25 February 2020~~	
Date of Review	25 February 2024	

1. Statement

~~In managing Council's open data, Council will:~~

~~1. Classify data in the context of open data as Open, Shared or Closed.~~

~~2. Wherever possible, data used and collected by the Ipswich City Council will be published online, with an open licence, in an open format, as open data through the application of an Open Data Accessibility Framework below.~~

~~Accessibility~~	~~Criteria~~
~~Open~~ ~~Published under a licence for anyone to access, use and share.~~	~~Contains no:~~ ~~• Personal data~~ ~~• Data owned by a third party~~ ~~• Information that is otherwise deemed 'sensitive' by the Council~~ ~~In most instances, a dataset containing personal information or data owned by a third party cannot be published. It may be published with the express permission of the data subject (personal data) or the data owner (third party IP).~~
~~Shared~~ ~~Shared with specific groups of council stakeholders~~	~~Shared with groups of stakeholders for certain purposes.~~ ~~The data sharing may be:~~ ~~• **Commercial** – sold to customer groups under restrictive use conditions~~ ~~• **Personally identifying** – .g. Raw crowd-sourced geolocation data from mobile phones. The level of granularity may make this raw data unsuitable for release as open data.~~ ~~**Required by law** – with state government departments, regulators and authorities (e.g. police). In circumstances where the nature of the data make it unsuitable for open publication~~
~~Shared on request with discrete organisations / people~~	~~Shared with specific organisations and individuals:~~ ~~• in response to 'Right to Information' requests~~ ~~• In the context of delivery of a Council service (e.g. provision of a Council service by a sub-contractor)~~ ~~• Bilateral data sharing agreements~~ ~~Other ad hoc requests~~
~~Closed~~ ~~Only accessible within the Council~~	~~Data that is only accessible to teams or individuals inside the Council. It may be:~~ ~~• Financially sensitive~~ ~~• Personally identifying~~ ~~Collected only for internal administrative purposes~~

1. ~~The Open Data Accessibility Framework will provide information about making data accessible to help Council whether a data set may be made open.~~

2. ~~Ensure open data licensing utilising the Creative Commons Attribution v4.0 Licence (CC-BY).~~[1]

3. ~~Use **data.gov.au** as the platform for publishing its open data sets and include a web page on the Ipswich City Council website with information about its open data, with links to data.gov.au.~~

4. ~~Only share third party data in accordance with the conditions of the licence it has been made available to Council under.~~

5. ~~Prioritise data sources for release where they could be used to help solve problems for the city, improve the way the Council delivers its services or support commercialisation opportunities for local Startups and Entrepreneurs.~~

6. ~~Via the ICT Steering Committee review potential new open data and approve release quarterly, to identify new potentially high value open data assets and assess any data requests received.~~

7. ~~Provide Open Data progress and new open data approved for release to the ICT Strategy Governance Board.~~

8. ~~Ensure Council's open data objectives will be shaped by a commitment to safeguarding people's privacy. The Council will take care to maintain the integrity and security of its data assets which contain information about people.~~

9. ~~Maintain the integrity, accuracy, timeliness, privacy and metadata of all open data published.~~

10. ~~Ensure any anonymization and/or aggregation of personal data will be done in accordance with best practice guidelines promoted by the Office of the Australian Information Commissioner (OAIC), Queensland Office of Information Commissioner and endorsed by data experts.~~[2]

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[1] ~~https://creativecommons.org/licenses/by/4.0/~~

[2] ~~http://queensland.theodi.org/home/services/certificates/help/privacy/~~

~~11. Ensure all open data activities are informed by Council's privacy policy~~

~~12. Ensure that data can be requested for release as open data through data.gov.au or the Ipswich City Council website.~~

~~13. Adopt Metrics to measure success and monitor progress outlined below~~

~~Aim~~
~~Make Council data more widely accessible~~
~~Engage people in using Council open data~~
~~Improve Council open data literacy~~
~~Understand how data is being used inside the Council~~
~~Strengthen Council data infrastructure~~

Ipswich aspires to become Australia's most livable and transparent local government. A City which will harness the potential of new technologies and data to increase the trust and confidence of the general public in a sustainable way that increases engagement and reduces cost. Ipswich must be an open City, inviting new forms of collaboration and innovative ideas by using Open Data that anyone can access, use, share and interrogate.

Ipswich City Council acknowledges that appropriately anonymised Council data will stimulate innovation and enable economic outcomes and support evidence-based decision making. Whether its data on local housing in Ipswich, conservation areas, organising sporting events, family days out, finding General Practitioners or Dentist locations, or financial data, Ipswich City Council (ICC) believes open data can help people better understand and interact with the City of Ipswich.

2. Purpose and Principles

~~Whether its data on local housing in Ipswich, conservation areas, organising sporting events, family days out, or finding flood information, open data can help people better understand and interact with the city of Ipswich.~~

~~This policy will assist in managing open data according to key principles, regulations and community expectations.~~

~~This policy details only and solely a framework for sharing Ipswich City data with the public which has wide reuse potential. Open data is often linked with wider open government initiatives that address transparency of all information and other matters which is outside the scope of this policy.~~

This policy will assist in managing open data according to key principles, regulations and community expectations which will lift the visibility of data as a strategic asset.
This policy details the context for sharing Ipswich City Council data with the public which has wide reuse potential. Open data is often linked with wider open government initiatives that address transparency of all information and other matters which are outside the scope of this policy.
In managing Council's open data, Council will:
1. Only use data that has been Unclassified as per the Ipswich City Council Data Classification Standard as Open Data.
2. Ensure open data licensing utilising the Creative Commons Attribution v4.0 Licence (CC-BY).[3]

3. Publish open data sets on the Transparency and Integrity Hub (TIH) and on data.gov.au
4. Only share third party data in accordance with the conditions of the licence the data has been made available under.
5. Via the Executive Leadership Team review potential new open data sources and approve release quarterly, to identify new potentially high value open data assets and assess any data requests received.
6. Ensure Council's open data objectives will be shaped by a commitment to safeguarding people's privacy and take care to maintain the integrity and security of its data assets which contain information about people.
7. Maintain the integrity, accuracy, timeliness, privacy and metadata of all open data published.
8. Ensure any anonymization and/or aggregation of personal data will be done in accordance with best practice guidelines promoted by the Office of the Australian Information Commissioner (OAIC), Queensland Office of Information Commissioner and endorsed by data experts.
9. Ensure all open data activities are informed by Council's Right to Information and Privacy policies and Human Rights Policy.
10. Ensure that data can be requested for release as open data through data.gov.au and/or the Ipswich City Council TIH.
11. Adopt metrics to measure success and monitor progress.

[3] https://creativecommons.org/licenses/by/4.0/

3. Strategic Plan Links

This policy relates to:

- Strengthening our local economy and building prosperity
- Managing growth and delivering key infrastructure
- Caring for the Community
- Caring for the Environment
- Listening, Leading and Financial Management

4. Regulatory Authority

This policy should be read in conjuction with the legislation, policies and strategies and other documents outlined below:

~~4.~~ Legislation:

- Copyright Act 1968 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Evidence Act 2009 (Commonwealth)
- Evidence Act 1977 (Queensland)
- Anti-Discrimination Act 1991 (Queensland)
- Right to Information Act 2009 (Queensland)
- Transactions Act 2001 (Queensland)
- Public Records Act 2002 (Queensland)
- Information Privacy Act 2009 (Queensland)
- Local Government Act 2009 (Queensland)
- Right to Information Act 2009 (Queensland)
- Human Rights Act 2019 (Queensland)
- ~~Evidence Act 1977 (Queensland)~~
- ~~Transactions Act 2001 (Queensland)~~
- ~~Anti-Discrimination Act 1991 (Queensland)~~

Ipswich City Council Policies and Strategies

- Information and Communications Technology (ICT) Policy
- Right to Information Policy
- Information Privacy Policy
- Record Keeping Policy
- ICT Strategy 2019-24
- Smart City Blueprint

Other

- Ipswich City Council Data Classification Standard
- Ipswich City Council Privacy Statement
- Ipswich City Council Personal Informaiton Digest
- Ipswich City Council Media Enquiries and Requests
- Creative Commons License – http://creativecommons.org/

5. Scope

The core matters addressed by this policy include the release, licencing and management of open data by Council.

6. Roles and Responsibilities

- ~~The Chief Executive Officer approves and issues this policy to all staff.~~
- ~~All staff are responsible for ensuring their own compliance with this policy.~~
- ~~The Manager ICT Branch manages the implementation and operation of this policy.~~
- All staff are responsible for ensuring their own compliance with this policy.

7. Key Stakeholders

The following will be consulted during the review process:

- Legal ~~and Governance Branch~~Services Section

8. Monitoring and Evaluation

Specific measures that will determine the success and effectiveness of the policy include:

Aim
Make Council data more widely accessible
Engage people in using Council open data
Improve Council open data literacy
Understand how data is being used inside the Council
Strengthen Council data infrastructure

9. Definitions

Creative Commons licences provide a simple and standardised way for individual creators, companies and institutions to share their work with others on flexible terms without infringing copyright. The licenses allow users to reuse, remix and share the content legally~~-~~.[4]

Creative Commons Attribution (CC-BY) is a licence that allows users to distribute, remix and build upon a work, and create Derivative Works – even for commercial use – provided they

[4] Creative Commons Australia, About Licences. http://creativecommons.org.au/learn/licences/

credit the original creator(s). It is the most accommodating of the Creative Commons licenses in terms of what others can do with the work-.[5]

Data is information available in a form suitable for storage in, or processing by computer software. Data typically comprises numbers and text but can also comprise items such as images, sounds and symbols. A dataset is a collection of related data records.

Metadata is data that provides context or additional information about other data, allowing users to find, manage, control and understand that data.

Open data is data anyone can use, access and share.

Usable for the purpose of this Policy refers to the ability of the data to be easily reused, transformed and shared by users through open formats and licences.

10. Policy Owner

The General Manager Corporate Services is the policy owner and the ~~Manager ICT Branch~~Chief Information Officer is responsible for authoring and reviewing this policy.

[5] Creative Commons Australia, About Licences. http://creativecommons.org.au/learn/licences/

IPSWICH CITY COUNCIL

Open Data Policy

Version Control and Objective ID	Version No: 3	Objective ID: A6279771
Approved by Council on		
Date of Review		

1. Statement

Ipswich aspires to become Australia's most liveable and transparent local government. A City which will harness the potential of new technologies and data to increase the trust and confidence of the general public in a sustainable way that increases engagement and reduces cost. Ipswich must be an open City, inviting new forms of collaboration and innovative ideas by using Open Data that anyone can access, use, share and interrogate.

Ipswich City Council acknowledges that appropriately anonymised Council data will stimulate innovation and enable economic outcomes and support evidence-based decision making. Whether its data on local housing in Ipswich, conservation areas, organising sporting events, family days out, finding General Practitioners or Dentist locations, or financial data, Ipswich City Council (ICC) believes open data can help people better understand and interact with the City of Ipswich.

2. Purpose and Principles

This policy will assist in managing open data according to key principles, regulations and community expectations which will lift the visibility of data as a strategic asset.

This policy details the context for sharing Ipswich City Council data with the public which has wide reuse potential. Open data is often linked with wider open government initiatives that address transparency of all information and other matters which are outside the scope of this policy.

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1. Only use data that has been Unclassified as per the Ipswich City Council Data Classification Standard as Open Data.

2. Ensure open data licensing utilising the Creative Commons Attribution v4.0 Licence (CC-BY).[1]

[1] https://creativecommons.org/licenses/by/4.0/

3. Publish open data sets on the Transparency and Integrity Hub (TIH) and on data.gov.au

4. Only share third party data in accordance with the conditions of the licence the data has been made available under.

5. Via the Executive Leadership Team review potential new open data sources and approve release quarterly, to identify new potentially high value open data assets and assess any data requests received.

6. Ensure Council's open data objectives will be shaped by a commitment to safeguarding people's privacy and take care to maintain the integrity and security of its data assets which contain information about people.

7. Maintain the integrity, accuracy, timeliness, privacy and metadata of all open data published.

8. Ensure any anonymization and/or aggregation of personal data will be done in accordance with best practice guidelines promoted by the Office of the Australian Information Commissioner (OAIC), Queensland Office of Information Commissioner and endorsed by data experts.

9. Ensure all open data activities are informed by Council's Right to Information and Privacy policies and Human Rights Policy.

10. Ensure that data can be requested for release as open data through data.gov.au and/or the Ipswich City Council TIH.

11. Adopt metrics to measure success and monitor progress.

3. Strategic Plan Links

This policy relates to:

- Strengthening our local economy and building prosperity
- Managing growth and delivering key infrastructure
- Caring for the Community
- Caring for the Environment
- Listening, Leading and Financial Management

4. Regulatory Authority

This policy should be read in conjunction with the legislation, policies and strategies and other documents outlined below:

Legislation:

- Copyright Act 1968 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Evidence Act 1995 (Commonwealth)
- Evidence Act 1977 (Queensland)
- Anti-Discrimination Act 1991 (Queensland)
- Transactions Act 2001 (Queensland)
- Public Records Act 2002 (Queensland)
- Information Privacy Act 2009 (Queensland)
- Local Government Act 2009 (Queensland)
- Right to Information Act 2009 (Queensland)
- Human Rights Act 2019 (Queensland)

Ipswich City Council Policies and Strategies:

- Information and Communications Technology (ICT) Policy
- Right to Information Policy
- Information Privacy Policy
- Record Keeping Policy
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- Smart City Blueprint

Other

- Ipswich City Council Data Classification Standard
- Ipswich City Council Privacy Statement
- Ipswich City Council Personal Information Digest
- Ipswich City Council Media Enquiries and Requests
- Creative Commons License – http://creativecommons.org/

5. Scope

The core matters addressed by this policy include the release, licencing and management of open data by Council.

6. Roles and Responsibilities

- All staff are responsible for ensuring their own compliance with this policy.

7. Key Stakeholders

The following will be consulted during the review process:

- Legal Services Section

8. Monitoring and Evaluation

Specific measures that will determine the success and effectiveness of the policy include:

Aim
Make Council data more widely accessible
Engage people in using Council open data
Improve Council open data literacy
Understand how data is being used inside the Council
Strengthen Council data infrastructure

9. Definitions

Creative Commons licences provide a simple and standardised way for individual creators, companies and institutions to share their work with others on flexible terms without infringing copyright. The licenses allow users to reuse, remix and share the content legally[2].

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Data is information available in a form suitable for storage in, or processing by computer software. Data typically comprises numbers and text but can also comprise items such as images, sounds and symbols. A dataset is a collection of related data records.

[2] Creative Commons Australia, About Licences. http://creativecommons.org.au/learn/licences/
[3] Creative Commons Australia, About Licences. http://creativecommons.org.au/learn/licences/

Metadata is data that provides context or additional information about other data, allowing users to find, manage, control and understand that data.

Open data is data anyone can use, access and share.

10. Policy Owner

The General Manager Corporate Services is the policy owner and the Chief Information Officer is responsible for authoring and reviewing this policy.

Doc ID No: A6261029

ITEM: 13

SUBJECT: RECOMMENDED REPEAL OF COUNCIL POLICIES ON OPERATIONAL EMPLOYEE MATTERS

AUTHOR: BUSINESS OPERATIONS AND EMPLOYEE RELATIONS MANAGER

DATE: 27 MAY 2020

EXECUTIVE SUMMARY

This is a report recommending Council resolution to repeal nine (9) Council policies on operational employee matters. Business Transformation Project #9 has introduced a new Policy and Procedures Framework that establishes and distinguishes matters reserved for Council policies, Administrative Directives and Procedures. Operational employee matters have been determined by Council to be best dealt with in Administrative Directives and Procedures approved by Council's Chief Executive Officer and General Managers. As part of the review of Policy and Procedures, nine (9) Council Policies are recommended for repeal by Council as they are already appropriately addressed in existing industrial instruments, current or draft new Administrative Directives and Procedures.

RECOMMENDATION/S

That Council resolve to repeal the following Policies in line with Council's Policy and Procedure Framework as they cover operational employee matters:

A. On call at Home for Emergency Work Outside Ordinary Working Hours Policy
B. Workplace Relations Policy
C. Clothing – State Award Employees Policy
D. First Aid Policy
E. Long Serving Employees Policy
F. Membership of Professional Associations and Reimbursement of Individual Membership Fees Policy
G. Reimbursement of Telephone Expenses Policy
H. Salary Packaging Policy, and
I. Study Assistance Policy.

RELATED PARTIES

Nil

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Business Transformation Project #9 introduced a new Policy and Procedures Framework that establishes and distinguishes matters reserved for Council policies, Administrative Directives and Procedures. Operational employee matters have been determined by Council to be best dealt with in Administrative Directives and Procedures approved by Council's Chief Executive Officer and General Managers.

As part of the review of Policy and Procedures, nine (9) Council Policies are recommended for repeal by Council as they are already appropriately addressed in existing industrial instruments, current or draft new Administrative Directives and Procedures.

Along with other departments and branches across Council, the People and Culture Branch is progressively reviewing all existing Policies and Procedures. This was also a priority identified as part of Business Transformation Project #2 focused on People and Performance.

There are a number of current Policies that are either out of date, not contemporary with a modern workplace or not in keeping with the values and purpose of Council. Over the next six to twelve months a full suite of contemporary Administrative Directives and Procedures will be finalised in consultation with Departments to address matters associated with our Council workforce.

With respect to the specific policies recommended to Council for repeal, the table set out below contains information on the proposed replacement instrument or coverage:

Policy	Proposed replacement or coverage
On Call at Home for Emergency Work Outside Ordinary Working Hours Policy	Information outlined in this policy is covered in greater detail in Section 38 Standby for After Hours Work in the Ipswich City Council Officer's Certified Agreement 2018.
Workplace Relations Policy	This policy is not contemporary and contains information that has been included in the People and Culture Strategic Plan 2019-2021, and a newly developed Performance Management Administrative Directive and Workplace Discrimination, Harassment, and Bullying Administrative Directive.
Clothing – State Award Employees Policy	Under relevant State Stream Awards it specifies that employers are required to supply employees with uniforms at the employer's expense.
First Aid Policy	The existing First Aid Management Procedure will be updated to include the necessary information.
Long Serving Employees Policy	This policy is not contemporary and has been superseded by the Service Recognition Procedure.
Membership of Professional Associations and Reimbursement of Individual Membership Fees Policy	The Application for Reimbursement of Membership of Professional Association Fees Procedure meets the need.
Reimbursement of	With the progress in telecommunications plans, there

Telephone Expenses Policy	have been minimal requests for reimbursement of telephone expenses. When an applicable expense does occur the employee should make a claim and it would need to be approved by a Branch Manager.
Salary Packaging Policy	A Salary Packaging Procedure meets the need.
Study Assistance Policy	This policy will be transferred to the Study Assistance Administrative Directive and Procedure and will be further refined.

Council will continue to consult with employees, the Joint Consultative Committee and unions as new Administrative Directives and Procedures are developed in accordance with the ICC Certified Agreement requirements.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: *Local Government Act 2009*

RISK MANAGEMENT IMPLICATIONS

There are no identified risks associated with this report. It is noted that if the policies are not repealed, the process for workforce renewal from a policy and procedure perspective may be delayed.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial implications associated with this report.

COMMUNITY AND OTHER CONSULTATION

Consultation has occurred with the Executive Leadership Team and the People and Culture Branch. ELT has endorsed the recommendation that the policies be submitted for repeal.

CONCLUSION

It is recommended that Council resolve to repeal the nine (9) policies identified in this report, namely:

- On call at Home for Emergency Work Outside Ordinary Working Hours Policy.
- Workplace Relations Policy
- Clothing – State Award Employees Policy
- First Aid Policy
- Long Serving Employees Policy
- Membership of Professional Associations and Reimbursement of Individual Membership Fees Policy
- Reimbursement of Telephone Expenses Policy
- Salary Packaging Policy, and
- Study Assistance Policy.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	On Call at Home for Emergency Work Outside Ordinary Working Hours Policy
2.	Workplace Relations Policy
3.	Clothing - State Award Employees Policy
4.	First Aid Policy
5.	Long Serving Employees Policy
6.	Membership of Professional Associations and Reimbursement of Individual Membership Fees Policy
7.	Reimbursement of Telephone Expenses Policy
8.	Salary Packaging Policy
9.	Study Assistance Policy

Nick Sheehan
BUSINESS OPERATIONS AND EMPLOYEE RELATIONS MANAGER

I concur with the recommendations contained in this report.

Paula Perry
MANAGER, PEOPLE AND CULTURE

I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"

Item 13 / Attachment 1.

City of Ipswich	**ON CALL AT HOME FOR EMERGENCY WORK OUTSIDE ORDINARY WORKING HOURS POLICY**	Version: 2 Document No:

1.1 Policy

That it be Ipswich City Council Policy that only those officers who are deemed by their Department Head to be on call at home for emergency work outside ordinary working hours, be required to carry, and have turned on, a designated pager or mobile telephone at all times. Such officers are to be paid the relevant allowance for each week required to be on call.

1.2 Policy Author: Human Resources Branch

Date of Council resolution: 27 September 1995
Date of Review: 11 July 2016
Committee Reference and date: Corporate Services Committee - 21 September 1995
No of resolution: 46.02
Date to be reviewed: 11 July 2018

Item 13 / Attachment 2.

City of Ipswich	**WORKPLACE RELATIONS POLICY**	Document No: A3748253

1.1 Objective

The Ipswich City Council aims to provide a working environment that enables all employees to reach their full potential and where the rights of every individual are respected.

By instilling an organisational culture where all employees treat each other with courtesy and respect Council will achieve the following benefits:

- Increase efficiency, productivity and profitability
- A safer work environment
- High employee morale
- Decreased absenteeism
- Decreased turnover

1.2 Barriers to a Harmonious Workplace

Obstacles to a harmonious workplace occur when decisions within the workplace are based and influenced upon issues not related to merit. This leads to a workplace where employees feel disillusioned about Council's practices and processes.

Another barrier is when harassment and discrimination within the workplace is allowed to flourish. The most common form of workplace harassment is sexual harassment. Sexual harassment is behaviour of a sexual nature, which is unwelcome and has the effect of offending, intimidating or humiliating the person being harassed.

Workplace harassment is persistent, offensive, abusive, intimating, malicious conduct directed towards an individual, which causes the person to be unjustifiably threatened or humiliated.

It should be noted however that management has an obligation to provide constructive feedback to employees on their work performance or conduct.

1.3 Consequences of Workplace Harassment

Council aims to provide a workplace free of harassment for all employees. Council considers workplace harassment and sexual harassment to be unacceptable. To this end any reported incident of harassment within the workplace will be thoroughly investigated and dealt with in accordance with Council's Grievance Handling Procedure – Equal Employment Opportunity. If instances of workplace harassment are proven, disciplinary action will be taken, which in serious circumstances could lead to dismissal.

Item 13 / Attachment 2.

1.4	**Policy Author:** Human Resources Branch
Date of Council Resolution: 6 June 2001 **Date of Review:** 31 August 2016 **Committee Reference and Date:** Corporate Services Committee - 30 May 2001 **No. of Resolution:** 43.01 **Date to be Reviewed:** 31 August 2018	

2 of 1

Item 13 / Attachment 3.

City of Ipswich	**CLOTHING – STATE AWARD EMPLOYEES POLICY**	Document No: A3750087

PURPOSE

We regard the health and wellbeing of every employee with great importance and consider it essential that every employee enjoys a safe and healthy working environment.

POLICY

Ipswich City Council recognises the importance of projecting a professional image and ensuring safety in the workplace through the provision of appropriate clothing.

Each State Award employee appointed to a permanent position will be issued with five (5) long sleeve shirts and five (5) pairs of trousers/shorts, one (1) safety vest, one (1) broad brimmed hat and one (1) jacket. However two (2) of the shirts, two (2) of the trousers/shorts and the jacket will not be issued until satisfactory completion of the employee's probation period. The Department Head can determine whether or not casual or temporary employees will be issued with clothing at no cost to the employee.

Each employee will be required, as a condition of employment, to wear the clothing issued in accordance with this policy.

Council reserves the right to choose the colour and type of clothing to be issued. However every effort will be made to ensure that good quality, comfortable clothing is supplied. All clothing will be identified with either Council's initials or logo.

The laundering and maintenance of the clothing will be the responsibility of the employee unless otherwise agreed to by Chief Executive Officer after consultation with employees.

The clothing remains the property of the Ipswich City Council at all times and must be returned on termination of employment. An employee will not be required to pay the cost of clothing not returned unless the clothing has been issued for no longer than three (3) months, in which case the employee will be required to pay 65% of the cost.

Worn or damaged clothing will be replaced on a 'fair wear and tear basis'.

Date of Council Resolution: 22 August 2005
Date of Review: 29 November 2016
Committee Reference and Date: City Management and Finance Committee No. 2005(10) of 16 August 2005
No. of Resolution: 21.01

Page 1 of 1

City of Ipswich	**FIRST AID POLICY**	Document No: A3750429

PURPOSE

We regard the health and wellbeing of every employee with great importance and consider it essential that every employee enjoys a safe and healthy working environment.

POLICY

The provision of appropriate First Aid facilities and services for Council's employees has been identified as a high priority and will be achieved by:

- Providing appropriate First Aid kits at each workplace (contents of First Aid kits will be set by procedures).
- Providing a trained First Aid Attendant at Depots where a risk assessment has been undertaken and has identified that a need exists. The Risk Assessment is to be undertaken using the principles set out in the First Aid in the Workplace Code of Practice. (Working at the Depot means that the staff will remain at the Depot for the majority of the working day).
- Providing a trained First Aid Attendant at construction and maintenance projects where a risk assessment has been undertaken and has identified that a need exists. The risk assessment is to be undertaken using the principles set out in the Advisory Standard for First Aid.
- Provide First Aid training for all Council employees. The training will be conducted during normal working hours.

The selection of First Aid Attendants where required, will be achieved by calling for nominations for the position. Staff wishing to nominate will submit an application to the Safety Board for consideration and approval.

Supervision and Responsibility

Supervisory staff and First Aid attendants where one is appointed will be responsible to ensure the contents of the First Aid kits are maintained to the appropriate standard.

Date of Council Resolution: 29 October 1997
Date of Review: 29 November 2016
Committee Reference and Date: Corporate Services Committee No. 8 of 22 October 1997
No. of Resolution: 46.02

Item 13 / Attachment 5.

City of Ipswich	**LONG SERVING EMPLOYEES POLICY**	**DOCUMENT NO: A3750626**

1.1 **Policy**: That any employee, who has completed 20 years continuous service with Ipswich City Council (including former Moreton Shire Council and former Ipswich City Council) and retires at the age of fifty five (55) years or later, or is unable to continue work as a result of permanent disablement be given a non-cash gift of individual's choice to the value of $1000.

On the death of an employee who has completed approximately 20 years continuous service with Ipswich City Council (including former Moreton Shire Council and former Ipswich City Council) their next of kin will be entitled to a non-cash gift of individual's choice to the value of $1000.

1.2 **Policy Author:** Human Resources Branch

Date of Council Resolution: 12 March 2003
Date of Review: 23 January 2017
Committee Reference and Date: Corporate Services Committee No.2003(3) of 5 March 2003
No. of Resolution:43.01
Date to be Reviewed: 23 January 2019

1 of 1

Item 13 / Attachment 6.

City of Ipswich	**MEMBERSHIP OF PROFESSIONAL ASSOCIATIONS AND REIMBURSEMENT OF INDIVIDUAL MEMBERSHIP FEES POLICY**	**Document No: A4582535**

1.1 Objectives:

The objective of this policy is to apply a consistent approach for payment of corporate and individual membership of professional associations and the reimbursement of individual membership fees.

1.2 Regulatory Authority:

The Local Government Act 2009, subsection 9(1), provides that a local government has the power to do anything that is necessary or convenient for the good rule and local government of its local government area.

1.3 Policy Statement:

- Council will pay for Ipswich City Council corporate membership of professional associations where the Chief Executive Officer or relevant Department Head rate the membership as highly beneficial to the pursuit of Council's Corporate Plan.
- Council will pay or fully reimburse individual membership of a professional association at the discretion of the Chief Executive Officer or relevant Department Head.
- Reimbursement will apply from the date of the Chief Executive Officer or relevant Department Head approval or as otherwise determined by Council resolution and may therefore be reimbursed on a pro-rata basis.
- All claims for reimbursement by employees are to be made in accordance with the Procedure "Application for Reimbursement of Membership of Professional Association Fees".

1.4 Scope:

This policy applies to all Council employees and corporate memberships. This procedure does not apply to contractors, agency workers, volunteers or work experience students.

1.5 Roles and Responsibilities:

This Policy applies to all Council staff. The Chief Operating Officers in each department, together with the Finance Branch of the Finance and Corporate Services Department, are responsible for ensuring compliance with this policy.

1.6 Definitions:

N/A

1.7 Policy Author: Human Resources Branch

Date of Council Resolution: 19 February 2003
Date of Review: 15 December 2017
Committee Reference and Date: Corporate Services Committee No. 2003(2) of 12 February 2003
No. of Resolution: 43.02
Date to be Reviewed: 15 December 2019

City of Ipswich	**REIMBURSEMENT OF TELEPHONE EXPENSES POLICY**	**DOCUMENT NO: A4037989**

1.1 Objectives:

The objective of this policy is to reimburse employees for expenses relating to their role.

1.2 Regulatory Authority:

Local Government Act 2009
Local Government Regulation 2012
Employee Enterprise Agreements

1.3 Policy Statement:

Council shall pay all telephone expenses incurred in respect of Council business by officers employed in the following positions:-

a) All Department Head positions;
b) All employees required to be a regular "on call" employee;
c) Employees in responsibility areas required to be contactable in the event of an emergency occurring, that is major machinery or equipment breakdowns, storm damage, etc.

In respect of mobile telephones supplied by the Council, unless otherwise determined all officers are required to reimburse Council for the cost of any private calls made on the mobile telephone.

1.4 Policy Author: Human Resources

Date of Review: 8 March 2017
Date of Council Resolution: 27 September 1995
Committee Reference and Date: Corporate Services – 21 September 1995
No. of Resolution: 46.02
Date to be Reviewed: 8 March 2019

Page 1 of 1

City of Ipswich	SALARY PACKAGING POLICY	Document No: A3735153

1.1 Objectives: The purpose of salary packaging is to provide eligible employees with benefits that maximise their individual remuneration benefit.

1.2 Salary Packaging

Salary packaging is an arrangement whereby an employee negotiates with Council to forego a component of their cash salary in return for specific non-cash benefits of equivalent value. Payments are made from the salary, before tax (pre-tax), thereby reducing the taxable income. These payments are said to be Council provided benefits.

The implementation of Salary Packaging within Ipswich City Council is on the basis that:

- Salary Packaging complies with current taxation rulings.
- Salary Packaging is offered at no additional cost to the employer. Any costs associated with providing salary packaging will be charged to the employee.
- That the Salary Package is no less favourable to the employee than the entitlements otherwise available under Council's Certified Enterprise Agreement.
- Salary packaging cannot be backdated, that is the agreement must always be prospective and not retrospective.

1.3 Who is Eligible to Participate?

All Council employees are eligible to participate in Salary Packaging, except for those employees who are employed for a period less than twelve months. Participation in salary packaging is voluntary.

1.4 What Can be Salary Packaged?

The following salary packaging benefit items are offered to employees.

- Superannuation
- Motor Vehicle
- Professional Memberships and Subscriptions

For further details on the above items employees are referred to the Ipswich City Council Salary Packaging intranet page. Council reserves the right to amend and delete, at its discretion, from the benefit items available to employees.

1.5 Entitlements

Calculation of the employee's entitlements (superannuation, leave loading) will be based on the employee's salary prior to salary packaging deductions being made. Upon resignation or termination of employment with Council, monies owing as a result of salary packaging arrangements may be recovered by Council from any annual leave, long service leave or salary bonuses owing at that date.

Where at the end of the agreed timeframe, the full amount allocated to a specific benefit has not been utilised, any unused amount may be carried forward to the next period or paid as salary which will be subject to the usual taxation requirements.

1.6 Goods and Services Tax

Lease payments associated with Novated Leases may be subject to 10% GST. Since the vehicle is Novated to Council, Council may be able to claim an Input Tax Credit for this GST. The employee may receive the benefit of any input tax credit applicable to the novated lease payments. The treatment of the input tax credit may vary depending on which Salary Packaging provider is chosen by the employee.

A Salary Packaging Procedure has been developed to ensure the process in place is the most effective and efficient.

1.7 Financial Advice

Council's role in Salary Packaging is an administrative role, and does not offer taxation or financial advice. It is the responsibility of the employee to seek independent financial and taxation advice. The cost of any associated fees are to be met by the employee. Council accepts no liability should the employee fail to seek financial advice or for financial and taxation advice received by the employee.

1.8 Policy Author: Staffing and Remuneration Manager

Date of Council Resolution: 17 August 2016
Committee Reference and Date: Policy and Administration Board No. 2016(04) of 2 August 2016 – City Management, Finance and Community Engagement Committee No. 2016(05) of 9 August 2016
No of Resolution: 1
Date to be Reviewed: 17 August 2018

Item 13 / Attachment 9.

City of Ipswich	**STUDY ASSISTANCE POLICY**	**DOCUMENT NO: A4655912**

Objectives:

Council is committed to provide a safe, stimulating and supportive work environment where staff are competent to perform their duties. The objectives of the Study Assistance Policy are to encourage staff to update their knowledge and skills, as well as to support access to quality professional development initiatives for Council staff at all levels.

Scope:

1. This Policy is applicable to all employees employed on a permanent basis or on a fixed term of 3 years or greater.

2. This Policy outlines the leave and financial support and assistance that Council provides to employees who study at. or online with, recognised tertiary institutions such as Technical and Further Education (TAFE) Colleges or Universities, or through Registered Training Organisations (RTOs).

3. The employee does not have to undertake the study with a view to it leading to a qualification for the employee, which means that this Policy also covers individual subjects and executive courses offered by tertiary institutions or Registered Training Organisations (RTOs).

4. To be eligible for financial assistance in terms of this Policy the employee's Chief Operating Officer must, in advance of the employee registering for the study, approve the study as being relevant to the employee's current role or the employee's career path at Council.

Policy Statement

1. Financial Assistance

1.1 The total financial assistance provided to an employee in terms of this Policy is limited to one thousand dollars per Council financial year (1 July – 30 June).

1.2 The financial assistance is in relation to the institution's compulsory fees and charges in respect of the study undertaken by the employee. The cost of text materials remain the responsibility of the employee.

1.3 Financial assistance in terms of this Policy is only available where the employee submits an original receipt indicating that the employee has already paid directly to the TAFE, University or RTO an amount at least equal to or greater than the

amount of financial assistance claimed by the employee in relation to that particular study. Financial assistance is not available where the employee has deferred to HECS that part of the cost of the study claimed in terms of this Policy.

1.4 Financial assistance in terms of this Policy can be claimed once the employee has successfully registered for the study and the employee submits an original receipt as described in paragraph 1.3 above.

1.5 In the event that the employee does not successfully complete the study, the employee will not receive any further financial assistance in relation to that study and the employee may be expected to reimburse the financial assistance received in respect of that particular study.

1.6 In the event that the employee submits their resignation from Council's service within two months after submitting a claim for financial assistance then, unless the employee completes that study by the date that the employee leaves Council's employment, the employee will refund to Council the financial assistance received in relation to that study.

2. Leave Assistance

2.1 Paid leave of up to five hours per week, including travelling time, for attendance at lectures, and such time considered appropriate by the employee's Chief Operating Officer for attendance at compulsory practical training,

2.2 Paid leave of one full day per final examination to attend examinations held during work hours.

2.3 Employees undertaking study by correspondence or related modes shall receive up to ten days leave with pay per annum for attendance at compulsory residential schools.

Definitions

Study

Study means any individual course, subject or unit of study that can be undertaken at recognised tertiary institutions such as Technical and Further Education (TAFE) Colleges or Universities, or through Registered Training Organisations (RTOs).

Date of Review: 19 February 2018
Amended Policy Adopted: 22 April 2015
Date of Council Resolution: 23 February 2010
Committee Reference and Date: Policy and Administration Board No. 2010(01) of 9 February 2010 – City Management and Finance Committee No. 2010(02) of 16 February 2010
No. of Resolution: 7
Date to be Reviewed: 19 February 2020

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Doc ID No: A6090889

ITEM: 14

SUBJECT: TENDER CONSIDERATION PLAN - PROCUREMENT OF CREATIVE SERVICES

AUTHOR: CITY EVENTS MANAGER

DATE: 1 JUNE 2020

EXECUTIVE SUMMARY

This is a report concerning the procurement of creative services by the City Events Team to produce a diverse program of annual events that engage the community, promote Ipswich as a destination, drive visitation and positively impact on business and industry.

The procurement of creative services often presents complex procurement situations where it is not possible to obtain three written quotes nor is it advantageous to call for tenders, as required under the Ipswich City Council Procurement Code of Practice.

For such situations, the *Local Government Regulation 2012*, Section 230, allows a local government to enter into medium and large contractual agreements, without first inviting written quotes or tenders, through the preparation and adoption of a Quote or Tender Consideration Plan.

The attached Quote or Tender Consideration Plan – Procurement of Creative Services provides the information required to comply with the regulation and to justify the use of the plan as an effective and appropriate alternative to seeking quotes or to calling for open tenders.

The Plan has been developed in consultation with Council's Manager – Procurement.

The Plan includes examples of unique creative services.

RECOMMENDATION

That Council resolve to adopt the Quote or Tender Consideration Plan for Procurement of Creative Services as outlined in the report by the City Events Manager dated 1 June 2020 in accordance with section 230(1)(b) of the *Local Government Regulation 2012.*

RELATED PARTIES

Richard White, Manager – Procurement, Ipswich City Council.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

This report was first presented to the Economic Development Committee of 18 February 2020. Due to Caretaker provisions, the following recommendation was adopted:

That Council (Interim Administrator of Ipswich City Council) resolve to refer the Quote or Tender Consideration Plan for Procurement of Creative Services as outlined in the report by the City Events Manager dated 30 October 2019 in accordance with section 230(1)(b) of the *Local Government Regulation 2012, to a future council meeting for consideration.*

The role of the City Events Team in council is to raise the profile of the City of Ipswich as a major event city and leading event destination in Queensland.

To achieve this vision, the City Events Team must attract, support and produce a diverse program of annual events that engage the community, promote Ipswich as a destination, drive visitation and positively impact on business and industry.

Council allocates funds within each annual budget for the City Events Team to produce a number of signature events for the City of Ipswich, including Christmas in Ipswich and SPARK Ipswich (the reimagined Ipswich Festival).

Often the City Events Team must procure unique creative services to deliver these events, available only through one supplier or vendor.

Examples of such circumstances include a specific high profile performer or band, a specific personality or master of ceremonies, a specific arts or creative practitioner, or a specific event organiser or manager.

As stated in the Plan, it is the responsibility of all council officers involved in the process to ensure that negotiations and communication with suppliers or vendors are fair, equitable and transparently recorded.

Furthermore, the procurement must be confirmed by the Procurement Branch, only then can the City Events Manager or designated council officer continue negotiations with the supplier or vendor. These negotiations will be guided by established industry standards and council's procurement guidelines.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

A detailed risk analysis has been undertaken in the attached Quote or Tender Consideration Plan – Procurement of Creative Services. The overall risk level has been identified as low.

FINANCIAL/RESOURCE IMPLICATIONS

Not applicable.

COMMUNITY AND OTHER CONSULTATION

Council's Manager – Procurement has reviewed the attached Quote or Tender Consideration Plan – Procurement of Creative Services. Minor amendments recommended by the Manager – Procurement have been made to the plan.

CONCLUSION

Often the City Events Team must procure unique creative services to deliver events, available only through one supplier/ vendor and it is therefore not possible to obtain three written quotes nor is it advantageous to call for tenders, as required under the Ipswich City Council Procurement Code of Practice.

For such situations, the *Local Government Regulation 2012* Section 230 allows a local government to enter into medium and large contractual agreements, without first inviting written quotes or tenders, through the preparation and adoption of a Quote or Tender Consideration Plan.

It is recommended that Council resolve to adopt the attached Quote or Tender Consideration Plan for Procurement of Creative Services.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Quote or Tender Consideration Plan - Procurement of Creative Services

Joanna Jordan
CITY EVENTS MANAGER

I concur with the recommendations contained in this report.

Carly Gregory
MANAGER, MARKETING AND PROMOTION

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

"Together, we proudly enhance the quality of life for our community"

14 November 2019

M E M O R A N D U M

TO: GENERAL MANAGER (COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT)

FROM: CITY EVENTS MANAGER

RE: QUOTE OR TENDER CONSIDERATION PLAN: PROCUREMENT OF CREATIVE SERVICES

The procurement of creative services often presents complex procurement situations where it is not possible to obtain three (3) written quotes nor is it advantageous to call for tenders, as required under the Ipswich City Council Procurement Code of Practice.

For such situations, the Local Government Regulation 2012 Section 230 allows a local government to enter into medium and large contractual agreements, without first inviting written quotes or tenders, through the preparation and adoption of a Quote or Tender Consideration Plan.

This Quote or Tender Consideration Plan provides the information required to comply with the regulation and to justify the use of the plan as an effective and appropriate alternative to seeking quotes or to calling for open tenders.

BACKGROUND

The role of the City Events team in council is to raise the profile of the City of Ipswich as a major event city and leading event destination in Queensland.

To achieve this vision, the City Events team must attract, support and produce a diverse program of annual events that engage the community, promote Ipswich as a destination, drive visitation and positively impact on business and industry.

Council allocates funds within each annual budget for the City Events team to produce a number of signature events for the City of Ipswich, including Christmas in Ipswich and SPARK Ipswich (the Reimagined Ipswich Festival).

Often the City Events team must procure unique creative services to deliver these events, available only through one supplier/ vendor and it is therefore not possible to provide additional comparable written quotes.

Examples of such circumstances are as follows:

1. A specific high profile performer or band (performer) is sought for a stage line-up to appeal to a specific audience demographic. This performer would also be selected for their potential to generate increased ticket sales, attendance, publicity and/or media coverage for the event. Industry standard is that negotiations will be undertaken between the performer's management/agent and council to determine a fee based on the following considerations: the performer's availability; the size and configuration of the performers band or required backing musicians; whether the performer is tour ready or on tour at the time; production, backline, rider, airfare and accommodation requirements; the profile of the event; the performer's position in the line-up of other performers; and the performer's interest to be involved in the event. In some cases, a formal offer will need to be made by council before the performer will confirm their availability and fee. Often counter offers are made by both parties until a resolution is reached.
2. A specific personality or MC (personality) is sought for an event or program to appeal to a specific audience demographic. This personality would also be selected for their potential to generate increased ticket sales, attendance, publicity and/or media coverage for the event or program. Industry standard is that negotiations will be undertaken between the personality's management/agent and council to determine a fee based on the following considerations: the personality's availability; audio-visual, airfare and accommodation requirements; the profile of the event; the personality's role in the event or program; the level of preparation required from the personality; and the personality's interest to be involved in the event. In some cases, a formal offer will need to be made by council before the personality will confirm their availability and fee. Often counter offers are made by both parties until a resolution is reached.
3. An event outcome relies on a strategic partnership with a third-party who will want to influence the selection of a producer, performer, artist and/or other creative provider to ensure the event is delivered to a high standard and their industry credibility is maintained e.g. An Ipswich Festival collaboration with QMusic, a street art project with Brisbane Street Art Festival.
4. A high profile performer, band or artist (performer) is touring across Queensland and is available in Ipswich at a particular time of the year. Generally, when a performer is tour ready or on tour, their fee and on costs are less than a one off engagement. This opportunity may allow an event or project to be built around their availability or could save council significant production and travel costs if they are utilised at an existing event that is timed with their tour.
5. A specific arts, design or creative practice is required to deliver a project or event and it is acknowledged that a particular creative provider (creative) has demonstrated extensive experience and can deliver the desired creative outcome. It is likely the creative will be in high demand and the project may need to be scheduled subject to their availability. Industry standard is that negotiations will be undertaken between the creative and council to determine a fee based on the following considerations: the creative's availability; the profile and timing of the event; the creative's role in the event; the level of preparation required from the creative; and the creative's interest to be involved in the event. In some cases, a formal offer will need to be made by council before the creative will confirm their availability and fee. Often counter offers are made by both parties until a resolution is reached.
6. A specific creative or event expertise is required to build the capacity of an event organiser, local producer, performer or artist (local entity). The main consideration will be the willingness of the experienced creative or event professional to 'mentor' the local entity to

achieve the desired transfer of skills. It is likely the mentor will be in high demand and the project may need to be scheduled subject to their availability. Industry standard is that negotiations will be undertaken between the mentor and council to determine a fee based on the following considerations: the mentor's availability; the timing of the project; the mentor's role in the capacity building project; the level of skill of the individual or group to be mentored; the level of preparation required from the mentor; and the mentor's interest to be involved in the project. In some cases, a formal offer will need to be made by council before the mentor will confirm their availability and fee. Often counter offers are made by both parties until a resolution is reached.

7. The City Event's team has a particular creative vision for an event and would like to use theming, furniture and props that are unique to one supplier.

With such purchases the 'value for money' proposition is not driven entirely by price but rather by the creative experience of the supplier and/or the creative outcome the service will deliver.

1. The objectives of the plan

Scope

This plan has been prepared to assist council officers to conduct effective procurement of creative services, in order to raise the profile of the City of Ipswich as a major event city and leading event destination in Queensland.

Plan objective

This quote or tender consideration plan is intended to fulfil the following objectives:

1. Support the role of the City Events team to deliver the annual program of city-wide events;
2. Provide an approach for the procurement of creative services; and
3. Guide the City Events Manager and designated council officers in procuring creative services with regard for the five (5) sound contracting principles:
    a. Open and effective competition;
    b. Best value for money
    c. Enhancement of the development of local business and industry;
    d. Environmental protection; and
    e. Ethical behaviour and fair dealing.

While this plan provides an exemption for council officers sourcing competitive quotes, all other areas of the process will proceed in accordance with the Ipswich City Council Procurement Code of Practice.

2. How the objectives will be achieved

Process for procurement of Creative Services

1. The City Events Manager and designated officers, will carry the responsibility for the selection of creative services.
2. The procurement of creative services will be in line with the vision to raise the profile of the City of Ipswich as a major event city and leading event destination in Queensland.
3. The identification of creative services will be undertaken by the City Events Manager according to the following criteria:
    a. Demonstrated experience

b. Delivery of similar creative outcomes

c. Value for money

d. Where relevant, alignment to Council's Arts and Cultural Strategy.

4. In addition, the City Events Manager and designated Council Officers will use their expert knowledge of the events and entertainment industry and undertake the necessary research on event trends and/or consult with other industry experts to assess the value proposition of potential creative service procurements as required.
5. The relevant criterion and value proposition should be attached to the Standard Procurement request via MyCouncil clearly stating the application of the resolution in the additional information section of the request or in Justification section of the credit card costing form; IE *'This specific creative service is only available through one supplier and the purchase price is within the reasonable range for a service of this nature.'* Use of the Purchase Card shall be subject to the thresholds defined in the Procurement Code of Practice.
6. Once the procurement has been confirmed by the Procurement Branch, approval to raise a requisition will be provided via MyCouncil. Only then can the City Events Manager or designated council officer continue negotiations with the supplier/ vendor. These negotiations will be guided by established industry standards and council's procurement guidelines.
7. It is the responsibility of all Council Officers involved in the process to ensure that negotiations and communication with suppliers/ vendors are fair, equitable and transparently recorded. All conflicts of interest are to immediately declared via MyCouncil for assessment by the Procurement Branch.

3. How the objectives will be measured

Indicators for measuring the delivery of outcomes and success of use of this quote or tender consideration plan include:

1. The City Events Team's procurement of creative services delivers on the five contracting principles
2. Events and projects delivered by the City Events team are creative and inspiring
3. Community and visitor satisfaction measured through visitor surveys and anecdotal responses
4. Amount of positive media coverage and social media engagement at events or following projects

4. Any alternative ways of achieving the objectives and why the alternative ways were not adopted

An alternative would be to contract out entire events to event management entities to deliver, following the former Ipswich Event Corporation model. These entities would have greater flexibility to engage creative services. This has not been deemed an option as council has recently bought event management services into council as the past model was not in the best interests of council.

Therefore, in the current circumstance there are no known efficient or effective methods of achieving the objectives, outside of this contracting plan.

5. The proposed terms of the contract for the goods or services

The terms of contract for the procurement of creative services will be in accordance with established industry standards and Council's Procurement Code of Practice in respect of payment terms and Council's standard work health and safety requirements. Any non-standard terms will be subject to advice from Legal Branch.

6. A risk analysis of the market from which the goods or services are to be obtained

The following general risks and mitigation strategies have been identified in relation to procurement of creative services. Each proposed purchase should be assessed for specific and detailed risk as an ongoing process.

Financial Risk		**Risk Level**
Likelihood	Rare	Low
Consequence	Minimal	

In very rare circumstances, a creative service may pose a financial risk.

Mitigation:

The terms of contract for the procurement of creative services will be in accordance with established industry standards and Council's Procurement Code of Practice in respect of payment terms and Council's standard work health and safety requirements. Any non-standard terms will be subject to advice from Legal Branch.

Legal/ Governance Risk		**Risk Level**
Likelihood	Rare	Low
Consequence	Minimal	

In very rare circumstances, a creative service may pose a legal or governance risk.

Mitigation:

The terms of contract for the procurement of creative services will be in accordance with established industry standards and Council's Procurement Code of Practice in respect of payment terms and Council's standard work health and safety requirements. Any non-standard terms will be subject to advice from Legal Branch. Decisions will be documented and therefore fully transparent.

Political/ Reputation Risk		**Risk Level**
Likelihood	Possible	Low
Consequence	Minimal	

There is potential political/ reputation risk in selecting a creative service as not all may appeal to the subjective taste of the broad audience.

Mitigation:

The City Events Manager and designated Council Officers will give careful consideration to the selection of creative services and will also keep abreast of prevailing community sentiment and standards and event industry trends.

Environmental/ Public Health Risk		**Risk Level**
Likelihood	Rare	Low
Consequence	Minimal	

In very rare circumstances, a creative service may pose a risk to the environment or public health.

Mitigation:

Detailed risk assessments are undertaken on all events delivered by the City Events team.

Workplace Health & Safety Risk		**Risk Level**
Likelihood	Possible	Low
Consequence	Minor	

There may be WH&S risk in relation to the delivery and installation of street art and other creative services.

Mitigation:

Detailed risk assessments are undertaken on all events delivered by the City Events team and these are reviewed and approved by Council's WH&S team. In addition, Council's Procurement Code of Practice requires that suppliers be assessed and approved by Council's WH&S team prior to being contracted to supply products or services.

Service Delivery/ Business Continuity Risk		**Risk Level**
Likelihood	Rare	Low
Consequence	Minimal	

There is no perceived delivery/ business continuity risk in relation to the procurement of creative services.

Mitigation: Not required.

Cyber Security, Security & Confidentiality Risk		**Risk Level**
Likelihood	Rare	Low
Consequence	Minimal	

There is no perceived cyber security, security and confidentiality risk in relation to the procurement of creative services.

Mitigation: Not required.

Doc ID No: A6255168

ITEM: 15

SUBJECT: PROPOSED IPSWICH ADOPTED INFRASTRUCTURE CHARGES RESOLUTION (NO. 1) 2020

AUTHOR: MANAGER, CITY DESIGN

DATE: 29 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning the adoption of the proposed Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020 to replace the Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2019. This is an annual exercise to ensure that the development charges keep pace with any increase in costs by applying the Producer Price Index (PPI) for Construction.

RECOMMENDATION/S

> **That Council adopt the Adopted Infrastructure Charges Resolution as detailed in Attachment 2 pursuant to s113 of the *Planning Act 2016* as the Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020.**

RELATED PARTIES

The proposed Adopted Infrastructure Charges Resolution (AICR) is relevant to persons who pay levied charges and to Urban Utilities (formerly Queensland Urban Utilities).

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

The Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2019 came into effect on and from 1 July 2019 pursuant to the *Planning Act 2016* (the Act).

The infrastructure charges included in the current resolution are based at 31 March 2019 and require indexation as provided for in the Act. It is proposed to index the trunk infrastructure network charges for the twelve (12) month period to 31 March 2020 pursuant to the Act.

The proposed infrastructure charges contained in Schedule 2 of the AICR have been indexed consistent with the requirement to use the Producer Price Index (PPI) for Construction 6427.0 Index Number 3101 - Road and Bridge Construction Index for Queensland, as included in the PPI index calculation spread sheet prepared by the State government. The indexation increase of 3.02% (indexation factor of 1.0302) has been included for the twelve (12) month period.

An increase will only apply if the total charge levied is equal to or below the State government's prescribed amount (maximum charge) pursuant to the Act and *Planning Regulation 2017* (the Regulation).

The proposed AICR amendments are detailed in Attachment 1 - Track Changes to Adopted Infrastructure Charges Resolution, and a clean skin of the proposed Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020 incorporating the indexed infrastructure charges is included as Attachment 2 - Proposed Adopted Infrastructure Charges Resolution.

Section 118 of the Act states that an AICR has effect on the day the charges resolution is uploaded on the local government website. However if the charges resolution is uploaded on the website before the beginning of the day stated in the resolution as the day for the charges to take effect, it has effect on the day stated in the resolution.

It is proposed that the new AICR, including the updated charges apply on and from 1 July 2020 and that AICR (No. 1) 2020 be uploaded onto Council's website on that date.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Planning Act 2016
Planning Regulation 2017

RISK MANAGEMENT IMPLICATIONS

The proposed indexation of infrastructure charges is consistent with the Act and the Regulations.

Although any increase to infrastructure charges may be viewed negatively by the development industry, the infrastructure charges that may be levied on development pursuant to the proposed AICR cannot exceed the prescribed amount in the Regulation, and may result in levied charges that are less than the prescribed amount.

As identified in the supporting material to the Local Government Infrastructure Plan, although financially sustainable, not all of the trunk infrastructure network can be funded by infrastructure charges revenue. This shortfall may be exacerbated if the infrastructure charges are not appropriately indexed as provided for by adopting the proposed AICR.

FINANCIAL/RESOURCE IMPLICATIONS

The proposed indexation of the infrastructure charges tables pursuant to the Act ensure that the charges continue to appropriately reflect pricing increases.

No additional resources are required to give effect to the proposed AICR which is proposed to be undertaken by the City Design Branch.

COMMUNITY AND OTHER CONSULTATION

No consultation is required to be undertaken pursuant to the Act. It is proposed that the new AICR be uploaded onto the Council website and an eAlert issued upon adoption to inform subscribers of the service.

The indexed infrastructure charge tables will be provided to Urban Utilities for inclusion in the Charges Schedule of the Water Netserv Plan.

CONCLUSION

It is proposed that new AICR be adopted as detailed in Attachment 2 which incorporates the indexed infrastructure charges, with the proposed AICR to come into effect on and from 1 July 2020.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Track Changes to Adopted Infrastructure Charges Resolution
2.	Proposed Adopted Infrastructure Charges Resolution

Dannielle Owen
MANAGER, CITY DESIGN

I concur with the recommendations contained in this report.

Peter Tabulo
GENERAL MANAGER (PLANNING AND REGULATORY SERVICES)

"Together, we proudly enhance the quality of life for our community"

Ipswich City Council
Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020~~19~~

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Ipswich City Council
Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020~~19~~

Part 1 Introduction

1. Short title

This resolution may be cited as *Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020~~19~~*.

2. Commencement

This resolution has effect on and from the day the making of this resolution by the local government is first uploaded on the relevant local government website.[1]

Editor's note—See section 118(2) (Steps after making charges resolution) of the Planning Act 2016.

3. Planning Act 2016

(1) This resolution is made under the Planning Act.

(2) This resolution is to be read in conjunction with the following:

(a) the Planning Regulation;

(b) the Ipswich planning scheme.

(3) This resolution is attached to but does not form part of the Ipswich planning scheme.

Editor's note—See section 118(1) (Steps after making charges resolution) of the Planning Act 2016.

4. Purpose

The purpose of this resolution is to state the following:

(a) the adopted charges for providing the local government trunk infrastructure networks and distributor-retailer trunk infrastructure networks for development;

(b) the levied charges to be levied by the local government for development for the demand placed on the local government trunk infrastructure networks;

[1] The making of this resolution by the local government was first uploaded on the Ipswich City Council website on 1 July 2020~~19~~.

(c) matters relevant to the working out of an offset and refund for a trunk infrastructure contribution for the local government trunk infrastructure networks for development.

5. Interpretation

(1) The dictionary in schedule 1 defines words used in this resolution.

(2) A word not defined in this resolution which is defined in the Planning Act has the meaning given in the Planning Act.

(3) A word not defined in this resolution or the Planning Act has the meaning given to it by the edition of the Macquarie Dictionary that is current at the date this resolution takes effect, subject to section 14A (Interpretation best achieving Act's purpose) of the *Acts Interpretation Act 1954* and section 14 (Applicable provisions) of the *Statutory Instruments Act 1992*.

Editor's note—Section 14A(1) (Interpretation best achieving Act's purpose) of the Acts Interpretation Act 1954, which provides that in the interpretation of a provision of an Act the interpretation that will best achieve the purpose of the Act is to be preferred to any other interpretation, applies to a statutory instrument under section 14 (Applicable provisions) of the Statutory Instruments Act 1992.

Part 2 Adopted charges

6. Purpose of part 2

Part 2 states the following:

(a) the adopted infrastructure charges for providing trunk infrastructure networks for development (***adopted charge***);

(b) the ***trunk infrastructure networks***, which are the following:

(i) for the local government—the trunk infrastructure for the local government's transport, public parks and community facilities infrastructure networks (***local government trunk infrastructure networks***);

(ii) for the distributor-retailer—the trunk infrastructure for the distributor-retailer's water service and wastewater service (***distributor-retailer trunk infrastructure networks***).

(c) the date the adopted charges take effect (***applicable date***);

(d) the part of the local government area to which the adopted charges apply (***applicable area***);

(e) the uses to which the adopted charges apply (***applicable use***).

7. Adopted charges

(1) The local government has before levied adopted infrastructure charges under the Planning Act on the following basis:

(a) the local government had before 30 June 2011 adopted *Planning Scheme Policy 5—Infrastructure* (***PSP 5***) which stated a charge for the trunk infrastructure networks for development;

(b) the adopted infrastructure charge was the lesser of a charge the local government could have obtained in relation to a development by imposing a condition of a development approval requiring a financial contribution under PSP 5 and the maximum adopted charge under the Planning Regulation;

(c) the proportion of the adopted infrastructure charge that could be charged by the distributor-retailer was determined by the Planning Regulation to be the proportion that the distributor-retailer was able to charge under PSP 5;

(d) the proportion of the adopted infrastructure charge that could be levied by the local government was the balance of the adopted infrastructure charge that was not the proportion of the adopted infrastructure charge that could have been charged by the distributor-retailer.

(2) The local government has for the purpose of working out the adopted charges for the local government trunk infrastructure networks under this resolution determined the following:

(a) a charge for each trunk infrastructure network based on PSP 5 (including indexation) for development which is included in schedule 2 (***trunk infrastructure network charges***) that comprise the following:

(i) a charge for each local government trunk infrastructure network (***local government trunk infrastructure network charge or LNC***);

(ii) a charge for each distributor-retailer trunk infrastructure network (***distributor-retailer trunk infrastructure network charge or DNC***);

(b) a total charge for all trunk infrastructure networks worked out by adding the *LNC* and the *DNC* (***total trunk infrastructure network charges or Total NC***);

(c) the proportion of the *DNC* to the *Total NC* being the proportion of the adopted infrastructure charge that could be charged by the distributor-retailer (***relevant proportion or RP***);

(d) the maximum adopted charge (***maximum adopted charge or MAC***) is to be applied by the local government as follows:

(i) for a reconfiguring a lot which is in the residential area or other area not in the commercial or industrial area, the amount of the *MAC* for a dwelling house (3 or more bedroom);

(ii) for a reconfiguring a lot which is in the commercial or industrial area, the nominated percent of the *MAC* for the use of the premises as prescribed in Table B in schedule 2;

(iii) for a material change of use, the amount of the *MAC* for the proposed use of the premises;

(e) the distributor-retailer's adopted charge cannot exceed the relevant proportion of the *MAC*.

(3) The adopted charge (AC) for the local government trunk infrastructure networks is to be worked out by the local government as follows:

(a) where *Total NC* is less than or equal to the *MAC*, *the LNC*;

(b) where *Total NC* is greater than the *MAC*, *the following calculation:*

$$\frac{\text{LNC}}{\text{Total NC}} \times \text{MAC}$$

Editor's note—For adopted charges for providing the local government trunk infrastructure networks—see section 113(1) (Adopting charges by resolution) and 114(1) (Contents—general) of the Planning Act 2016.

8. Trunk infrastructure networks for adopted charges

(1) The local government trunk infrastructure networks are specified in the local government infrastructure plan.

(2) The distributor-retailer trunk infrastructure networks are specified in the ***distributor-retailer infrastructure planning instrument*** which means the following:

(a) the distributor-retailer's water netserv plan under the SEQ Water Act;

(b) the interim connections policy and schedule of works under the SEQ Water Act adopted by the distributor-retailer if paragraph (a) is not applicable;

(c) the local government's local government infrastructure plan, if paragraphs (a) and (b) are not applicable.

9. Applicable date for the adopted charges

The applicable date for the adopted charges is the day this resolution has effect.

Editor's note—See section 2 (Commencement).

10. Applicable area for the adopted charges

The applicable area for the adopted charges is all of the local government area.

Editor's note—See section 114(2) (Contents—general) of the Planning Act 2016.

11. Applicable uses or activity for the adopted charges

(1) The applicable uses or activity under the Ipswich planning scheme and the Springfield structure plan to which the adopted charges apply are stated in schedule 3.

(2) The local government is to include a use or activity under the Ipswich planning scheme or Springfield structure plan as 'Any other use not listed, including a use that is unknown' in schedule 3, column 1 pursuant to the Planning Regulation based on an assessment of the use and the demand placed upon the trunk infrastructure networks.

(3) The local government has indicatively included the uses or activity under the Ipswich planning scheme and the Springfield structure plan in schedule 3, column 2 and column 3 which are identified as an 'Other use' in schedule 3, column 1 pursuant to the Planning Regulation subject to an assessment of the use and the demand placed upon the trunk infrastructure networks.

Editor's note—See schedule 16, Table 1, column 1 and column 2, 'Other uses', of the Planning Regulation.

Part 3 Levied charges

12. Purpose of part 3

Part 3 states the following:

(a) the applicable development for which adopted charges may be levied by the local government for development for the demand placed upon the local government trunk infrastructure networks (***levied charge***);

(b) the method to be applied by the local government for working out the levied charge including the following:

(i) the adopted charge to be applied (***applied adopted charge***);

(ii) the additional demand placed upon the local government trunk infrastructure networks which will be generated by the development (***additional demand***);

(iii) the relief to be applied to the levied charge (***levied charge relief***);

(iv) the discount to be applied for a financial contribution (***prescribed financial contribution***):

(A) provided for in relation to a local government trunk infrastructure network under an infrastructure charging instrument for a previous development approval;

(B) which has been paid to the local government or otherwise satisfied under an infrastructure agreement between the applicant for the previous development approval and the local government for the provision of land, work or money for the local government trunk infrastructure networks; and

(C) which has not been reimbursed or otherwise previously applied against another financial contribution;

(c) the method to be applied by the local government for working out the increase in the levied charge from the day the levied charge is levied to the day the levied charge is paid (***automatic increase***).

13. Applicable development for the levied charge

(1) The levied charge may be levied for the following development:

(a) reconfiguring a lot;

(b) material change of use of premises.

(2) The levied charge is not to be levied for the following:

(a) works or use of premises authorised under the *Greenhouse Gas Storage Act 2009*, the *Mineral Resources Act 1989*, the *Petroleum Act 1923 or the Petroleum and Gas (Production and Safety) Act 2004; or*

(b) development in a priority development area under the *Economic Development Act 2012*; or

(c) development by a department, or part of a department, under a designation; or

(d) development for a non-State school under a designation.

Editor's note—See section 113(3) (Adopting charges by resolution) of the Planning Act 2016.

14. Working out the levied charge

The levied charge for the development is to be worked out by the local government as follows:

LC = ((AC x AD) - LCR) - D

Where:

LC is the levied charge for the development, which cannot be less than zero.

AC is the applied adopted charge for the development.

AD is the additional demand for the development.

LCR is the levied charge relief for the development.

D is the discount for the prescribed financial contribution.

15. Working out the applied adopted charge

The applied adopted charge for the development is to be worked out by the local government by applying the following:

(a) the adopted charge worked out under section 7 (Adopted charges), if paragraph (b) does not apply;

(b) the applied adopted charge for particular uses in schedule 4, if the local government considers that it should be applied having regard to the additional demand placed upon the local government trunk infrastructure networks which will be generated by the development.

16. Working out the additional demand

(1) The additional demand for the development is to be worked out by the local government as follows:

AD = DD - DC

Where:

AD is the additional demand.

DD is the demand placed upon the local government trunk infrastructure networks which will be generated by the development (***development demand***).

DC is the demand placed upon the local government trunk infrastructure networks generated by existing or previous development if applicable (***demand credit***).

(2) The development demand is worked out using the relevant unit of calculation for an adopted charge for the development in schedule 2 (***demand unit***).

(3) The demand credit is to be worked out using the greater of the following:

(a) if the premises is subject to an existing use which is lawful and already taking place on the premises (***existing lawful use***) that places demand upon the local government trunk infrastructure networks, the demand generated for the existing lawful use using the applicable demand units for the use;

(b) if the premises is subject to a previous use which was lawful at the time it was carried out and is no longer taking place on the premises (***previous lawful use***) that placed demand upon the local government trunk infrastructure networks, the demand generated for the previous lawful use using the applicable demand units for the use;

(c) if the premises is a vacant lot (other than for a vacant lot in subsection (3)(e) below), the demand for one dwelling house (3 bedroom dwelling) in schedule 2;

(d) if the relevant local government trunk infrastructure network is the transport network and the premises are within the deemed demand area, the deemed demand for the deemed demand area in schedule 5 (***deemed demand***);

(e) if the premises is a vacant lot in a commercial or industrial area and a levied charge has been paid pursuant to section 7(2)(d)(ii), the demand calculated under section 7(2)(d)(ii).

Editor's note—See section 120 (2) and (3) (Limitation of levied charge) of the Planning Act 2016.

(4) The demand credit for an existing lawful use or previous lawful use under subsections 3(a) and 3(b) is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an applicant which is seeking the demand credit for an existing lawful use or previous lawful use is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the existing lawful use or the previous lawful use and the calculation of the demand credit; and

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the demand credit.

(b) the local government is to:

(i) determine if a demand credit for the existing lawful use or the previous lawful use is applicable to the development;

(ii) work out the demand credit for the previous lawful use if applicable; and

(iii) give a notice to the applicant stating the outcome of the local government's determination.

Editor's note—The notice may be given in an infrastructure charges notice.

(5) The demand credit for the deemed demand under subsection 3(d) is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an applicant which is seeking the demand credit for the deemed demand is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the following:

(A) the premises are within the deemed demand area;

(B) the existing lawful use and the calculation of the demand generated by the existing lawful use on the transport network;

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the demand credit.

(b) the local government is to:

(i) determine if the demand generated by the existing lawful use is applicable to the development;

(ii) if it is satisfied that there is no outstanding infrastructure contribution under a previous development approval, work out the deemed demand as follows:

$DD = AD - ED$

Where:

DD is the deemed demand.

AD is the assumed demand for the applicable deemed demand area in schedule 5.

ED is the demand generated by the existing lawful use on the transport network which is applicable to the development.

(iii) give a notice to the applicant stating the outcome of the local government's determination.

Editor's note—The notice may be given in an infrastructure charges notice.

(6) The demand credit under subsection 3(e) is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

(a) an applicant which is seeking the demand credit is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the following:

(A) application details and any relevant conditions relating to the payment of the levied charge made under section 7(2)(d)(ii);

(B) receipt of the payment of the levied charge made under section 7(2)(d)(ii);

(C) the infrastructure agreement under which payment of the levied charge has been satisfied (where relevant);

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the demand credit.

(b) the local government is to determine if the demand credit is applicable to the development.

(7) A demand credit is only to be provided to a maximum amount equal to the development demand.

17. Working out the levied charge relief

(1) The amount of the levied charge relief for the development is to be worked out by the local government as follows:

LCR = AC x AD x PR

Where:

LCR is the levied charge relief.

AC is the applied adopted charge for the proposed development worked out under section 15 (Working out the applied adopted charge).

AD is the additional demand for the proposed development worked out under section 16 (Working out the additional demand).

PR is the relevant percentage of levied charge relief stated in schedule 6.

(2) The levied charge relief for the development is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an applicant which is seeking the levied charge relief is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the following:

(A) the applicant is a prescribed community organisation;

(B) the proposed development is a prescribed community development;

(C) the calculation of the amount of the levied charge relief; and

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the levied charge relief.

(b) the local government is to:

(i) determine if the applicant is a prescribed community organisation and the proposed development is a prescribed community development;

(ii) if it accepts that the applicant is a prescribed community organisation and the proposed development is a prescribed community development, work out the levied charge relief; and

(iii) give a notice to the applicant stating the outcome of the local government's determination.

Editor's note—The notice may be given in an infrastructure charges notice.

18. Working out the discount for the prescribed financial contribution

(1) The amount of the discount for the prescribed financial contribution is to be worked out by the local government as follows:

D = PFC - (AC - DC)

Where:

D is the discount which cannot be less than zero.

PFC is the amount of the prescribed financial contribution.

AC is the applied adopted charge for the proposed development worked out under section 15 (Working out the applied adopted charge).

DC is the demand credit if applicable worked out under section 16 (Working out the additional demand).

(2) The discount for the prescribed financial contribution is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an applicant which is seeking the discount for the prescribed financial contribution is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the prescribed financial contribution and the calculation of the discount; and

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the discount for prescribed financial contribution.

(b) the local government is to:

(i) determine if the discount for a prescribed financial contribution is applicable to the development;

(ii) work out the discount for the prescribed financial contribution if applicable; and

(iii) give a notice to the applicant stating the outcome of the local government's determination.

Editor's note—The notice may be given in an infrastructure charges notice.

19. Working out the automatic increase

(1) The automatic increase of the levied charge is to be worked out by the local government as the amount which is equal to the increase calculated by using the index stated in the Planning Act.

Editor's note—See section 114(3)(b), (4) and (6) (Contents—general) of the Planning Act 2016.

(2) However the amount of the automatic increase of the levied charge must not be more than the amount of the increase prescribed by the Planning Act.

Editor's note—See section 114(5) (Contents—general) of the Planning Act 2016.

(3) The automatic increase is only to be worked out by the local government following a period of twelve (12) months from the date of a development approval.

Part 4 Offset and refund for trunk infrastructure

20. Purpose of part 4

Part 4 states the following matters relevant to the working out of an offset or refund for the provision of trunk infrastructure for the local government trunk infrastructure networks for development:

(a) the criteria for trunk infrastructure to be applied by the local government in deciding if development infrastructure is trunk infrastructure (***identified trunk infrastructure criteria***);

(b) the method to be applied by the local government for working out the cost of trunk infrastructure for an offset or refund where an applicant is required under a condition of a relevant approval to provide land or work for the following trunk infrastructure for local government trunk infrastructure networks (***trunk infrastructure contribution***):

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(i) ***identified trunk infrastructure***—development infrastructure which is identified in the local government infrastructure plan;

Editor's note—See section 127 (Application and operation of subdivision) and 128(1)(a) (Necessary infrastructure conditions) of the Planning Act 2016.

(ii) ***different trunk infrastructure***—development infrastructure which:

(A) is an alternative to the identified trunk infrastructure; and

(B) delivers the same desired standards of service for the network of development infrastructure stated in the local government infrastructure plan;

Editor's note—See section 127 (Application and operation of subdivision) and 128(1)(b) (Necessary infrastructure conditions) of the Planning Act 2016.

(iii) ***necessary trunk infrastructure***—development infrastructure which is not identified trunk infrastructure or different trunk infrastructure that satisfies the identified trunk infrastructure criteria and is necessary to service development;

(iv) ***prescribed trunk infrastructure***—development infrastructure which is not identified trunk infrastructure, different trunk infrastructure or necessary trunk infrastructure that becomes trunk infrastructure under the Planning Act;

(c) whether an offset or refund applies and if so the details of the offset and refund and the timing of the offset and refund.

21. Identified trunk infrastructure criteria

The identified trunk infrastructure criteria for deciding that development infrastructure is trunk infrastructure are the following:

(a) that the development infrastructure is necessary to service development consistent with the assumptions about the type, scale, location or timing of future development stated in the local government infrastructure plan;

(b) that the development infrastructure complies with the criteria in schedule 7.

22. Working out the establishment cost

The establishment cost for a trunk infrastructure contribution is to be worked out by the local government using the following:

(a) for the calculation of the establishment cost—the method in section 23 (Calculation of the establishment cost);

(b) for the recalculation of the establishment cost for work calculated under paragraph (a)—the method in section 24 (Recalculation of the establishment cost for work);

(c) for the recalculation of the establishment cost for land calculated under paragraph (a)—the method in section 25 (Recalculation of the establishment cost for land).

23. Calculation of the establishment cost

(1) The establishment cost for a trunk infrastructure contribution is to be worked out by the local government using any of the following:

(a) the planned estimate of the trunk infrastructure contribution;

(b) a cost-based estimate of the establishment cost for the trunk infrastructure contribution determined by the local government using first principles estimating;

(c) an estimate of the establishment cost for the trunk infrastructure contribution reasonably determined by the local government.

(2) The ***planned estimate*** of the trunk infrastructure contribution if:

(a) the whole of an item of identified trunk infrastructure—is the ***planned cost*** being the amount of the value of the item stated in schedule 8;

(b) part of an item of identified trunk infrastructure—is the estimate of the proportion of the planned cost of the item of identified trunk infrastructure applicable to the trunk infrastructure contribution having regard to the method used by the local government to work out the planned cost of the item of identified trunk infrastructure stated in the extrinsic material to the local government infrastructure plan; and

(c) different trunk infrastructure, necessary trunk infrastructure or prescribed trunk infrastructure—is the estimate of the planned cost of the infrastructure having regard to the method used by the local government to work out the planned cost of the identified trunk infrastructure for the network of development infrastructure stated in the extrinsic material to the local government infrastructure plan.

24. Recalculation of the establishment cost for work

Market cost

(1) The establishment cost for a trunk infrastructure contribution for work may be recalculated by the local government at the request of the applicant by using the market cost for the work.

(2) The ***market cost*** for the work is the estimate of the cost of the design and construction of the work:

(a) including the following:

(i) the construction cost for the work;

(ii) construction on costs for the work which do not exceed the maximum construction on costs stated in schedule 9 for the following:

(A) the cost of survey for the work;

(B) the cost of geotechnical investigations for the work;

(C) the cost of only detailed design for the work;

(D) the cost of project management and contract administration;

(E) the cost of environmental investigations for the work;

(F) a portable long service leave payment for a construction contract for the work;

(iii) risk and contingencies which do not exceed 10% for the cost of that part of the of the work in a construction contract which is subject to a contingency.

Example—

A construction contract for a trunk road infrastructure network item may state a contingency for pavement design and service relocation.

(b) excluding the following:

(i) the planning of the work;

(ii) a cost of carrying out temporary infrastructure;

(iii) a cost of carrying out other infrastructure which is not part of the trunk infrastructure contribution;

(iv) a cost of the decommissioning, removal and rehabilitation of infrastructure identified in paragraphs (ii) and (iii);

(v) a part of the trunk infrastructure contribution provided by:

(A) the local government; or

(B) a person, other than the applicant or a person engaged by the applicant;

(vi) a cost to the extent that GST is payable and an input tax credit can be claimed for the work;

(vii) a cost attributable directly or indirectly to the failure of an applicant or a person engaged by the applicant to perform and fulfil a relevant approval for the work;

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(viii) a cost caused or contributed to by a negligent or wilful act or omission by the applicant or a person engaged by the applicant;

(ix) a cost of carrying out development infrastructure which is only made necessary by the development and does not contribute to the function of the trunk infrastructure item;

(x) a cost of carrying out trunk infrastructure which relates to another development infrastructure network;

(xi) a cost of carrying out development infrastructure which is replacing existing infrastructure with different infrastructure in another development infrastructure network;

(xii) a cost of existing development infrastructure which services or is planned to service existing or future demand that is replaced by the trunk infrastructure contribution.

Determining the market cost

(3) The local government is to, prior to the applicant starting the construction of the work, determine the market cost for the work as follows:

(a) the applicant is to undertake an open tender process for the work;

(b) the applicant is to:

(i) give to the local government a notice in the prescribed form which states the following:

(A) an open tender process has been conducted;

(B) the tenders received;

(C) the applicant's preferred tenderer and where the trunk infrastructure contribution is trunk road infrastructure a statement demonstrating the tender is from a ***suitably qualified civil contractor***;

(D) the applicant's reason for the preferred tenderer;

(E) the terms of the construction contract for the work;

(F) a plan for each development infrastructure network clearly showing the extent of the work for which an offset is sought;

(G) the applicant's calculation of the market cost for the work; and

*Editor's note—Tenders for the development of trunk road infrastructure are only to be accepted from a **suitably qualified civil contractor**.*

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the market cost.

(c) the local government may, within 15 business days of the date the notice under paragraph (b) is received by the local government, give a notice to the applicant which states that the applicant is to provide to the local government a document to enable the local government to determine the market cost including without limitation the following:

(i) details in respect of a construction contract for the work;

(ii) a plan for each development infrastructure network clearly showing the scope of the work for which an offset is sought;

(d) the applicant is to comply with a notice given by the local government to the applicant under paragraph (c);

(e) the local government is to as soon as reasonably practicable determine the market cost acting reasonably having regard to the matters in paragraphs (a) to (d);

(f) the local government after determining the market cost is to as soon as reasonably practicable:

(i) give to the applicant a notice which states the following:

(A) the local government's calculation of the market cost for the work and the reason for any difference from the applicant's calculation;

(B) the establishment cost for the work; and

(ii) issue an amended infrastructure charges notice.

Adjustment of the establishment cost

(4) The local government is to, after the completion of the construction of the work and prior to the date for the payment of a levied charge, determine an adjustment to the establishment cost as follows:

(a) this subsection only applies to a cost of work (***prescribed cost***) if the cost:

(i) would have formed part of the market cost used to work out the establishment cost for the work; and

(ii) was not included in the market cost used to work out the establishment cost or was included in the market cost used to work out the establishment cost but was for an amount less than the prescribed cost; and

(iii) was included in the market cost used to work out the establishment cost but was subject to a contingency stated in subsection (2)(a)(iii);

(b) the applicant may, prior to 15 business days after the applicant has completed the work:

(i) give to the local government a single notice which is to state the following:

(A) that the applicant requests that the local government adjust the establishment cost to take account of the prescribed cost;

(B) all information reasonably necessary to establish the calculation of the prescribed cost and that the cost is a prescribed cost;

(C) the applicant's calculation of the prescribed cost; and

(ii) pay the prescribed fee if paragraph (i) applies.

Editor's note—The prescribed fee may include local government's costs for determining whether the establishment cost is to be adjusted.

(c) the local government may, within 15 business days of the date the notice under paragraph (b) is received by the local government, give a notice to the applicant which states that the applicant is to provide to the local government a document to enable the local government to determine the value of an adjusted establishment cost;

(d) the applicant is to comply with a notice given by the local government to the applicant under paragraph (c);

(e) the local government is to as soon as reasonably practicable determine whether the establishment cost is to be adjusted acting reasonably having regard to the matters in paragraphs (a) to (d);

(f) the local government after determining whether the establishment cost is to be adjusted, is to as soon as reasonably practicable:

(i) give to the applicant a notice which states the following:

(A) the local government's calculation of the adjusted establishment cost for the work and the reason for any difference from the applicant's calculation;

(B) the establishment cost for the work; and

(ii) issue an amended infrastructure charges notice.

25. Recalculation of the establishment cost for land

(1) The establishment cost for a trunk infrastructure contribution for land may be recalculated by the local government at the request of the applicant using the current market value of the land.

(2) The ***current market value*** of the land is the difference, determined by using the before and after method of valuation of the whole of the subject premises, between the value of the subject premises including the land and the value of the subject premises excluding the land.

(3) The local government is to, prior to the date of payment of the levied charge, determine the market value of the land as follows:

(a) the applicant is to provide to the local government the following:

(i) a notice in the prescribed form requesting the recalculation of the establishment cost for the land;

(ii) a valuation of the land undertaken by a certified practicing valuer;

(iii) the prescribed fee;

Editor's note—The prescribed fee may include the local government's costs of the recalculation process including the cost of the registered valuer and independent certified practicing valuer.

(b) the local government may, if the matters in paragraph (a) are satisfied, refer the valuation to a registered valuer to assess whether the valuation is consistent with the current market value;

(c) the local government is to decide whether to:

(i) accept the valuation; or

(ii) reject the valuation;

(d) the local government is to, if it accepts the valuation:

(i) give to the applicant a notice stating the establishment cost for the land; and

(ii) index the establishment cost for the land using the CPI from the date of the accepted valuation to the date stated in the amended infrastructure charges notice;

(e) the local government is to, if it rejects the valuation, refer the valuation to an independent certified practicing valuer to:

(i) assess whether the valuation is consistent with the current market value; and

(ii) undertake a valuation of the land if the valuation is assessed as not consistent with the current market value;

(f) the local government is to, upon the determination of the independent certified practicing valuer's valuation:

(i) give to the applicant a notice stating the establishment cost for the land;

(ii) index the establishment cost for the land using the CPI from the date of the independent certified practicing valuer's valuation to the date stated in the amended infrastructure charges notice; and

(iii) issue an amended infrastructure charges notice;

(g) the local government however is not required to refer the valuation to the registered valuer or the independent certified practising valuer if the applicant has not paid to the Council the prescribed fee including the costs of the registered valuer under paragraph (b) and the independent certified practicing valuer under paragraph (e).

26. Calculation of the actual cost

(1) The ***actual cost*** for the work is the cost of the design and construction of the work:

(a) including the following:

(i) the construction cost for the work;

(ii) construction on costs for the work which do not exceed the maximum construction on costs stated in schedule 9 for the following:

(A) the cost of survey for the work;

(B) the cost of geotechnical investigations for the work;

(C) the cost of only detailed design for the work;

(D) the cost of project management and contract administration;

(E) the cost of environmental investigations for the work;

(F) a portable long service leave payment for a construction contract for the work;

(iii) risk and contingencies which do not exceed 10% for the cost of that part of the of the work in a construction contract which is subject to a contingency.

Example—

A construction contract for a trunk road infrastructure network item may state a contingency for pavement design and service relocation.

(b) excluding the following:

(i) the planning of the work;

(ii) a cost of carrying out temporary infrastructure;

(iii) a cost of carrying out other infrastructure which is not part of the trunk infrastructure contribution;

(iv) a cost of the decommissioning, removal and rehabilitation of infrastructure identified in paragraphs (ii) and (iii);

(v) a part of the trunk infrastructure contribution provided by:

(A) the local government; or

(B) a person, other than the applicant or a person engaged by the applicant;

(vi) a cost to the extent that GST is payable and an input tax credit can be claimed for the work;

(vii) a cost attributable directly or indirectly to the failure of an applicant or a person engaged by the applicant to perform and fulfil a relevant approval for the work;

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(viii) a cost caused or contributed to by a negligent or wilful act or omission by the applicant or a person engaged by the applicant;

(ix) a cost of carrying out development infrastructure which is only made necessary by the development and does not contribute to the function of the trunk infrastructure item;

(x) a cost of carrying out trunk infrastructure which relates to another development infrastructure network;

(xi) a cost of carrying out development infrastructure which is replacing existing infrastructure with different infrastructure in another development infrastructure network;

(xii) a cost of existing development infrastructure which services or is planned to service existing or future demand that is replaced by the trunk infrastructure contribution.

*Editor's note—Trunk road infrastructure works are only to be carried out by a **suitably qualified civil contractor**.*

27. Application of an offset and refund

The following apply if a trunk infrastructure contribution services or is planned to service premises other than premises the subject of the relevant approval and an adopted charge applies to the development the subject of the relevant approval:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an ***offset***—where the cost for the trunk infrastructure contribution calculated in accordance with section 28 (Information about an offset and refund) is equal to or less than the levied charge; and

(b) a ***refund***—where the cost for the trunk infrastructure contribution calculated in accordance with section 28 (Information about an offset and refund) is more than the levied charge.

28. Information about an offset and refund

(1) If an offset applies, the cost for the trunk infrastructure contribution is to be worked out by the local government in accordance with:

(a) for the calculation of the establishment cost section 23 (Calculation of the establishment cost);

(b) for the recalculation of the establishment cost for work calculated under paragraph (a) section 24 (Recalculation of the establishment cost for work);

(c) for recalculation of the establishment cost for land calculated under paragraph (a) section 25 (Recalculation of the establishment cost for land);

(d) for calculation of the ***actual cost*** for work section 26 (Calculation of the actual cost) where less than the establishment cost for work calculated under paragraph (a).

*Editor's note—Calculation of an offset and refund for work pursuant to subclause (1)(d) will be used when the details provided in accordance with section 29(1)(b) (Timing of an offset and refund) evidence that the **actual cost** is less than the establishment cost for work calculated pursuant to subclause (1)(a).*

(2) If a refund applies, the refund is to be worked out by the local government as the amount equal to the difference between the cost for the trunk infrastructure calculated in accordance with subsection 28(1) and the amount worked out by applying the adopted charge to the premises as follows:

$R = C - LC$

Where:

R is the refund amount.

C is the cost of the trunk infrastructure provided.

LC is the levied charge.

29. Timing of an offset and refund

(1) An applicant entitled to seek an offset or refund for the trunk infrastructure contribution is to:

(a) give to the local government a notice in the prescribed form which states the following:

(i) the date the trunk infrastructure contribution the subject of an offset or refund was lawfully completed;

(ii) that the trunk infrastructure contribution has been provided in accordance with the relevant approval for the trunk infrastructure contribution;

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(b) for works, unless the cost of the trunk infrastructure contribution has been determined in accordance with section 24 (Recalculation of the establishment cost for work), provide full details of the ***actual cost*** in the form of the tender documentation including any variations, invoices and proof of payments; and

(c) pay the prescribed fee.

Editor's note—The prescribed fee may include the local government's costs for determining the matters in subsection (1)(a) and (1)(b).

(2) The local government is to as soon as reasonably practicable after receiving a notice under subsection (1):

(a) determine whether the trunk infrastructure contribution has satisfied the matters in subsections (1)(a) and (1)(b); and

(b) give to the applicant a notice stating the outcome of the local government's determination.

(3) The local government if satisfied of the matters in subsections (1)(a) and (1)(b) is to, unless otherwise provided for in an infrastructure agreement:

(a) for an offset—set off the cost determined in accordance with section 28 (Information about an offset and refund) for the trunk infrastructure contribution against the levied charge when the levied charge stated in the infrastructure charges notice is payable under the Planning Act;

(b) for a refund—give the refund when stated in the infrastructure charges notice.

(4) The local government has adopted a policy position in relation to the determination in an infrastructure charges notice of when a refund is to be given by the local government to achieve the following policy objectives:

(a) to seek to integrate the local government's land use and infrastructure plans;

(b) to implement the local government infrastructure plan as the basis for the local government's trunk infrastructure funding;

(c) to implement infrastructure funding which is equitable, accountable and financially sustainable for the local government.

(5) The local government's policy position in relation to the determination in an infrastructure charges notice of when a refund is to be given by the local government and related matters is as follows:

(a) for a trunk infrastructure contribution for identified trunk infrastructure which is identified in the local government's capital works program at the date of the relevant approval with a planned date that is consistent with the local government infrastructure plan:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(i) the refund may be given in accordance with the payment triggers in paragraph (ii) until the planned date, at which time the balance of the refund is to be given by 31 December of the financial year following the planned date;

(ii) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December of the financial year following the completion of the trunk infrastructure contribution;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution until the amount is paid;

(iii) each amount to be paid under paragraph (i) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid;

(b) for a trunk infrastructure contribution for identified trunk infrastructure (for which subsection 29(5)(a) does not apply) or different trunk infrastructure which is provided before or in the planned date or period for the trunk infrastructure contribution stated in the local government infrastructure plan:

(i) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December of the financial year following the end of the relevant planned date or period for the trunk infrastructure contribution;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments by 31 December in each financial year commencing in the financial year following the end of the relevant planned date or period for the trunk infrastructure contribution;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments by 31 December in each financial year commencing in the financial year following the end of the relevant planned date or period for the trunk infrastructure contribution;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 by 31 December in each financial year commencing in the financial year following the end of the relevant planned date or period for the trunk infrastructure contribution until the amount is paid;

(ii) each amount to be paid under paragraph (i) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid;

(c) for a trunk infrastructure contribution for identified trunk infrastructure or different trunk infrastructure which is provided after the planned date or period for the trunk infrastructure contribution stated in the local government infrastructure plan:

(i) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December of the financial year following the completion of the trunk infrastructure contribution;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution until the amount is paid;

(ii) each amount to be paid under paragraph (i) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid;

(d) for a trunk infrastructure contribution for necessary trunk infrastructure:

(i) the local government is to estimate the period in which the trunk infrastructure contribution would have been planned to be provided had it been included in the local government infrastructure plan having regard to the method used by the local government to work out the relevant planned date or period of items of identified trunk infrastructure for the network of development infrastructure stated in the extrinsic material to the local government infrastructure plan (***specified date or period***);

(ii) the local government is to upon the completion of the trunk infrastructure contribution include the trunk infrastructure as existing trunk infrastructure in the local government infrastructure plan;

(iii) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December of the financial year following the end of the specified date or period for the trunk infrastructure contribution;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments by 31 December in each financial year commencing in the financial year following the end of the specified date or period for the trunk infrastructure contribution;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments by 31 December in each financial year commencing in the financial year following the end of the specified date or period for the trunk infrastructure contribution;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 by 31 December in each financial year commencing in the financial year following the end of the specified date or period for the trunk infrastructure contribution until the amount is paid;

(iv) each amount to be paid under paragraph (iii) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid;

(e) for a trunk infrastructure contribution for prescribed trunk infrastructure:

(i) the local government is to upon the completion of the trunk infrastructure contribution include the trunk infrastructure as existing trunk infrastructure in the local government infrastructure plan;

(ii) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December 2036;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments between 31 December 2036 and 31 December 2039;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments between 31 December 2036 and 31 December 2041;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 from 31 December 2036 until the amount is paid;

(iii) each amount to be paid under paragraph (ii) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid.

Schedule 1 Dictionary

actual cost see section 26 (Calculation of the actual cost).

additional demand see section 12(b)(ii) (Purpose of part 3).

adopted charge see section 6(a) (Purpose of part 2).

applicable area see section 6(d) (Purpose of part 2).

applicable date see section 6(c) (Purpose of part 2).

applicable use see section 6(e) (Purpose of part 2).

applied adopted charge see section 12(b)(i) (Purpose of part 3).

arterial roads mean local roads which:

(a) facilitate traffic movement across a number of suburbs or townships, or provide crosscity links between major activity areas and link with highways and motorways; and

(b) are primarily used for through traffic movements (that is, 50 percent or more of the road's traffic will ultimately not have an origin or destination within the adjacent traffic zone or contribution sector).

Editor's note—The term 'arterial roads' is also referred to as 'intersuburban links' in the Council's land-use planning activities.

automatic increase see section 12(c) (Purpose of part 3).

bedroom means an area of a building or structure which:

(a) is used, designed or intended for use for sleeping but excludes a lounge room, dining room, living room, kitchen, water closet, bathroom, laundry, garage or plant room; or

(b) can be used for sleeping such as a den, study, loft, media or home entertainment room, library, family or rumpus room or other similar space.

citywide community facilities mean community facilities which are described as 'citywide community facilities' and meet the relevant elements as set out in the extrinsic material for the community facilities trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

citywide parks mean parks which are described as 'citywide parks' and meet the relevant elements as set out in the extrinsic material for the public parks trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

commercial or industrial area means that part of the local government area in the zones and designations under the Ipswich planning scheme identified below:

Commercial (office) area	CBD primary commercial zone
	CBD secondary commercial zone CBD top of town zone CBD medical services zone
Commercial (retail) area	Major centre zone Local retail & commercial zone CBD North secondary business zone
	Rosewood town centre primary business area zone & town square sub area Character area - mixed use zone
	CBD primary retail zone
	Business park zone
	Rosewood town centre secondary business area zone
Other Industry area	Local business & industry zone Local business & industry investigation zone Business incubator zone
	Regional business & industry zone
	Regional business & industry investigation zone
	Rosewood service trades & showgrounds zone

completion means the stage in the provision of a trunk infrastructure contribution by an applicant when the local government is satisfied that the trunk infrastructure contribution is complete other than for a minor omission and a minor defect which:

(a) is not essential;

(b) does not prevent the matter from being reasonably capable of being used for its intended purpose;

(c) the local government determines the applicant has a reasonable basis for not promptly rectifying; and

(d) the rectification of which will not prejudice the convenient use of the matter.

CPI (an acronym for consumer price index) means the following:

(a) the consumer price index 6401.0 All Groups Brisbane published by the Australian Bureau of Statistics;

(b) if an index described in paragraph (a) ceases to be published—another similar index prescribed by the local government.

Editor's note—Where the CPI has not been published for a calculation date the change in the CPI is to be determined by having regard to the index prior to the base date and the index prior to the calculation date.

current market value see section 25(2) (Recalculation of the establishment cost for land).

deemed demand see section 16(3)(d) (Working out the additional demand).

deemed demand area means the deemed demand area in schedule 12.

demand credit see section 16(1) (Working out the additional demand).

demand unit see section 16(2) (Working out the additional demand).

development demand see section 16(1) (Working out the additional demand).

different trunk infrastructure see section 20(b)(ii) (Purpose of part 4).

distributor-retailer means the Central SEQ Distributor-Retailer Authority (trading as Queensland Urban Utilities) under the SEQ Water Act.

distributor-retailer's adopted charge or DAC see section 7(2)(e) (Adopted charges).

distributor-retailer infrastructure planning instrument see section 8(2) (Trunk infrastructure networks for adopted charges).

distributor-retailer trunk infrastructure network charge or DNC see section 7(2)(a)(ii) (Adopted charges).

distributor-retailer trunk infrastructure networks see section 6(b)(ii) (Purpose of part 2).

district community facilities mean community facilities which are described as 'district community facilities' and meet the relevant elements as set out in the extrinsic material for the community facilities trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

district parks mean parks which are described as 'district parks' and meet the relevant elements as set out in the extrinsic material for the public parks trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

dwelling has the meaning in the Planning Regulation.

Editor's note—The term 'dwelling' is defined in the Planning Regulation to mean:

"(a) is used, or capable of being used, as a self-contained residence; and
(b) contains—
(i) food preparation facilities; and
(ii) a bath or shower; and
(iii) a toilet; and
(iv) a wash basin; and
(v) facilities for washing clothes."

establishment cost see section 22 (Working out the establishment cost).

existing lawful use see section 16(3)(a) (Working out the additional demand).

financial year means a period of 1 year beginning on 1 July.

GFA (an acronym for gross floor area) has the meaning in the Planning Regulation.

Editor's note—The term 'gross floor area' is defined in the Planning Regulation to mean:

"for a building, means the total floor area of all storeys of the building, measured from the outside of the external walls and the centre of any common walls of the building, other than areas used for—

(a) building services, plant or equipment; or
(b) access between levels; or
(c) a ground floor public lobby; or
(d) a mall; or
(e) parking, loading or manoeuvring vehicles; or
(f) unenclosed private balconies, whether roofed or not."

identified trunk infrastructure criteria see section 20(a) (Purpose of part 4).

identified trunk infrastructure see section 20(b)(i) (Purpose of part 4).

infrastructure charging instrument means any of the following:

(a) a condition imposed under a planning scheme policy about infrastructure;

(b) an adopted infrastructure charge levied under an adopted infrastructure charges notice;

(c) a levied charge under an infrastructure charges notice.

Ipswich planning scheme means the *Ipswich Planning Scheme 2006*.

levied charge see section 12(a) (Purpose of part 3).

levied charge relief see section 12(b)(iii) (Purpose of part 3).

local community facilities mean community facilities which are described as 'local community facilities' and meet the relevant elements as set out in the extrinsic material for the community facilities trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

local government trunk infrastructure networks see section 6(b)(i) (Purpose of part 2).

local government trunk infrastructure network charge or LNC see section 7(2)(a)(i) (Adopted charges).

local parks mean parks which are described as 'local parks' and meet the relevant elements as set out in the extrinsic material for the public parks trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

market cost see section 24(2) (Recalculation of the establishment cost for work).

maximum adopted charge or MAC see section 7(2)(d) (Adopted charges).

necessary trunk infrastructure see section 20(b)(iii) (Purpose of part 4).

offset see section 27(a) (Application of an offset and refund).

persons has the meaning in the local government infrastructure plan.

Editor's note—The term 'person' is defined in the local government infrastructure plan to mean "the number of persons within an occupied dwelling averaged across the detached housing or attached housing zones as outlined in the Planning Scheme."

planned cost see section 23(2)(a) (Calculation of the establishment cost).

planned estimate see section 23(2) (Calculation of the establishment cost).

Planning Act means the *Planning Act 2016*.

Planning Regulation means the Planning Regulation 2017.

PPI (an acronym for producer price index) means the following:

(a) the producer price index for construction 6427.0 (ABS PPI) index number 3101—Road and Bridge construction index for Queensland published by the Australian Bureau of Statistics;

(b) if an index described in paragraph (a) ceases to be published—another similar index prescribed by the local government.

Editor's note—Where the PPI has not been published for a calculation date the change in the PPI is to be determined by having regard to the index prior to the base date and the index prior to the calculation date.

prescribed community development means the following:

(a) citywide developments—these developments are higher order community facilities which have a Citywide or sub-regional catchment. Whilst not mandatory, their location is best intended for the Ipswich City Centre or proposed Town Centres (e.g. Ipswich Grammar Schools);

(b) district developments—these developments, whilst higher order community facilities, have a 'sector' or large suburban catchment (i.e. Ipswich Eastern Suburbs, Southern Corridor etc.). These types of developments are more prevalent in existing urban areas (e.g. St. Peter Claver College);

(c) neighbourhood developments—these developments, whilst varying in size, cater primarily for the needs of the surrounding neighbourhood (e.g. Leichhardt Catholic Primary School, Riverview Neighbourhood Centre);

(d) local developments—these developments provide facilities for a highly localised catchment (e.g. Local Neighbourhood House, Tenants' Association House or local community hall or recreational facility which is generally less than 200m^2 in GFA). These developments will be limited to small, local based community organisations.

prescribed community organisation means the following:

(a) Scouts and Girl Guides Associations, War Widows Guild, Creche and Kindergartens, Queensland Deaf Society (Inc.), Queensland Spastic Welfare League, Welfare Associations for the Blind, Queensland Society for Crippled Children, Senior Citizens Clubs and other like registered charitable organisations;

(b) religious institutions;

(c) private schools (or non-state schools) in receipt of a subsidy under the *Education (General Provisions) Act 2006* and affiliated with an approved Capital Assistance Authority under the *Education (Capital Assistance) Act 1993*; or

(d) other non-profit organisations (including sporting and recreational organisations) which provide a service to the community and do not normally have an income stream or are able to demonstrate their status as non-profit through an external source such as the Australian Taxation Office.

prescribed cost see section 24(4)(a) (Recalculation of the establishment cost for work).

prescribed financial contribution see section 12(b)(iv) (Purpose of part 3).

prescribed fee means a cost recovery fee prescribed by the local government.

prescribed form means a form prescribed by the local government.

prescribed trunk infrastructure see section 20(b)(iv) (Purpose of part 4).

previous lawful use see section 16(3)(b) (Working out the additional demand).

local government infrastructure plan means the Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

Editor's note—The Local Government Infrastructure Plan is Part 13 of the Ipswich Planning Scheme 2006.

PSP 5 see section 7(1)(a) (Adopted charges).

refund see section 27(b) (Application of an offset and refund).

relevant proportion or RP see section 7(2)(c) (Adopted charges).

religious institution means an institution which is a religious institution under the *Income Tax Assessment Act 1936* or the *Income Tax Assessment Act 1997*, as applicable.

residential area means that part of the local government area in the zones and designations under the Ipswich planning scheme that is not otherwise identified as commercial or industrial area.

SEQ Water Act means the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.

specified date or period see section 29(5)(d)(i) (Timing of an offset and refund).

Springfield structure plan means the Springfield structure plan, which forms part of the Ipswich planning scheme.

Editor's note—The Springfield structure plan is Part 14 of the Ipswich Planning Scheme 2006.

sub-arterial roads mean local roads which:

(a) facilitate movement across a suburb, from one suburb to another and link with arterial roads; and

(b) are primarily used for through traffic movements (that is, 50 percent or more of the road's traffic usage that ultimately does not have an origin or destination within the adjacent traffic zone or contribution sector).

Editor's note—The term 'sub-arterial roads' is also referred to as 'suburban links' and 'distributors' in the Council's land-use planning activities.

suite means a number of connected rooms one of which is a bedroom in which an individual or a group of two or more related or unrelated people reside with the common intention to live together on a long term basis and who make common provision for food or other essentials for living.

suitably qualified civil contractor means a contractor:

(a) that has been prequalified by the Department of Transport and Main Roads under the Austroads National Prequalification System for Civil (Road and Bridge) Construction Contracts in the categories of roadworks and bridge construction relevant to the trunk road infrastructure to be constructed; or

(b) that is able to demonstrate that it meets the prequalification criteria of the Department of Transport and Main Roads under the Austroads National Prequalification System for Civil (Road and Bridge) Construction Contracts in the categories of roadworks and bridge construction relevant to the trunk road infrastructure to be constructed.

total trunk infrastructure network charges or Total NC see section 7(2)(b) (Adopted charges).

trunk infrastructure contribution see section 20(b) (Purpose of part 4).

trunk infrastructure networks see section 6(b) (Purpose of part 2).

trunk infrastructure network charges see section 7(2) (Adopted charges).

Schedule 2 Trunk infrastructure network charges

Table A Reconfiguring a lot of land in the residential area

Column 1 Demand unit	Column 2 Trunk infrastructure network charges				
	Transport trunk infrastructure network	**Public parks trunk infrastructure network**	**Community facilities trunk infrastructure network**	**Water supply trunk infrastructure network for water service**	**Sewerage trunk infrastructure network for wastewater service**
Lot	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C1.	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C2.	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C3.	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C4.	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C5.

Table B Reconfiguring a lot of land not in the residential area

Column 1 Demand unit	Column 2 Area	Column 3 Unconstrained (see schedule 11) percentage	Column 4 Constrained Area (see schedule 11) percentage	Column 5 Trunk infrastructure network charges		
				Transport trunk infrastructure network	Water supply trunk infrastructure network for water service	Sewerage trunk infrastructure network for wastewater service
Lot	Commercial (office) area	30	Not applicable	Trunk infrastructure network charge for Commercial (office) - Office charge in Table D1 ($ per m² GFA).	Trunk infrastructure network charge for Commercial (office) - Office charge in Table D2 ($ per m² GFA).	Trunk infrastructure network charge for Commercial (office) - Office charge in Table D3 ($ per m² GFA).
Lot	Commercial (retail) area	30	22.5 in the Business park zone (see schedule 11)	Trunk infrastructure network charge for Commercial (retail) - Shop charge in Table D1 ($ per m² GFA).	Trunk infrastructure network charge for Commercial (retail) - Shop charge in Table D2 ($ per m² GFA).	Trunk infrastructure network charge for Commercial (retail) - Shop charge in Table D3 ($ per m² GFA).
Lot	Other industry area	30	6.65 in the Regional business and industry zone and Regional business and industry investigation zone (see schedule 11)	Trunk infrastructure network charge for Other industry - Low impact industry charge in Table D1 ($ per m² GFA).	Trunk infrastructure network charge for Other industry - Low impact industry charge in Table D2 ($ per m² GFA).	Trunk infrastructure network charge for Other industry - Low impact industry charge in Table D3 ($ per m² GFA).

DELETE TABLE: Table C1 Residential use – transport trunk infrastructure network

Column 1	Column 2 Transport trunk infrastructure network charge ($ per demand unit)																																
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																																
	Residential uses					Accommodation (long term)														Accommodation (short term)													
	Caretaker's accommodation / Multiple dwelling / Dual occupancy			Dwelling house		Relocatable Home Park		Rooming Accommodation – Other				Rooming Accommodation – Student accommodation				Retirement Facility / Community Residence				Tourist Park (Caravan Park)			Short-term accommodation – Hotel (residential component)				Short-term accommodation – Short-term accommodation (other)				Tourist Park (Camping ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
1	2648	3470	5113	4237	5935	3470	3470	1826	3652	5478	1826	2648	5296	7944	2648	2648	3470	5113	2648	3470	6939	10409	1826	3652	5478	1826	2648	5296	7944	2648	2648	5296	7944
2	2227	2918	4301	3563	4992	2918	2918	1536	3072	4608	1536	2227	4454	6681	2227	2227	2918	4301	2227	2918	5837	8755	1536	3072	4608	1536	2227	4454	6681	2227	2227	4454	6681
3	2621	3434	5061	4193	5874	3434	3434	1807	3615	5422	1807	2621	5242	7863	2621	2621	3434	5061	2621	3434	6868	10303	1807	3615	5422	1807	2621	5242	7863	2621	2621	5242	7863
4	2559	3353	4942	4095	5736	3353	3353	1765	3530	5295	1765	2559	5118	7677	2559	2559	3353	4942	2559	3353	6707	10060	1765	3530	5295	1765	2559	5118	7677	2559	2559	5118	7677
5	3613	4734	6977	5781	8098	4734	4734	2492	4983	7475	2492	3613	7226	10839	3613	3613	4734	6977	3613	4734	9468	14202	2492	4983	7475	2492	3613	7226	10839	3613	3613	7226	10839
6	3767	4936	7275	6028	8444	4936	4936	2598	5196	7794	2598	3767	7535	11302	3767	3767	4936	7275	3767	4936	9873	14809	2598	5196	7794	2598	3767	7535	11302	3767	3767	7535	11302
7	3119	4087	6023	4990	6990	4087	4087	2151	4302	6453	2151	3119	6238	9356	3119	3119	4087	6023	3119	4087	8173	12260	2151	4302	6453	2151	3119	6238	9356	3119	3119	6238	9356
8	1081	1416	2087	1729	2422	1416	1416	745	1491	2236	745	1081	2162	3242	1081	1081	1416	2087	1081	1416	2832	4249	745	1491	2236	745	1081	2162	3242	1081	1081	2162	3242
9	2115	2772	4085	3384	4741	2772	2772	1459	2918	4376	1459	2115	4230	6346	2115	2115	2772	4085	2115	2772	5543	8315	1459	2918	4376	1459	2115	4230	6346	2115	2115	4230	6346
10	2953	3869	5702	4725	6618	3869	3869	2036	4073	6109	2036	2953	5906	8858	2953	2953	3869	5702	2953	3869	7738	11608	2036	4073	6109	2036	2953	5906	8858	2953	2953	5906	8858
11	2605	3414	5031	4169	5840	3414	3414	1797	3594	5391	1797	2605	5211	7816	2605	2605	3414	5031	2605	3414	6828	10242	1797	3594	5391	1797	2605	5211	7816	2605	2605	5211	7816
12	3667	4805	7081	5867	8219	4805	4805	2529	5058	7587	2529	3667	7334	11001	3667	3667	4805	7081	3667	4805	9610	14415	2529	5058	7587	2529	3667	7334	11001	3667	3667	7334	11001
13	3721	4876	7185	5954	8340	4876	4876	2566	5132	7699	2566	3721	7442	11163	3721	3721	4876	7185	3721	4876	9751	14627	2566	5132	7699	2566	3721	7442	11163	3721	3721	7442	11163
14	3702	4850	7148	5923	8297	4850	4850	2553	5106	7659	2553	3702	7403	11105	3702	3702	4850	7148	3702	4850	9701	14551	2553	5106	7659	2553	3702	7403	11105	3702	3702	7403	11105
15	2246	2944	4338	3594	5035	2944	2944	1549	3099	4648	1549	2246	4493	6739	2246	2246	2944	4338	2246	2944	5887	8831	1549	3099	4648	1549	2246	4493	6739	2246	2246	4493	6739
16	2771	3632	5352	4434	6212	3632	3632	1911	3823	5734	1911	2771	5543	8314	2771	2771	3632	5352	2771	3632	7263	10895	1911	3823	5734	1911	2771	5543	8314	2771	2771	5543	8314
17	4918	6444	9496	7868	11022	6444	6444	3391	6783	10174	3391	4918	9835	14753	4918	4918	6444	9496	4918	6444	12887	19331	3391	6783	10174	3391	4918	9835	14753	4918	4918	9835	14753
18	3698	4845	7141	5916	8288	4845	4845	2550	5100	7651	2550	3698	7396	11093	3698	3698	4845	7141	3698	4845	9691	14536	2550	5100	7651	2550	3698	7396	11093	3698	3698	7396	11093
19	5060	6631	9772	8097	11342	6631	6631	3490	6980	10470	3490	5060	10121	15181	5060	5060	6631	9772	5060	6631	13262	19892	3490	6980	10470	3490	5060	10121	15181	5060	5060	10121	15181
20	3250	4259	6276	5200	7285	4259	4259	2241	4483	6724	2241	3250	6500	9750	3250	3250	4259	6276	3250	4259	8517	12776	2241	4483	6724	2241	3250	6500	9750	3250	3250	6500	9750
21	3659	4795	7066	5855	8202	4795	4795	2524	5047	7571	2524	3659	7318	10978	3659	3659	4795	7066	3659	4795	9590	14384	2524	5047	7571	2524	3659	7318	10978	3659	3659	7318	10978
22	4933	6464	9526	7893	11057	6464	6464	3402	6804	10206	3402	4933	9866	14799	4933	4933	6464	9526	4933	6464	12928	19392	3402	6804	10206	3402	4933	9866	14799	4933	4933	9866	14799
23	2725	3571	5262	4360	6108	3571	3571	1879	3759	5638	1879	2725	5450	8175	2725	2725	3571	5262	2725	3571	7142	10712	1879	3759	5638	1879	2725	5450	8175	2725	2725	5450	8175
24	2312	3030	4465	3699	5182	3030	3030	1595	3189	4784	1595	2312	4624	6936	2312	2312	3030	4465	2312	3030	6059	9089	1595	3189	4784	1595	2312	4624	6936	2312	2312	4624	6936
25	2578	3379	4979	4125	5779	3379	3379	1778	3556	5335	1778	2578	5157	7735	2578	2578	3379	4979	2578	3379	6757	10136	1778	3556	5335	1778	2578	5157	7735	2578	2578	5157	7735
26	2910	3814	5620	4657	6523	3814	3814	2007	4014	6021	2007	2910	5821	8731	2910	2910	3814	5620	2910	3814	7627	11441	2007	4014	6021	2007	2910	5821	8731	2910	2910	5821	8731
27	2729	3576	5270	4366	6117	3576	3576	1882	3764	5646	1882	2729	5458	8187	2729	2729	3576	5270	2729	3576	7152	10728	1882	3764	5646	1882	2729	5458	8187	2729	2729	5458	8187
28	2378	3116	4591	3804	5329	3116	3116	1640	3280	4919	1640	2378	4755	7133	2378	2378	3116	4591	2378	3116	6231	9347	1640	3280	4919	1640	2378	4755	7133	2378	2378	4755	7133
29	2806	3677	5419	4490	6290	3677	3677	1935	3871	5806	1935	2806	5612	8418	2806	2806	3677	5419	2806	3677	7354	11031	1935	3871	5806	1935	2806	5612	8418	2806	2806	5612	8418
30	2690	3525	5195	4305	6030	3525	3525	1855	3711	5566	1855	2690	5381	8071	2690	2690	3525	5195	2690	3525	7051	10576	1855	3711	5566	1855	2690	5381	8071	2690	2690	5381	8071
31	3790	4967	7319	6065	8496	4967	4967	2614	5228	7842	2614	3790	7581	11371	3790	3790	4967	7319	3790	4967	9934	14900	2614	5228	7842	2614	3790	7581	11371	3790	3790	7581	11371
32	1583	2074	3056	2532	3547	2074	2074	1091	2183	3274	1091	1583	3165	4748	1583	1583	2074	3056	1583	2074	4147	6221	1091	2183	3274	1091	1583	3165	4748	1583	1583	3165	4748
33	2598	3404	5016	4156	5822	3404	3404	1792	3583	5375	1792	2598	5195	7793	2598	2598	3404	5016	2598	3404	6808	10212	1792	3583	5375	1792	2598	5195	7793	2598	2598	5195	7793
34	2957	3874	5709	4731	6627	3874	3874	2039	4078	6117	2039	2957	5913	8870	2957	2957	3874	5709	2957	3874	7749	11623	2039	4078	6117	2039	2957	5913	8870	2957	2957	5913	8870
35	3756	4921	7252	6009	8418	4921	4921	2590	5180	7770	2590	3756	7511	11267	3756	3756	4921	7252	3756	4921	9842	14764	2590	5180	7770	2590	3756	7511	11267	3756	3756	7511	11267
36	1853	2428	3578	2964	4153	2428	2428	1278	2556	3833	1278	1853	3706	5558	1853	1853	2428	3578	1853	2428	4855	7283	1278	2556	3833	1278	1853	3706	5558	1853	1853	3706	5558
37	1988	2605	3839	3181	4456	2605	2605	1371	2742	4113	1371	1988	3976	5964	1988	1988	2605	3839	1988	2605	5210	7814	1371	2742	4113	1371	1988	3976	5964	1988	1988	3976	5964
38	2328	3050	4495	3724	5217	3050	3050	1605	3210	4816	1605	2328	4655	6983	2328	2328	3050	4495	2328	3050	6100	9150	1605	3210	4816	1605	2328	4655	6983	2328	2328	4655	6983
39	2798	3667	5404	4477	6272	3667	3667	1930	3860	5790	1930	2798	5597	8395	2798	2798	3667	5404	2798	3667	7334	11001	1930	3860	5790	1930	2798	5597	8395	2798	2798	5597	8395
40	2100	2751	4055	3360	4706	2751	2751	1448	2896	4344	1448	2100	4200	6299	2100	2100	2751	4055	2100	2751	5503	8254	1448	2896	4344	1448	2100	4200	6299	2100	2100	4200	6299
41	2069	2711	3995	3310	4637	2711	2711	1427	2854	4280	1427	2069	4138	6207	2069	2069	2711	3995	2069	2711	5422	8133	1427	2854	4280	1427	2069	4138	6207	2069	2069	4138	6207
42	4412	5781	8519	7059	9889	5781	5781	3043	6085	9128	3043	4412	8824	13236	4412	4412	5781	8519	4412	5781	11562	17343	3043	6085	9128	3043	4412	8824	13236	4412	4412	8824	13236
43	3783	4957	7305	6052	8478	4957	4957	2609	5218	7826	2609	3783	7565	11348	3783	3783	4957	7305	3783	4957	9913	14870	2609	5218	7826	2609	3783	7565	11348	3783	3783	7565	11348
44	2686	3520	5188	4298	6021	3520	3520	1853	3706	5558	1853	2686	5373	8059	2686	2686	3520	5188	2686	3520	7040	10561	1853	3706	5558	1853	2686	5373	8059	2686	2686	5373	8059
45	5311	6960	10256	8498	11904	6960	6960	3663	7326	10989	3663	5311	10622	15934	5311	5311	6960	10256	5311	6960	13919	20879	3663	7326	10989	3663	5311	10622	15934	5311	5311	10622	15934
46	2891	3788	5583	4626	6480	3788	3788	1994	3988	5982	1994	2891	5782	8673	2891	2891	3788	5583	2891	3788	7577	11365	1994	3988	5982	1994	2891	5782	8673	2891	2891	5782	8673
47	2019	2645	3898	3230	4525	2645	2645	1392	2784	4177	1392	2019	4037	6056	2019	2019	2645	3898	2019	2645	5290	7936	1392	2784	4177	1392	2019	4037	6056	2019	2019	4037	6056
48	633	829	1222	1013	1419	829	829	437	873	1310	437	633	1266	1899	633	633	829	1222	633	829	1659	2488	437	873	1310	437	633	1266	1899	633	633	1266	1899
49	1258	1649	2430	2013	2820	1649	1649	868	1736	2603	868	1258	2517	3775	1258	1258	1649	2430	1258	1649	3298	4947	868	1736	2603	868	1258	2517	3775	1258	1258	2517	3775
50	1444	1892	2788	2310	3236	1892	1892	996	1991	2987	996	1444	2887	4331	1444	1444	1892	2788	1444	1892	3783	5675	996	1991	2987	996	1444	2887	4331	1444	1444	2887	4331
51	1007	1320	1945	1612	2258	1320	1320	695	1390	2084	695	1007	2015	3022	1007	1007	1320	1945	1007	1320	2640	3960	695	1390	2084	695	1007	2015	3022	1007	1007	2015	3022
52	1972	2585	3809	3156	4421	2585	2585	1360	2721	4081	1360	1972	3945	5917	1972	1972	2585	3809	1972	2585	5169	7754	1360	2721	4081	1360	1972	3945	5917	1972	1972	3945	5917
53	984	1290	1901	1575	2206	1290	1290	679	1358	2036	679	984	1969	2953	984	984	1290	1901	984	1290	2579	3869	679	1358	2036	679	984	1969	2953	984	984	1969	2953
54	899	1178	1737	1439	2016	1178	1178	620	1240	1861	620	899	1799	2698	899	899	1178	1737	899	1178	2357	3535	620	1240	1861	620	899	1799	2698	899	899	1799	2698

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Ipswich City Council
Ipswich Adopted Infrastructure Charges Resolution (No. 1) 202~~019~~

INSERT UPDATED TABLE:

Column 1	Column 2 Transport trunk infrastructure network charge ($ per demand unit)																																
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																																
	Residential uses					Accommodation (long term)															Accommodation (short term)												
	Caretaker's accommodation Multiple dwelling Dual occupancy			Dwelling house		Relocatable Home Park		Rooming Accommodation Other				Rooming Accommodation Student accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Short-term accommodation Hotel (residential component)				Short-term accommodation Short-term accommodation (other)				Tourist Park (Camping ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
1	2727	3574	5267	4364	6113	3574	3574	1881	3762	5643	1881	2727	5455	8182	2727	2727	3574	5267	2727	3574	7148	10722	1881	3762	5643	1881	2727	5455	8182	2727	2727	5455	8182
2	2294	3006	4430	3671	5142	3006	3006	1582	3164	4746	1582	2294	4588	6882	2294	2294	3006	4430	2294	3006	6012	9018	1582	3164	4746	1582	2294	4588	6882	2294	2294	4588	6882
3	2700	3537	5213	4319	6051	3537	3537	1862	3724	5585	1862	2700	5399	8099	2700	2700	3537	5213	2700	3537	7075	10612	1862	3724	5585	1862	2700	5399	8099	2700	2700	5399	8099
4	2636	3454	5090	4218	5908	3454	3454	1818	3636	5454	1818	2636	5272	7908	2636	2636	3454	5090	2636	3454	6908	10362	1818	3636	5454	1818	2636	5272	7908	2636	2636	5272	7908
5	3721	4876	7186	5954	8341	4876	4876	2567	5133	7700	2567	3721	7443	11164	3721	3721	4876	7186	3721	4876	9753	14629	2567	5133	7700	2567	3721	7443	11164	3721	3721	7443	11164
6	3880	5085	7493	6209	8698	5085	5085	2676	5352	8029	2676	3880	7761	11641	3880	3880	5085	7493	3880	5085	10170	15254	2676	5352	8029	2676	3880	7761	11641	3880	3880	7761	11641
7	3213	4210	6204	5140	7200	4210	4210	2216	4431	6647	2216	3213	6425	9638	3213	3213	4210	6204	3213	4210	8419	12629	2216	4431	6647	2216	3213	6425	9638	3213	3213	6425	9638
8	1113	1459	2150	1781	2495	1459	1459	768	1536	2303	768	1113	2227	3340	1113	1113	1459	2150	1113	1459	2917	4376	768	1536	2303	768	1113	2227	3340	1113	1113	2227	3340
9	2179	2855	4207	3486	4884	2855	2855	1503	3005	4508	1503	2179	4358	6536	2179	2179	2855	4207	2179	2855	5710	8565	1503	3005	4508	1503	2179	4358	6536	2179	2179	4358	6536
10	3042	3985	5873	4867	6817	3985	3985	2098	4195	6293	2098	3042	6083	9125	3042	3042	3985	5873	3042	3985	7971	11956	2098	4195	6293	2098	3042	6083	9125	3042	3042	6083	9125
11	2684	3517	5182	4294	6015	3517	3517	1851	3702	5553	1851	2684	5367	8051	2684	2684	3517	5182	2684	3517	7033	10550	1851	3702	5553	1851	2684	5367	8051	2684	2684	5367	8051
12	3777	4949	7294	6043	8466	4949	4949	2605	5210	7815	2605	3777	7554	11331	3777	3777	4949	7294	3777	4949	9899	14848	2605	5210	7815	2605	3777	7554	11331	3777	3777	7554	11331
13	3833	5022	7401	6132	8591	5022	5022	2643	5287	7930	2643	3833	7666	11498	3833	3833	5022	7401	3833	5022	10044	15067	2643	5287	7930	2643	3833	7666	11498	3833	3833	7666	11498
14	3813	4996	7363	6101	8546	4996	4996	2630	5259	7889	2630	3813	7626	11439	3813	3813	4996	7363	3813	4996	9992	14989	2630	5259	7889	2630	3813	7626	11439	3813	3813	7626	11439
15	2314	3032	4468	3702	5186	3032	3032	1596	3192	4788	1596	2314	4628	6942	2314	2314	3032	4468	2314	3032	6064	9096	1596	3192	4788	1596	2314	4628	6942	2314	2314	4628	6942
16	2855	3741	5513	4568	6398	3741	3741	1969	3938	5906	1969	2855	5709	8564	2855	2855	3741	5513	2855	3741	7481	11222	1969	3938	5906	1969	2855	5709	8564	2855	2855	5709	8564
17	5065	6637	9781	8104	11353	6637	6637	3493	6987	10480	3493	5065	10131	15196	5065	5065	6637	9781	5065	6637	13275	19912	3493	6987	10480	3493	5065	10131	15196	5065	5065	10131	15196
18	3809	4991	7355	6094	8537	4991	4991	2627	5254	7881	2627	3809	7618	11427	3809	3809	4991	7355	3809	4991	9982	14973	2627	5254	7881	2627	3809	7618	11427	3809	3809	7618	11427
19	5212	6830	10065	8340	11683	6830	6830	3595	7190	10784	3595	5212	10425	15637	5212	5212	6830	10065	5212	6830	13660	20490	3595	7190	10784	3595	5212	10425	15637	5212	5212	10425	15637
20	3348	4387	6465	5356	7503	4387	4387	2309	4618	6926	2309	3348	6695	10043	3348	3348	4387	6465	3348	4387	8773	13160	2309	4618	6926	2309	3348	6695	10043	3348	3348	6695	10043
21	3769	4939	7278	6031	8448	4939	4939	2599	5199	7798	2599	3769	7538	11307	3769	3769	4939	7278	3769	4939	9878	14817	2599	5199	7798	2599	3769	7538	11307	3769	3769	7538	11307
22	5081	6658	9812	8130	11389	6658	6658	3504	7009	10513	3504	5081	10162	15244	5081	5081	6658	9812	5081	6658	13316	19974	3504	7009	10513	3504	5081	10162	15244	5081	5081	10162	15244
23	2807	3678	5420	4491	6292	3678	3678	1936	3872	5808	1936	2807	5614	8421	2807	2807	3678	5420	2807	3678	7356	11034	1936	3872	5808	1936	2807	5614	8421	2807	2807	5614	8421
24	2382	3121	4599	3811	5338	3121	3121	1642	3285	4927	1642	2382	4763	7145	2382	2382	3121	4599	2382	3121	6241	9362	1642	3285	4927	1642	2382	4763	7145	2382	2382	4763	7145
25	2656	3480	5129	4249	5953	3480	3480	1832	3663	5495	1832	2656	5312	7968	2656	2656	3480	5129	2656	3480	6960	10440	1832	3663	5495	1832	2656	5312	7968	2656	2656	5312	7968
26	2998	3928	5789	4797	6719	3928	3928	2067	4135	6202	2067	2998	5996	8993	2998	2998	3928	5789	2998	3928	7856	11785	2067	4135	6202	2067	2998	5996	8993	2998	2998	5996	8993
27	2811	3683	5428	4498	6300	3683	3683	1939	3877	5816	1939	2811	5622	8433	2811	2811	3683	5428	2811	3683	7367	11050	1939	3877	5816	1939	2811	5622	8433	2811	2811	5622	8433
28	2449	3209	4729	3919	5489	3209	3209	1689	3378	5067	1689	2449	4898	7347	2449	2449	3209	4729	2449	3209	6418	9628	1689	3378	5067	1689	2449	4898	7347	2449	2449	4898	7347
29	2890	3788	5582	4625	6479	3788	3788	1993	3987	5980	1993	2890	5781	8671	2890	2890	3788	5582	2890	3788	7575	11363	1993	3987	5980	1993	2890	5781	8671	2890	2890	5781	8671
30	2771	3631	5351	4434	6211	3631	3631	1911	3822	5734	1911	2771	5542	8314	2771	2771	3631	5351	2771	3631	7262	10894	1911	3822	5734	1911	2771	5542	8314	2771	2771	5542	8314
31	3904	5116	7539	6247	8751	5116	5116	2693	5385	8078	2693	3904	7809	11713	3904	3904	5116	7539	3904	5116	10232	15348	2693	5385	8078	2693	3904	7809	11713	3904	3904	7809	11713
32	1630	2136	3148	2608	3654	2136	2136	1124	2248	3373	1124	1630	3260	4890	1630	1630	2136	3148	1630	2136	4272	6408	1124	2248	3373	1124	1630	3260	4890	1630	1630	3260	4890
33	2676	3506	5167	4281	5997	3506	3506	1845	3691	5536	1845	2676	5352	8027	2676	2676	3506	5167	2676	3506	7012	10519	1845	3691	5536	1845	2676	5352	8027	2676	2676	5352	8027
34	3046	3991	5881	4873	6826	3991	3991	2100	4201	6301	2100	3046	6091	9137	3046	3046	3991	5881	3046	3991	7981	11972	2100	4201	6301	2100	3046	6091	9137	3046	3046	6091	9137
35	3869	5069	7470	6190	8671	5069	5069	2668	5336	8004	2668	3869	7737	11606	3869	3869	5069	7470	3869	5069	10138	15207	2668	5336	8004	2668	3869	7737	11606	3869	3869	7737	11606
36	1908	2501	3685	3053	4278	2501	2501	1316	2632	3948	1316	1908	3817	5725	1908	1908	2501	3685	1908	2501	5001	7502	1316	2632	3948	1316	1908	3817	5725	1908	1908	3817	5725
37	2048	2683	3954	3276	4589	2683	2683	1412	2824	4236	1412	2048	4095	6143	2048	2048	2683	3954	2048	2683	5366	8049	1412	2824	4236	1412	2048	4095	6143	2048	2048	4095	6143
38	2397	3142	4630	3836	5374	3142	3142	1653	3307	4960	1653	2397	4795	7192	2397	2397	3142	4630	2397	3142	6283	9425	1653	3307	4960	1653	2397	4795	7192	2397	2397	4795	7192
39	2883	3777	5566	4612	6461	3777	3777	1988	3976	5964	1988	2883	5765	8648	2883	2883	3777	5566	2883	3777	7554	11331	1988	3976	5964	1988	2883	5765	8648	2883	2883	5765	8648
40	2163	2834	4177	3461	4848	2834	2834	1492	2983	4475	1492	2163	4326	6489	2163	2163	2834	4177	2163	2834	5668	8502	1492	2983	4475	1492	2163	4326	6489	2163	2163	4326	6489
41	2131	2792	4115	3410	4777	2792	2792	1470	2939	4409	1470	2131	4262	6393	2131	2131	2792	4115	2131	2792	5585	8377	1470	2939	4409	1470	2131	4262	6393	2131	2131	4262	6393
42	4544	5955	8775	7271	10186	5955	5955	3134	6268	9402	3134	4544	9089	13633	4544	4544	5955	8775	4544	5955	11910	17864	3134	6268	9402	3134	4544	9089	13633	4544	4544	9089	13633
43	3896	5106	7524	6234	8733	5106	5106	2687	5374	8061	2687	3896	7793	11689	3896	3896	5106	7524	3896	5106	10211	15317	2687	5374	8061	2687	3896	7793	11689	3896	3896	7793	11689
44	2767	3626	5344	4428	6202	3626	3626	1908	3817	5725	1908	2767	5534	8302	2767	2767	3626	5344	2767	3626	7252	10878	1908	3817	5725	1908	2767	5534	8302	2767	2767	5534	8302
45	5471	7169	10564	8753	12262	7169	7169	3773	7546	11319	3773	5471	10942	16413	5471	5471	7169	10564	5471	7169	14337	21506	3773	7546	11319	3773	5471	10942	16413	5471	5471	10942	16413
46	2978	3902	5751	4765	6675	3902	3902	2054	4108	6161	2054	2978	5956	8934	2978	2978	3902	5751	2978	3902	7804	11706	2054	4108	6161	2054	2978	5956	8934	2978	2978	5956	8934
47	2079	2725	4015	3327	4661	2725	2725	1434	2868	4302	1434	2079	4159	6238	2079	2079	2725	4015	2079	2725	5449	8174	1434	2868	4302	1434	2079	4159	6238	2079	2079	4159	6238
48	652	854	1259	1043	1461	854	854	450	899	1349	450	652	1304	1956	652	652	854	1259	652	854	1709	2563	450	899	1349	450	652	1304	1956	652	652	1304	1956
49	1296	1698	2503	2074	2905	1698	1698	894	1788	2682	894	1296	2592	3888	1296	1296	1698	2503	1296	1698	3397	5095	894	1788	2682	894	1296	2592	3888	1296	1296	2592	3888
50	1487	1948	2871	2379	3333	1948	1948	1026	2051	3077	1026	1487	2974	4461	1487	1487	1948	2871	1487	1948	3897	5845	1026	2051	3077	1026	1487	2974	4461	1487	1487	2974	4461
51	1038	1360	2004	1660	2326	1360	1360	716	1431	2147	716	1038	2075	3113	1038	1038	1360	2004	1038	1360	2720	4079	716	1431	2147	716	1038	2075	3113	1038	1038	2075	3113
52	2032	2662	3923	3251	4554	2662	2662	1401	2802	4203	1401	2032	4063	6095	2032	2032	2662	3923	2032	2662	5324	7987	1401	2802	4203	1401	2032	4063	6095	2032	2032	4063	6095
53	1014	1328	1958	1622	2272	1328	1328	699	1398	2098	699	1014	2028	3042	1014	1014	1328	1958	1014	1328	2657	3985	699	1398	2098	699	1014	2028	3042	1014	1014	2028	3042
54	926	1214	1789	1482	2076	1214	1214	639	1278	1917	639	926	1853	2779	926	926	1214	1789	926	1214	2428	3642	639	1278	1917	639	926	1853	2779	926	926	1853	2779

DELETE TABLE: Table C2 **Residential use – public parks trunk infrastructure network**

Column 1	Column 2																								
Charge Area	Public Parks trunk infrastructure network charge ($ per demand unit)																								
	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																								
	Residential uses					Accommodation (long term)										Accommodation (short term)									
	Caretaker's accommodation Multiple dwelling Dual occupancy			Dwelling house		Relocatable Home Park		Rooming Accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Short-term accommodation Hotel (residential component)				Tourist Park (Camping ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
E1	4640	6009	8899	7454	10420	6009	6009	4640	9279	13919	4640	4640	6009	8899	4640	6009	12018	18026	3803	7606	11409	3803	4640	9279	13919
E2	4729	6124	9070	7597	10621	6124	6124	4729	9458	14187	4729	4729	6124	9070	4729	6124	12249	18373	3876	7752	11628	3876	4729	9458	14187
E3	4160	5388	7980	6684	9344	5388	5388	4160	8321	12481	4160	4160	5388	7980	4160	5388	10776	16164	3410	6820	10230	3410	4160	8321	12481
E4	4505	5834	8640	7237	10117	5834	5834	4505	9009	13514	4505	4505	5834	8640	4505	5834	11668	17502	3692	7385	11077	3692	4505	9009	13514
E5	4193	5431	8043	6737	9418	5431	5431	4193	8387	12580	4193	4193	5431	8043	4193	5431	10862	16292	3437	6874	10312	3437	4193	8387	12580
E6	4761	6166	9132	7649	10693	6166	6166	4761	9522	14284	4761	4761	6166	9132	4761	6166	12332	18498	3903	7805	11708	3903	4761	9522	14284
C1	4159	5387	7978	6682	9342	5387	5387	4159	8319	12478	4159	4159	5387	7978	4159	5387	10774	16161	3409	6819	10228	3409	4159	8319	12478
C2	4000	5180	7672	6426	8984	5180	5180	4000	8000	12000	4000	4000	5180	7672	4000	5180	10361	15541	3279	6558	9836	3279	4000	8000	12000
C3	4664	6040	8946	7493	10475	6040	6040	4664	9328	13992	4664	4664	6040	8946	4664	6040	12080	18120	3823	7646	11469	3823	4664	9328	13992
C4	4483	5806	8598	7202	10068	5806	5806	4483	8966	13449	4483	4483	5806	8598	4483	5806	11612	17417	3675	7349	11024	3675	4483	8966	13449
C5	4277	5539	8204	6871	9606	5539	5539	4277	8554	12831	4277	4277	5539	8204	4277	5539	11078	16618	3506	7012	10518	3506	4277	8554	12831
C6	4862	6297	9325	7811	10920	6297	6297	4862	9724	14586	4862	4862	6297	9325	4862	6297	12593	18890	3985	7970	11956	3985	4862	9724	14586
C7	4232	5481	8117	6799	9504	5481	5481	4232	8464	12695	4232	4232	5481	8117	4232	5481	10961	16442	3469	6937	10406	3469	4232	8464	12695
C8	4052	5247	7771	6509	9099	5247	5247	4052	8103	12155	4052	4052	5247	7771	4052	5247	10494	15741	3321	6642	9963	3321	4052	8103	12155
C9	4253	5508	8158	6833	9552	5508	5508	4253	8506	12759	4253	4253	5508	8158	4253	5508	11016	16525	3486	6972	10459	3486	4253	8506	12759
C10	5076	6574	9737	8155	11401	6574	6574	5076	10153	15229	5076	5076	6574	9737	5076	6574	13149	19723	4161	8322	12483	4161	5076	10153	15229
C11	6249	8093	11986	10040	14035	8093	8093	6249	12499	18748	6249	6249	8093	11986	6249	8093	16187	24280	5122	10245	15367	5122	6249	12499	18748
R1	4682	6063	8979	7521	10514	6063	6063	4682	9363	14045	4682	4682	6063	8979	4682	6063	12126	18189	3837	7675	11512	3837	4682	9363	14045
R2	4919	6371	9435	7903	11048	6371	6371	4919	9838	14758	4919	4919	6371	9435	4919	6371	12741	19112	4032	8064	12096	4032	4919	9838	14758
R3	4508	5838	8646	7242	10124	5838	5838	4508	9016	13523	4508	4508	5838	8646	4508	5838	11676	17514	3695	7390	11085	3695	4508	9016	13523
R4	4584	5936	8791	7364	10294	5936	5936	4584	9167	13751	4584	4584	5936	8791	4584	5936	11872	17808	3757	7514	11271	3757	4584	9167	13751
W1	4398	5696	8436	7066	9878	5696	5696	4398	8797	13195	4398	4398	5696	8436	4398	5696	11392	17089	3605	7210	10816	3605	4398	8797	13195
W2	4563	5909	8751	7330	10247	5909	5909	4563	9125	13688	4563	4563	5909	8751	4563	5909	11818	17727	3740	7480	11219	3740	4563	9125	13688
W3	4037	5228	7743	6486	9066	5228	5228	4037	8074	12111	4037	4037	5228	7743	4037	5228	10456	15684	3309	6618	9927	3309	4037	8074	12111
W4	4192	5429	8041	6735	9415	5429	5429	4192	8384	12576	4192	4192	5429	8041	4192	5429	10858	16287	3436	6872	10309	3436	4192	8384	12576
W5	4219	5463	8092	6777	9475	5463	5463	4219	8437	12656	4219	4219	5463	8092	4219	5463	10927	16390	3458	6916	10374	3458	4219	8437	12656
W6	4160	5388	7980	6684	9344	5388	5388	4160	8321	12481	4160	4160	5388	7980	4160	5388	10776	16164	3410	6820	10230	3410	4160	8321	12481
W7	4099	5309	7862	6585	9206	5309	5309	4099	8198	12297	4099	4099	5309	7862	4099	5309	10617	15926	3360	6720	10080	3360	4099	8198	12297
W8	4121	5337	7904	6620	9255	5337	5337	4121	8242	12363	4121	4121	5337	7904	4121	5337	10674	16011	3378	6756	10133	3378	4121	8242	12363
W9	4077	5280	7820	6550	9157	5280	5280	4077	8154	12232	4077	4077	5280	7820	4077	5280	10561	15841	3342	6684	10026	3342	4077	8154	12232

INSERT UPDATED TABLE:

Column 1	Column 2																								
Charge Area	Public Parks trunk infrastructure network charge ($ per demand unit)																								
	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																								
	Residential uses					Accommodation (long term)										Accommodation (short term)									
	Caretaker's accommodation Multiple dwelling Dual occupancy			Dwelling house		Relocatable Home Park		Rooming Accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Short-term accommodation Hotel (residential component)				Tourist Park (Camping ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
E1	4780	6190	9168	7679	10735	6190	6190	4780	9560	14340	4780	4780	6190	9168	4780	6190	12381	18571	3918	7836	11754	3918	4780	9560	14340
E2	4872	6309	9344	7827	10941	6309	6309	4872	9743	14615	4872	4872	6309	9344	4872	6309	12619	18928	3993	7986	11980	3993	4872	9743	14615
E3	4286	5551	8221	6886	9626	5551	5551	4286	8572	12858	4286	4286	5551	8221	4286	5551	11101	16652	3513	7026	10539	3513	4286	8572	12858
E4	4641	6010	8901	7456	10423	6010	6010	4641	9282	13922	4641	4641	6010	8901	4641	6010	12020	18031	3804	7608	11412	3804	4641	9282	13922
E5	4320	5595	8286	6940	9702	5595	5595	4320	8640	12960	4320	4320	5595	8286	4320	5595	11190	16785	3541	7082	10623	3541	4320	8640	12960
E6	4905	6352	9408	7880	11016	6352	6352	4905	9810	14715	4905	4905	6352	9408	4905	6352	12705	19057	4020	8041	12061	4020	4905	9810	14715
C1	4285	5550	8219	6884	9624	5550	5550	4285	8570	12855	4285	4285	5550	8219	4285	5550	11099	16649	3512	7025	10537	3512	4285	8570	12855
C2	4121	5337	7904	6621	9255	5337	5337	4121	8242	12363	4121	4121	5337	7904	4121	5337	10674	16011	3378	6756	10134	3378	4121	8242	12363
C3	4805	6223	9216	7719	10791	6223	6223	4805	9610	14414	4805	4805	6223	9216	4805	6223	12445	18668	3938	7877	11815	3938	4805	9610	14414
C4	4618	5981	8858	7420	10372	5981	5981	4618	9237	13855	4618	4618	5981	8858	4618	5981	11962	17944	3786	7571	11357	3786	4618	9237	13855
C5	4406	5707	8451	7079	9896	5707	5707	4406	8813	13219	4406	4406	5707	8451	4406	5707	11413	17120	3612	7223	10835	3612	4406	8813	13219
C6	5009	6487	9607	8047	11249	6487	6487	5009	10018	15027	5009	5009	6487	9607	5009	6487	12974	19461	4106	8211	12317	4106	5009	10018	15027
C7	4360	5646	8362	7004	9791	5646	5646	4360	8719	13079	4360	4360	5646	8362	4360	5646	11292	16938	3573	7147	10720	3573	4360	8719	13079
C8	4174	5406	8006	6706	9374	5406	5406	4174	8348	12522	4174	4174	5406	8006	4174	5406	10811	16217	3421	6842	10264	3421	4174	8348	12522
C9	4382	5675	8404	7039	9841	5675	5675	4382	8763	13145	4382	4382	5675	8404	4382	5675	11349	17024	3592	7183	10775	3592	4382	8763	13145
C10	5230	6773	10031	8402	11745	6773	6773	5230	10459	15689	5230	5230	6773	10031	5230	6773	13546	20319	4287	8573	12860	4287	5230	10459	15689
C11	6438	8338	12348	10343	14459	8338	8338	6438	12876	19314	6438	6438	8338	12348	6438	8338	16676	25013	5277	10554	15831	5277	6438	12876	19314
R1	4823	6246	9251	7748	10832	6246	6246	4823	9646	14469	4823	4823	6246	9251	4823	6246	12492	18739	3953	7907	11860	3953	4823	9646	14469
R2	5068	6563	9720	8142	11382	6563	6563	5068	10136	15203	5068	5068	6563	9720	5068	6563	13126	19690	4154	8308	12462	4154	5068	10136	15203
R3	4644	6014	8907	7461	10430	6014	6014	4644	9288	13932	4644	4644	6014	8907	4644	6014	12029	18043	3807	7613	11420	3807	4644	9288	13932
R4	4722	6115	9057	7586	10605	6115	6115	4722	9444	14166	4722	4722	6115	9057	4722	6115	12231	18346	3871	7741	11612	3871	4722	9444	14166
W1	4531	5868	8691	7280	10177	5868	5868	4531	9062	13594	4531	4531	5868	8691	4531	5868	11737	17605	3714	7428	11142	3714	4531	9062	13594
W2	4700	6087	9016	7551	10557	6087	6087	4700	9401	14101	4700	4700	6087	9016	4700	6087	12175	18262	3853	7706	11558	3853	4700	9401	14101
W3	4159	5386	7977	6681	9340	5386	5386	4159	8318	12477	4159	4159	5386	7977	4159	5386	10772	16158	3409	6818	10227	3409	4159	8318	12477
W4	4319	5593	8284	6938	9700	5593	5593	4319	8638	12956	4319	4319	5593	8284	4319	5593	11186	16780	3540	7080	10620	3540	4319	8638	12956
W5	4346	5629	8336	6982	9761	5629	5629	4346	8692	13038	4346	4346	5629	8336	4346	5629	11257	16886	3562	7125	10687	3562	4346	8692	13038
W6	4286	5551	8221	6886	9626	5551	5551	4286	8572	12858	4286	4286	5551	8221	4286	5551	11101	16652	3513	7026	10539	3513	4286	8572	12858
W7	4223	5469	8100	6784	9484	5469	5469	4223	8446	12669	4223	4223	5469	8100	4223	5469	10938	16407	3461	6923	10384	3461	4223	8446	12669
W8	4245	5498	8143	6820	9535	5498	5498	4245	8491	12736	4245	4245	5498	8143	4245	5498	10996	16494	3480	6960	10439	3480	4245	8491	12736
W9	4200	5440	8057	6748	9434	5440	5440	4200	8401	12601	4200	4200	5440	8057	4200	5440	10880	16320	3443	6886	10329	3443	4200	8401	12601

DELETE TABLE: Table C3 **Residential use – community facilities trunk infrastructure network**

Column 1	Column 2 Community Facilities trunk infrastructure network charge ($ per demand unit)																								
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																								
	Residential uses					Accommodation (long term)										Accommodation (short term)									
	Caretaker's accommodation Multiple dwelling Dual occupancy			Dwelling house		Relocatable Home Park		Rooming Accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Short-term accommodation Hotel (residential component)				Tourist Park (Camping ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
E1	595	771	1141	956	1336	771	771	595	1190	1785	595	595	771	1141	595	771	1541	2312	488	975	1463	488	595	1190	1785
E2	585	758	1122	940	1314	758	758	585	1170	1755	585	585	758	1122	585	758	1516	2273	480	959	1439	480	585	1170	1755
E3	609	789	1169	979	1369	789	789	609	1219	1828	609	609	789	1169	609	789	1579	2368	500	999	1499	500	609	1219	1828
E4	531	688	1019	854	1194	688	688	531	1063	1594	531	531	688	1019	531	688	1377	2065	436	871	1307	436	531	1063	1594
E5	545	706	1045	876	1224	706	706	545	1090	1635	545	545	706	1045	545	706	1412	2118	447	894	1340	447	545	1090	1635
E6	578	749	1109	929	1299	749	749	578	1157	1735	578	578	749	1109	578	749	1498	2247	474	948	1422	474	578	1157	1735
C1	612	792	1173	983	1374	792	792	612	1223	1835	612	612	792	1173	612	792	1584	2376	501	1003	1504	501	612	1223	1835
C2	608	787	1166	977	1365	787	787	608	1216	1824	608	608	787	1166	608	787	1575	2362	498	997	1495	498	608	1216	1824
C3	604	782	1158	970	1356	782	782	604	1207	1811	604	604	782	1158	604	782	1564	2345	495	990	1484	495	604	1207	1811
C4	626	810	1200	1005	1405	810	810	626	1251	1877	626	626	810	1200	626	810	1620	2430	513	1025	1538	513	626	1251	1877
C5	558	723	1070	897	1253	723	723	558	1116	1674	558	558	723	1070	558	723	1446	2168	457	915	1372	457	558	1116	1674
C6	532	689	1021	855	1195	689	689	532	1064	1597	532	532	689	1021	532	689	1378	2068	436	872	1309	436	532	1064	1597
C7	572	740	1096	918	1284	740	740	572	1143	1715	572	572	740	1096	572	740	1481	2221	469	937	1406	469	572	1143	1715
C8	693	897	1329	1113	1556	897	897	693	1386	2079	693	693	897	1329	693	897	1795	2692	568	1136	1704	568	693	1386	2079
C9	540	700	1036	868	1213	700	700	540	1081	1621	540	540	700	1036	540	700	1399	2099	443	886	1329	443	540	1081	1621
C10	495	641	950	796	1112	641	641	495	990	1486	495	495	641	950	495	641	1283	1924	406	812	1218	406	495	990	1486
C11	680	880	1303	1092	1526	880	880	680	1359	2039	680	680	880	1303	680	880	1760	2640	557	1114	1671	557	680	1359	2039
R1	561	727	1077	902	1261	727	727	561	1123	1684	561	561	727	1077	561	727	1454	2181	460	920	1380	460	561	1123	1684
R2	646	837	1239	1038	1451	837	837	646	1292	1938	646	646	837	1239	646	837	1673	2510	530	1059	1589	530	646	1292	1938
R3	643	833	1234	1033	1445	833	833	643	1287	1930	643	643	833	1234	643	833	1666	2499	527	1055	1582	527	643	1287	1930
R4	606	784	1162	973	1360	784	784	606	1212	1817	606	606	784	1162	606	784	1569	2353	497	993	1490	497	606	1212	1817
W1	203	262	389	326	455	262	262	203	405	608	203	203	262	389	203	262	525	787	166	332	498	166	203	405	608
W2	206	267	395	331	463	267	267	206	412	618	206	206	267	395	206	267	534	801	169	338	507	169	206	412	618
W3	248	321	475	398	557	321	321	248	496	744	248	248	321	475	248	321	642	963	203	406	609	203	248	496	744
W4	218	282	418	350	489	282	282	218	436	654	218	218	282	418	218	282	564	846	179	357	536	179	218	436	654
W5	219	283	420	352	491	283	283	219	438	656	219	219	283	420	219	283	567	850	179	359	538	179	219	438	656
W6	272	352	522	437	611	352	352	272	544	816	272	272	352	522	272	352	705	1057	223	446	669	223	272	544	816
W7	249	322	477	399	558	322	322	249	497	746	249	249	322	477	249	322	644	966	204	408	611	204	249	497	746
W8	251	325	481	403	564	325	325	251	502	753	251	251	325	481	251	325	650	975	206	411	617	206	251	502	753
W9	246	319	473	396	553	319	319	246	493	739	246	246	319	473	246	319	638	957	202	404	606	202	246	493	739

INSERT UPDATED TABLE:

Column 1	Column 2 Community Facilities trunk infrastructure network charge ($ per demand unit)																								
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																								
	Residential uses					Accommodation (long term)										Accommodation (short term)									
	Caretaker's accommodation Multiple dwelling Dual occupancy			Dwelling house		Relocatable Home Park		Rooming Accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Short-term accommodation Hotel (residential component)				Tourist Park (Camping ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
E1	613	794	1176	985	1377	794	794	613	1226	1839	613	613	794	1176	613	794	1588	2381	502	1005	1507	502	613	1226	1839
E2	603	781	1156	968	1354	781	781	603	1206	1808	603	603	781	1156	603	781	1561	2342	494	988	1482	494	603	1206	1808
E3	628	813	1204	1009	1410	813	813	628	1256	1884	628	628	813	1204	628	813	1626	2439	515	1029	1544	515	628	1256	1884
E4	548	709	1050	880	1230	709	709	548	1095	1643	548	548	709	1050	548	709	1418	2127	449	898	1346	449	548	1095	1643
E5	562	727	1077	902	1261	727	727	562	1123	1685	562	562	727	1077	562	727	1454	2182	460	921	1381	460	562	1123	1685
E6	596	772	1143	957	1338	772	772	596	1192	1788	596	596	772	1143	596	772	1544	2315	488	977	1465	488	596	1192	1788
C1	630	816	1208	1012	1415	816	816	630	1260	1890	630	630	816	1208	630	816	1632	2448	516	1033	1549	516	630	1260	1890
C2	626	811	1201	1006	1407	811	811	626	1253	1879	626	626	811	1201	626	811	1622	2433	513	1027	1540	513	626	1253	1879
C3	622	805	1193	999	1397	805	805	622	1244	1866	622	622	805	1193	622	805	1611	2416	510	1020	1529	510	622	1244	1866
C4	644	835	1236	1035	1447	835	835	644	1289	1933	644	644	835	1236	644	835	1669	2504	528	1056	1585	528	644	1289	1933
C5	575	745	1103	924	1291	745	745	575	1150	1725	575	575	745	1103	575	745	1489	2234	471	943	1414	471	575	1150	1725
C6	548	710	1052	881	1231	710	710	548	1097	1645	548	548	710	1052	548	710	1420	2130	449	899	1348	449	548	1097	1645
C7	589	763	1129	946	1323	763	763	589	1178	1767	589	589	763	1129	589	763	1525	2288	483	965	1448	483	589	1178	1767
C8	714	924	1369	1147	1603	924	924	714	1428	2141	714	714	924	1369	714	924	1849	2773	585	1170	1755	585	714	1428	2141
C9	557	721	1068	894	1250	721	721	557	1113	1670	557	557	721	1068	557	721	1442	2163	456	913	1369	456	557	1113	1670
C10	510	661	978	820	1146	661	661	510	1020	1530	510	510	661	978	510	661	1321	1982	418	836	1254	418	510	1020	1530
C11	700	907	1343	1125	1572	907	907	700	1400	2100	700	700	907	1343	700	907	1813	2720	574	1148	1722	574	700	1400	2100
R1	578	749	1109	929	1299	749	749	578	1157	1735	578	578	749	1109	578	749	1498	2247	474	948	1422	474	578	1157	1735
R2	666	862	1276	1069	1495	862	862	666	1331	1997	666	666	862	1276	666	862	1724	2586	546	1091	1637	546	666	1331	1997
R3	663	858	1271	1065	1488	858	858	663	1325	1988	663	663	858	1271	663	858	1717	2575	543	1086	1630	543	663	1325	1988
R4	624	808	1197	1003	1402	808	808	624	1248	1872	624	624	808	1197	624	808	1616	2425	512	1023	1535	512	624	1248	1872
W1	209	270	400	335	469	270	270	209	417	626	209	209	270	400	209	270	541	811	171	342	513	171	209	417	626
W2	212	275	407	341	477	275	275	212	425	637	212	212	275	407	212	275	550	825	174	348	522	174	212	425	637
W3	255	331	490	410	573	331	331	255	511	766	255	255	331	490	255	331	661	992	209	419	628	209	255	511	766
W4	224	291	430	361	504	291	291	224	449	673	224	224	291	430	224	291	581	872	184	368	552	184	224	449	673
W5	225	292	432	362	506	292	292	225	451	676	225	225	292	432	225	292	584	876	185	370	554	185	225	451	676
W6	280	363	538	450	630	363	363	280	561	841	280	280	363	538	280	363	726	1089	230	459	689	230	280	561	841
W7	256	332	491	412	575	332	332	256	512	768	256	256	332	491	256	332	663	995	210	420	630	210	256	512	768
W8	259	335	496	415	581	335	335	259	517	776	259	259	335	496	259	335	670	1004	212	424	636	212	259	517	776
W9	254	329	487	408	570	329	329	254	508	761	254	254	329	487	254	329	657	986	208	416	624	208	254	508	761

DELETE TABLE: Table C4 **Residential use – water supply trunk infrastructure network for water service**

Column 1	Column 2 Water supply trunk infrastructure network charge ($ per demand unit)											
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation											
	Residential uses										Accommodation (long term)	
	Caretaker's accommodation Multiple dwelling			Dual occupancy			Dwelling house site > 450m2		Dwelling house site < or = 450m2		Relocatable Home Park	
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site
1	1999	2999	3499	2499	3499	3999	4718	6598	3859	5398	2999	2999
2	1677	2515	2935	2096	2935	3354	3958	5534	3236	4528	2515	2515
3	1335	2003	2337	1669	2337	2670	3151	4406	2577	3605	2003	2003
4	1550	2324	2712	1937	2712	3099	3657	5114	2991	4184	2324	2324
5	847	1270	1482	1058	1482	1694	1998	2794	1634	2286	1270	1270
6	516	774	903	645	903	1032	1218	1703	996	1393	774	774
7	1433	2150	2508	1792	2508	2867	3383	4730	2766	3870	2150	2150
8	937	1405	1639	1171	1639	1873	2211	3091	1808	2529	1405	1405
9	851	1276	1489	1064	1489	1702	2008	2808	1642	2297	1276	1276
10	1577	2366	2760	1972	2760	3155	3722	5205	3044	4259	2366	2366
~~11~~	~~1204~~	~~1806~~	~~2107~~	~~1505~~	~~2107~~	~~2407~~	~~2841~~	~~3972~~	~~2323~~	~~3250~~	~~1806~~	~~1806~~
12	728	1092	1274	910	1274	1456	1718	2402	1405	1965	1092	1092
13	2460	3690	4305	3075	4305	4920	5806	8118	4748	6642	3690	3690
14	1658	2486	2901	2072	2901	3315	3912	5470	3199	4475	2486	2486
15	1523	2285	2666	1904	2666	3047	3595	5027	2940	4113	2285	2285
16	3112	4668	5446	3890	5446	6223	7344	10269	6006	8402	4668	4668
17	2788	4182	4879	3485	4879	5576	6580	9200	5381	7527	4182	4182
18	2709	4064	4741	3386	4741	5418	6393	8940	5229	7315	4064	4064
19	6410	9615	11218	8013	11218	12820	15128	21154	12372	17308	9615	9615
20	1728	2592	3024	2160	3024	3456	4078	5703	3335	4666	2592	2592
21	1345	2017	2354	1681	2354	2690	3174	4438	2596	3631	2017	2017
22	1811	2717	3169	2264	3169	3622	4274	5977	3495	4890	2717	2717
23	1591	2387	2784	1989	2784	3182	3755	5251	3071	4296	2387	2387
24	552	828	966	690	966	1104	1303	1822	1065	1491	828	828
25	1341	2011	2346	1676	2346	2681	3164	4424	2588	3620	2011	2011
26	1422	2134	2489	1778	2489	2845	3357	4694	2745	3840	2134	2134
27	1529	2293	2676	1911	2676	3058	3608	5045	2951	4128	2293	2293
28	934	1401	1634	1167	1634	1868	2204	3082	1802	2522	1401	1401
29	832	1247	1455	1039	1455	1663	1962	2744	1605	2245	1247	1247
30	1320	1980	2310	1650	2310	2640	3115	4356	2548	3564	1980	1980
31	253	380	443	316	443	506	598	836	489	684	380	380
32	1204	1806	2107	1505	2107	2407	2841	3972	2323	3250	1806	1806
33	617	926	1080	771	1080	1234	1456	2036	1191	1666	926	926
34	7218	10827	12632	9023	12632	14436	17035	23820	13931	19489	10827	10827

Charge Area	Accommodation (long term) Rooming Accommodation Other				Rooming Accommodation Student accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)		
	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites
1	1499	2999	4498	1499	1300	2599	3899	1300	1999	2999	3499	1999	2999	5998	8997
2	1258	2515	3773	1258	1090	2180	3270	1090	1677	2515	2935	1677	2515	5031	7546
3	1001	2003	3004	1001	868	1736	2604	868	1335	2003	2337	1335	2003	4006	6008
4	1162	2324	3487	1162	1007	2015	3022	1007	1550	2324	2712	1550	2324	4649	6973
5	635	1270	1905	635	550	1101	1651	550	847	1270	1482	847	1270	2540	3810
6	387	774	1161	387	335	671	1006	335	516	774	903	516	774	1548	2322
7	1075	2150	3225	1075	932	1863	2795	932	1433	2150	2508	1433	2150	4300	6450
8	703	1405	2108	703	609	1218	1827	609	937	1405	1639	937	1405	2810	4215
9	638	1276	1915	638	553	1106	1659	553	851	1276	1489	851	1276	2553	3829
10	1183	2366	3549	1183	1025	2050	3076	1025	1577	2366	2760	1577	2366	4732	7098
~~11~~	~~903~~	~~1806~~	~~2708~~	~~903~~	~~782~~	~~1565~~	~~2347~~	~~782~~	~~1204~~	~~1806~~	~~2107~~	~~1204~~	~~1806~~	~~3611~~	~~5417~~
12	546	1092	1637	546	473	946	1419	473	728	1092	1274	728	1092	2183	3275
13	1845	3690	5535	1845	1599	3198	4797	1599	2460	3690	4305	2460	3690	7380	11070
14	1243	2486	3729	1243	1077	2155	3232	1077	1658	2486	2901	1658	2486	4973	7459
15	1143	2285	3428	1143	990	1980	2971	990	1523	2285	2666	1523	2285	4570	6855
16	2334	4668	7001	2334	2023	4045	6068	2023	3112	4668	5446	3112	4668	9335	14003
17	2091	4182	6273	2091	1812	3624	5437	1812	2788	4182	4879	2788	4182	8364	12546
18	2032	4064	6095	2032	1761	3522	5283	1761	2709	4064	4741	2709	4064	8127	12191
19	4808	9615	14423	4808	4167	8333	12500	4167	6410	9615	11218	6410	9615	19231	28846
20	1296	2592	3888	1296	1123	2247	3370	1123	1728	2592	3024	1728	2592	5184	7777
21	1009	2017	3026	1009	874	1748	2622	874	1345	2017	2354	1345	2017	4035	6052
22	1358	2717	4075	1358	1177	2354	3532	1177	1811	2717	3169	1811	2717	5433	8150
23	1193	2387	3580	1193	1034	2068	3103	1034	1591	2387	2784	1591	2387	4773	7160
24	414	828	1242	414	359	718	1077	359	552	828	966	552	828	1656	2484
25	1006	2011	3017	1006	871	1743	2614	871	1341	2011	2346	1341	2011	4022	6033
26	1067	2134	3200	1067	925	1849	2774	925	1422	2134	2489	1422	2134	4267	6401
27	1147	2293	3440	1147	994	1988	2981	994	1529	2293	2676	1529	2293	4587	6880
28	700	1401	2101	700	607	1214	1821	607	934	1401	1634	934	1401	2802	4203
29	624	1247	1871	624	541	1081	1622	541	832	1247	1455	832	1247	2495	3742
30	990	1980	2970	990	858	1716	2574	858	1320	1980	2310	1320	1980	3960	5940
31	190	380	570	190	165	329	494	165	253	380	443	253	380	760	1139
32	903	1806	2708	903	782	1565	2347	782	1204	1806	2107	1204	1806	3611	5417
33	463	926	1388	463	401	802	1203	401	617	926	1080	617	926	1851	2777
34	5414	10827	16241	5414	4692	9384	14076	4692	7218	10827	12632	7218	10827	21655	32482

Charge Area	Accommodation (short term) Short-term accommodation Hotel (residential component)				Short-term accommodation Short-term accommodation (other)				Tourist Park (Camping Ground)		
	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
1	1499	2999	4498	1499	1999	3999	5998	1999	1999	3999	5998
2	1258	2515	3773	1258	1677	3354	5031	1677	1677	3354	5031
3	1001	2003	3004	1001	1335	2670	4006	1335	1335	2670	4006
4	1162	2324	3487	1162	1550	3099	4649	1550	1550	3099	4649
5	635	1270	1905	635	847	1694	2540	847	847	1694	2540
6	387	774	1161	387	516	1032	1548	516	516	1032	1548
7	1075	2150	3225	1075	1433	2867	4300	1433	1433	2867	4300
8	703	1405	2108	703	937	1873	2810	937	937	1873	2810
9	638	1276	1915	638	851	1702	2553	851	851	1702	2553
10	1183	2366	3549	1183	1577	3155	4732	1577	1577	3155	4732
~~11~~	~~903~~	~~1806~~	~~2708~~	~~903~~	~~1204~~	~~2407~~	~~3611~~	~~1204~~	~~1204~~	~~2407~~	~~3611~~
12	546	1092	1637	546	728	1456	2183	728	728	1456	2183
13	1845	3690	5535	1845	2460	4920	7380	2460	2460	4920	7380
14	1243	2486	3729	1243	1658	3315	4973	1658	1658	3315	4973
15	1143	2285	3428	1143	1523	3047	4570	1523	1523	3047	4570
16	2334	4668	7001	2334	3112	6223	9335	3112	3112	6223	9335
17	2091	4182	6273	2091	2788	5576	8364	2788	2788	5576	8364
18	2032	4064	6095	2032	2709	5418	8127	2709	2709	5418	8127
19	4808	9615	14423	4808	6410	12820	19231	6410	6410	12820	19231
20	1296	2592	3888	1296	1728	3456	5184	1728	1728	3456	5184
21	1009	2017	3026	1009	1345	2690	4035	1345	1345	2690	4035
22	1358	2717	4075	1358	1811	3622	5433	1811	1811	3622	5433
23	1193	2387	3580	1193	1591	3182	4773	1591	1591	3182	4773
24	414	828	1242	414	552	1104	1656	552	552	1104	1656
25	1006	2011	3017	1006	1341	2681	4022	1341	1341	2681	4022
26	1067	2134	3200	1067	1422	2845	4267	1422	1422	2845	4267
27	1147	2293	3440	1147	1529	3058	4587	1529	1529	3058	4587
28	700	1401	2101	700	934	1868	2802	934	934	1868	2802
29	624	1247	1871	624	832	1663	2495	832	832	1663	2495
30	990	1980	2970	990	1320	2640	3960	1320	1320	2640	3960
31	190	380	570	190	253	506	760	253	253	506	760
32	903	1806	2708	903	1204	2407	3611	1204	1204	2407	3611
33	463	926	1388	463	617	1234	1851	617	617	1234	1851
34	5414	10827	16241	5414	7218	14436	21655	7218	7218	14436	21655

INSERT UPDATED TABLE:

Column 1: Charge Area

Column 2: Water supply trunk infrastructure network charge ($ per demand unit)

Residential use under the Planning Regulation
Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation

Charge Area	Residential uses											
	Caretaker's accommodation Multiple dwelling			Dual occupancy			Dwelling house: site > 450m2		Dwelling house: site < or = 450m2		Relocatable Home Park	
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site
1	2060	3090	3604	2575	3604	4119	4861	6797	3975	5561	3090	3090
2	1728	2591	3023	2159	3023	3455	4077	5701	3334	4664	2591	2591
3	1376	2063	2407	1719	2407	2751	3246	4539	2655	3714	2063	2063
4	1596	2395	2794	1996	2794	3193	3768	5268	3081	4310	2395	2395
5	872	1309	1527	1090	1527	1745	2059	2879	1684	2355	1309	1309
6	532	798	930	665	930	1063	1255	1755	1026	1436	798	798
7	1477	2215	2584	1846	2584	2953	3485	4873	2850	3987	2215	2215
8	965	1447	1689	1206	1689	1930	2277	3184	1862	2605	1447	1447
9	877	1315	1534	1096	1534	1753	2069	2893	1692	2367	1315	1315
10	1625	2437	2844	2031	2844	3250	3835	5362	3136	4387	2437	2437
11	1240	1860	2170	1550	2170	2480	2927	4092	2393	3348	1860	1860
12	750	1125	1312	937	1312	1500	1769	2474	1447	2024	1125	1125
13	2534	3802	4435	3168	4435	5069	5981	8363	4891	6843	3802	3802
14	1708	2561	2988	2135	2988	3415	4030	5635	3296	4611	2561	2561
15	1569	2354	2746	1962	2746	3139	3704	5179	3029	4237	2354	2354
16	3206	4809	5610	4007	5610	6411	7566	10579	6187	8655	4809	4809
17	2872	4308	5026	3590	5026	5744	6778	9478	5543	7755	4308	4308
18	2791	4186	4884	3489	4884	5582	6587	9210	5387	7536	4186	4186
19	6604	9906	11557	8255	11557	13208	15585	21793	12745	17830	9906	9906
20	1780	2670	3116	2225	3116	3561	4202	5875	3436	4807	2670	2670
21	1385	2078	2425	1732	2425	2771	3270	4572	2674	3741	2078	2078
22	1866	2799	3265	2332	3265	3732	4403	6157	3601	5038	2799	2799
23	1639	2459	2869	2049	2869	3278	3869	5409	3164	4426	2459	2459
24	569	853	995	711	995	1137	1342	1877	1098	1536	853	853
25	1381	2072	2417	1727	2417	2762	3260	4558	2666	3729	2072	2072
26	1465	2198	2564	1832	2564	2931	3458	4836	2828	3956	2198	2198
27	1575	2363	2756	1969	2756	3150	3717	5198	3040	4253	2363	2363
28	962	1443	1684	1203	1684	1924	2271	3175	1857	2598	1443	1443
29	857	1285	1499	1071	1499	1713	2022	2827	1653	2313	1285	1285
30	1360	2040	2380	1700	2380	2720	3209	4487	2624	3672	2040	2040
31	261	391	456	326	456	522	616	861	503	704	391	391
32	1240	1860	2170	1550	2170	2480	2927	4092	2393	3348	1860	1860
33	636	954	1113	795	1113	1271	1500	2098	1227	1716	954	954
34	7436	11154	13014	9295	13014	14873	17550	24540	14352	20078	11154	11154

Charge Area	Accommodation (long term)														
	Rooming Accommodation: Other				Rooming Accommodation: Student accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)		
	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites
1	1545	3090	4634	1545	1339	2678	4016	1339	2060	3090	3604	2060	3090	6179	9269
2	1296	2591	3887	1296	1123	2246	3369	1123	1728	2591	3023	1728	2591	5183	7774
3	1032	2063	3095	1032	894	1788	2682	894	1376	2063	2407	1376	2063	4127	6190
4	1197	2395	3592	1197	1038	2075	3113	1038	1596	2395	2794	1596	2395	4789	7184
5	654	1309	1963	654	567	1134	1701	567	872	1309	1527	872	1309	2617	3926
6	399	798	1196	399	346	691	1037	346	532	798	930	532	798	1595	2393
7	1108	2215	3323	1108	960	1920	2880	960	1477	2215	2584	1477	2215	4430	6645
8	724	1447	2171	724	627	1254	1882	627	965	1447	1689	965	1447	2895	4342
9	657	1315	1972	657	570	1140	1709	570	877	1315	1534	877	1315	2630	3945
10	1219	2437	3656	1219	1056	2112	3169	1056	1625	2437	2844	1625	2437	4875	7312
11	930	1860	2790	930	806	1612	2418	806	1240	1860	2170	1240	1860	3720	5580
12	562	1125	1687	562	487	975	1462	487	750	1125	1312	750	1125	2249	3374
13	1901	3802	5702	1901	1647	3295	4942	1647	2534	3802	4435	2534	3802	7603	11405
14	1281	2561	3842	1281	1110	2220	3330	1110	1708	2561	2988	1708	2561	5123	7684
15	1177	2354	3531	1177	1020	2040	3060	1020	1569	2354	2746	1569	2354	4708	7062
16	2404	4809	7213	2404	2084	4167	6251	2084	3206	4809	5610	3206	4809	9617	14426
17	2154	4308	6462	2154	1867	3734	5601	1867	2872	4308	5026	2872	4308	8617	12925
18	2093	4186	6280	2093	1814	3628	5442	1814	2791	4186	4884	2791	4186	8373	12559
19	4953	9906	14859	4953	4293	8585	12878	4293	6604	9906	11557	6604	9906	19812	29717
20	1335	2670	4006	1335	1157	2314	3472	1157	1780	2670	3116	1780	2670	5341	8011
21	1039	2078	3117	1039	901	1801	2702	901	1385	2078	2425	1385	2078	4156	6235
22	1399	2799	4198	1399	1213	2426	3638	1213	1866	2799	3265	1866	2799	5598	8396
23	1229	2459	3688	1229	1065	2131	3196	1065	1639	2459	2869	1639	2459	4918	7376
24	427	853	1280	427	370	739	1109	370	569	853	995	569	853	1706	2559
25	1036	2072	3108	1036	898	1796	2693	898	1381	2072	2417	1381	2072	4144	6215
26	1099	2198	3297	1099	952	1905	2857	952	1465	2198	2564	1465	2198	4396	6594
27	1181	2363	3544	1181	1024	2048	3071	1024	1575	2363	2756	1575	2363	4725	7088
28	722	1443	2165	722	625	1251	1876	625	962	1443	1684	962	1443	2886	4330
29	642	1285	1927	642	557	1114	1670	557	857	1285	1499	857	1285	2570	3855
30	1020	2040	3060	1020	884	1768	2652	884	1360	2040	2380	1360	2040	4079	6119
31	196	391	587	196	170	339	509	170	261	391	456	261	391	783	1174
32	930	1860	2790	930	806	1612	2418	806	1240	1860	2170	1240	1860	3720	5580
33	477	954	1430	477	413	826	1240	413	636	954	1113	636	954	1907	2861
34	5577	11154	16732	5577	4834	9667	14501	4834	7436	11154	13014	7436	11154	22309	33463

Charge Area	Accommodation (short term)										
	Short-term accommodation: Hotel (residential component)				Short-term accommodation: Short-term accommodation (other)				Tourist Park (Camping Ground)		
	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
1	1545	3090	4634	1545	2060	4119	6179	2060	2060	4119	6179
2	1296	2591	3887	1296	1728	3455	5183	1728	1728	3455	5183
3	1032	2063	3095	1032	1376	2751	4127	1376	1376	2751	4127
4	1197	2395	3592	1197	1596	3193	4789	1596	1596	3193	4789
5	654	1309	1963	654	872	1745	2617	872	872	1745	2617
6	399	798	1196	399	532	1063	1595	532	532	1063	1595
7	1108	2215	3323	1108	1477	2953	4430	1477	1477	2953	4430
8	724	1447	2171	724	965	1930	2895	965	965	1930	2895
9	657	1315	1972	657	877	1753	2630	877	877	1753	2630
10	1219	2437	3656	1219	1625	3250	4875	1625	1625	3250	4875
11	930	1860	2790	930	1240	2480	3720	1240	1240	2480	3720
12	562	1125	1687	562	750	1500	2249	750	750	1500	2249
13	1901	3802	5702	1901	2534	5069	7603	2534	2534	5069	7603
14	1281	2561	3842	1281	1708	3415	5123	1708	1708	3415	5123
15	1177	2354	3531	1177	1569	3139	4708	1569	1569	3139	4708
16	2404	4809	7213	2404	3206	6411	9617	3206	3206	6411	9617
17	2154	4308	6462	2154	2872	5744	8617	2872	2872	5744	8617
18	2093	4186	6280	2093	2791	5582	8373	2791	2791	5582	8373
19	4953	9906	14859	4953	6604	13208	19812	6604	6604	13208	19812
20	1335	2670	4006	1335	1780	3561	5341	1780	1780	3561	5341
21	1039	2078	3117	1039	1385	2771	4156	1385	1385	2771	4156
22	1399	2799	4198	1399	1866	3732	5598	1866	1866	3732	5598
23	1229	2459	3688	1229	1639	3278	4918	1639	1639	3278	4918
24	427	853	1280	427	569	1137	1706	569	569	1137	1706
25	1036	2072	3108	1036	1381	2762	4144	1381	1381	2762	4144
26	1099	2198	3297	1099	1465	2931	4396	1465	1465	2931	4396
27	1181	2363	3544	1181	1575	3150	4725	1575	1575	3150	4725
28	722	1443	2165	722	962	1924	2886	962	962	1924	2886
29	642	1285	1927	642	857	1713	2570	857	857	1713	2570
30	1020	2040	3060	1020	1360	2720	4079	1360	1360	2720	4079
31	196	391	587	196	261	522	783	261	261	522	783
32	930	1860	2790	930	1240	2480	3720	1240	1240	2480	3720
33	477	954	1430	477	636	1271	1907	636	636	1271	1907
34	5577	11154	16732	5577	7436	14873	22309	7436	7436	14873	22309

DELETE TABLE: Table C5 **Residential use – sewerage trunk infrastructure network for wastewater service**

Column 1 Charge Area	Column 2 Sewer trunk infrastructure network charge ($ per demand unit)																																					
	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																																					
	Residential uses										Accommodation (long term)																	Accommodation (short term)										
							Dwelling house						Rooming Accommodation																Short-term accommodation										
	Caretaker's accommodation Multiple dwelling			Dual occupancy			site > 450m2		site < or = 450m2		Relocatable Home Park		Other				Student accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Hotel (residential component)				Short-term accommodation (other)				Tourist Park (Camping Ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
1	2446	3669	4281	3058	4281	4892	5773	8072	4721	6605	3669	3669	1835	3669	5504	1835	1590	3180	4770	1590	2446	3669	4281	2446	3669	7339	11008	1835	3669	5504	1835	2446	4892	7339	2446	2446	4892	7339
2	2323	3485	4065	2904	4065	4646	5482	7666	4484	6272	3485	3485	1742	3485	5227	1742	1510	3020	4530	1510	2323	3485	4065	2323	3485	6969	10454	1742	3485	5227	1742	2323	4646	6969	2323	2323	4646	6969
3	2495	3742	4366	3118	4366	4989	5887	8232	4815	6736	3742	3742	1871	3742	5613	1871	1622	3243	4865	1622	2495	3742	4366	2495	3742	7484	11226	1871	3742	5613	1871	2495	4989	7484	2495	2495	4989	7484
4	1689	2534	2956	2112	2956	3379	3987	5575	3260	4561	2534	2534	1267	2534	3801	1267	1098	2196	3294	1098	1689	2534	2956	1689	2534	5068	7602	1267	2534	3801	1267	1689	3379	5068	1689	1689	3379	5068
5	2420	3630	4235	3025	4235	4840	5711	7986	4670	6534	3630	3630	1815	3630	5445	1815	1573	3146	4719	1573	2420	3630	4235	2420	3630	7260	10890	1815	3630	5445	1815	2420	4840	7260	2420	2420	4840	7260
6	4007	6010	7012	5009	7012	8014	9456	13223	7733	10819	6010	6010	3005	6010	9016	3005	2604	5209	7813	2604	4007	6010	7012	4007	6010	12021	18031	3005	6010	9016	3005	4007	8014	12021	4007	4007	8014	12021
7	1280	1920	2240	1600	2240	2560	3020	4223	2470	3456	1920	1920	960	1920	2880	960	832	1664	2496	832	1280	1920	2240	1280	1920	3839	5759	960	1920	2880	960	1280	2560	3839	1280	1280	2560	3839
8	7422	11132	12988	9277	12988	14843	17515	24491	14324	20038	11132	11132	5566	11132	16699	5566	4824	9648	14472	4824	7422	11132	12988	7422	11132	22265	33397	5566	11132	16699	5566	7422	14843	22265	7422	7422	14843	22265
9	1753	2630	3068	2191	3068	3506	4137	5785	3383	4733	2630	2630	1315	2630	3944	1315	1139	2279	3418	1139	1753	2630	3068	1753	2630	5259	7889	1315	2630	3944	1315	1753	3506	5259	1753	1753	3506	5259
10	2046	3070	3581	2558	3581	4093	4829	6753	3949	5525	3070	3070	1535	3070	4604	1535	1330	2660	3990	1330	2046	3070	3581	2046	3070	6139	9209	1535	3070	4604	1535	2046	4093	6139	2046	2046	4093	6139
11	5212	7818	9121	6515	9121	10424	12300	17200	10059	14072	7818	7818	3909	7818	11727	3909	3388	6776	10163	3388	5212	7818	9121	5212	7818	15636	23454	3909	7818	11727	3909	5212	10424	15636	5212	5212	10424	15636
12	6320	9480	11060	7900	11060	12641	14916	20857	12198	17065	9480	9480	4740	9480	14221	4740	4108	8216	12325	4108	6320	9480	11060	6320	9480	18961	28441	4740	9480	14221	4740	6320	12641	18961	6320	6320	12641	18961
13	2194	3292	3840	2743	3840	4389	5179	7241	4235	5925	3292	3292	1646	3292	4937	1646	1426	2853	4279	1426	2194	3292	3840	2194	3292	6583	9875	1646	3292	4937	1646	2194	4389	6583	2194	2194	4389	6583
14	2854	4282	4995	3568	4995	5709	6736	9419	5509	7707	4282	4282	2141	4282	6422	2141	1855	3711	5566	1855	2854	4282	4995	2854	4282	8563	12845	2141	4282	6422	2141	2854	5709	8563	2854	2854	5709	8563
15	1806	2708	3160	2257	3160	3611	4261	5958	3485	4875	2708	2708	1354	2708	4063	1354	1174	2347	3521	1174	1806	2708	3160	1806	2708	5417	8125	1354	2708	4063	1354	1806	3611	5417	1806	1806	3611	5417
16	1720	2580	3010	2150	3010	3440	4059	5675	3319	4643	2580	2580	1290	2580	3870	1290	1118	2236	3354	1118	1720	2580	3010	1720	2580	5159	7739	1290	2580	3870	1290	1720	3440	5159	1720	1720	3440	5159
17	2553	3829	4467	3191	4467	5105	6024	8424	4927	6892	3829	3829	1915	3829	5744	1915	1659	3319	4978	1659	2553	3829	4467	2553	3829	7658	11487	1915	3829	5744	1915	2553	5105	7658	2553	2553	5105	7658
18	3041	4562	5322	3801	5322	6082	7177	10036	5869	8211	4562	4562	2281	4562	6843	2281	1977	3953	5930	1977	3041	4562	5322	3041	4562	9123	13685	2281	4562	6843	2281	3041	6082	9123	3041	3041	6082	9123
19	1967	2951	3443	2459	3443	3935	4643	6493	3797	5312	2951	2951	1476	2951	4427	1476	1279	2558	3837	1279	1967	2951	3443	1967	2951	5902	8854	1476	2951	4427	1476	1967	3935	5902	1967	1967	3935	5902
20	7834	11751	13709	9792	13709	15668	18488	25852	15120	21152	11751	11751	5875	11751	17626	5875	5092	10184	15276	5092	7834	11751	13709	7834	11751	23502	35253	5875	11751	17626	5875	7834	15668	23502	7834	7834	15668	23502
21	5714	8571	10000	7143	10000	11429	13486	18857	11029	15429	8571	8571	4286	8571	12857	4286	3714	7429	11143	3714	5714	8571	10000	5714	8571	17143	25714	4286	8571	12857	4286	5714	11429	17143	5714	5714	11429	17143
22	5956	8935	10424	7445	10424	11913	14057	19656	11496	16082	8935	8935	4467	8935	13402	4467	3872	7743	11615	3872	5956	8935	10424	5956	8935	17869	26804	4467	8935	13402	4467	5956	11913	17869	5956	5956	11913	17869
23	1061	1592	1857	1327	1857	2122	2504	3502	2048	2865	1592	1592	796	1592	2388	796	690	1380	2069	690	1061	1592	1857	1061	1592	3184	4775	796	1592	2388	796	1061	2122	3184	1061	1061	2122	3184
24	1584	2376	2772	1980	2772	3168	3739	5228	3058	4277	2376	2376	1188	2376	3564	1188	1030	2059	3089	1030	1584	2376	2772	1584	2376	4753	7129	1188	2376	3564	1188	1584	3168	4753	1584	1584	3168	4753
25	1277	1916	2235	1596	2235	2554	3014	4214	2465	3448	1916	1916	958	1916	2873	958	830	1660	2490	830	1277	1916	2235	1277	1916	3831	5747	958	1916	2873	958	1277	2554	3831	1277	1277	2554	3831
26	1739	2609	3044	2174	3044	3478	4104	5739	3357	4696	2609	2609	1304	2609	3913	1304	1130	2261	3391	1130	1739	2609	3044	1739	2609	5218	7826	1304	2609	3913	1304	1739	3478	5218	1739	1739	3478	5218
27	3271	4906	5724	4089	5724	6542	7719	10794	6313	8831	4906	4906	2453	4906	7359	2453	2126	4252	6378	2126	3271	4906	5724	3271	4906	9812	14719	2453	4906	7359	2453	3271	6542	9812	3271	3271	6542	9812
28	1897	2845	3320	2371	3320	3794	4477	6260	3661	5122	2845	2845	1423	2845	4268	1423	1233	2466	3699	1233	1897	2845	3320	1897	2845	5691	8536	1423	2845	4268	1423	1897	3794	5691	1897	1897	3794	5691
29	1783	2675	3121	2229	3121	3567	4209	5885	3442	4815	2675	2675	1338	2675	4013	1338	1159	2318	3478	1159	1783	2675	3121	1783	2675	5350	8026	1338	2675	4013	1338	1783	3567	5350	1783	1783	3567	5350
30	2085	3128	3649	2606	3649	4170	4921	6881	4024	5630	3128	3128	1564	3128	4691	1564	1355	2711	4066	1355	2085	3128	3649	2085	3128	6255	9383	1564	3128	4691	1564	2085	4170	6255	2085	2085	4170	6255
31	1914	2870	3349	2392	3349	3827	4516	6315	3693	5167	2870	2870	1435	2870	4305	1435	1244	2488	3731	1244	1914	2870	3349	1914	2870	5741	8611	1435	2870	4305	1435	1914	3827	5741	1914	1914	3827	5741
32	1236	1853	2162	1544	2162	2471	2916	4077	2385	3336	1853	1853	927	1853	2780	927	803	1606	2409	803	1236	1853	2162	1236	1853	3707	5560	927	1853	2780	927	1236	2471	3707	1236	1236	2471	3707
33	1638	2457	2867	2048	2867	3276	3866	5406	3162	4423	2457	2457	1229	2457	3686	1229	1065	2130	3194	1065	1638	2457	2867	1638	2457	4915	7372	1229	2457	3686	1229	1638	3276	4915	1638	1638	3276	4915
34	1453	2179	2542	1816	2542	2906	3429	4794	2804	3923	2179	2179	1090	2179	3269	1090	944	1889	2833	944	1453	2179	2542	1453	2179	4358	6538	1090	2179	3269	1090	1453	2906	4358	1453	1453	2906	4358
35	4499	6749	7874	5624	7874	8999	10619	14848	8684	12149	6749	6749	3375	6749	10124	3375	2925	5849	8774	2925	4499	6749	7874	4499	6749	13498	20248	3375	6749	10124	3375	4499	8999	13498	4499	4499	8999	13498
36	8531	12797	14930	10664	14930	17063	20134	28153	16465	23034	12797	12797	6398	12797	19195	6398	5545	11091	16636	5545	8531	12797	14930	8531	12797	25594	38391	6398	12797	19195	6398	8531	17063	25594	8531	8531	17063	25594
37	1234	1851	2160	1543	2160	2468	2913	4073	2382	3332	1851	1851	926	1851	2777	926	802	1604	2407	802	1234	1851	2160	1234	1851	3703	5554	926	1851	2777	926	1234	2468	3703	1234	1234	2468	3703
38	6329	9493	11075	7911	11075	12657	14935	20884	12214	17087	9493	9493	4746	9493	14239	4746	4114	8227	12341	4114	6329	9493	11075	6329	9493	18986	28479	4746	9493	14239	4746	6329	12657	18986	6329	6329	12657	18986
39	7352	11029	12867	9191	12867	14705	17352	24263	14190	19852	11029	11029	5514	11029	16543	5514	4779	9558	14337	4779	7352	11029	12867	7352	11029	22057	33086	5514	11029	16543	5514	7352	14705	22057	7352	7352	14705	22057
40	10160	15240	17780	12700	17780	20320	23977	33527	19608	27431	15240	15240	7620	15240	22859	7620	6604	13208	19812	6604	10160	15240	17780	10160	15240	30479	45719	7620	15240	22859	7620	10160	20320	30479	10160	10160	20320	30479
41	1064	1596	1862	1330	1862	2128	2511	3511	2053	2873	1596	1596	798	1596	2394	798	692	1383	2075	692	1064	1596	1862	1064	1596	3192	4788	798	1596	2394	798	1064	2128	3192	1064	1064	2128	3192
42	2493	3740	4363	3117	4363	4986	5884	8228	4812	6732	3740	3740	1870	3740	5610	1870	1621	3241	4862	1621	2493	3740	4363	2493	3740	7480	11220	1870	3740	5610	1870	2493	4986	7480	2493	2493	4986	7480
43	1413	2119	2472	1766	2472	2825	3334	4662	2726	3814	2119	2119	1059	2119	3178	1059	918	1836	2755	918	1413	2119	2472	1413	2119	4238	6357	1059	2119	3178	1059	1413	2825	4238	1413	1413	2825	4238
44	3348	5022	5860	4185	5860	6697	7902	11049	6462	9040	5022	5022	2511	5022	7534	2511	2176	4353	6529	2176	3348	5022	5860	3348	5022	10045	15067	2511	5022	7534	2511	3348	6697	10045	3348	3348	6697	10045
45	2131	3196	3729	2663	3729	4261	5029	7031	4112	5753	3196	3196	1598	3196	4794	1598	1385	2770	4155	1385	2131	3196	3729	2131	3196	6392	9588	1598	3196	4794	1598	2131	4261	6392	2131	2131	4261	6392
46	1926	2889	3370	2407	3370	3852	4545	6356	3717	5200	2889	2889	1444	2889	4333	1444	1252	2504	3756	1252	1926	2889	3370	1926	2889	5778	8667	1444	2889	4333	1444	1926	3852	5778	1926	1926	3852	5778
47	2017	3026	3530	2522	3530	4035	4761	6657	3893	5447	3026	3026	1513	3026	4539	1513	1311	2622	3934	1311	2017	3026	3530	2017	3026	6052	9078	1513	3026	4539	1513	2017	4035	6052	2017	2017	4035	6052
48	2518	3777	4407	3148	4407	5036	5943	8310	4860	6799	3777	3777	1889	3777	5666	1889	1637	3274	4910	1637	2518	3777	4407	2518	3777	7554	11332	1889	3777	5666	1889	2518	5036	7554	2518	2518	5036	7554
49	2419	3628	4232	3023	4232	4837	5708	7981	4668	6530	3628	3628	1814	3628	5442	1814	1572	3144	4716	1572	2419	3628	4232	2419	3628	7256	10883	1814	3628	5442	1814	2419	4837	7256	2419	2419	4837	7256
50	1660	2490	2906	2075	2906	3321	3918	5479	3204	4483	2490	2490	1245	2490	3736	1245	1079	2158	3238	1079	1660	2490	2906	1660	2490	4981	7471	1245	2490	3736	1245	1660	3321	4981	1660	1660	3321	4981
51	2013	3020	3523	2516	3523	4026	4751	6643	3885	5435	3020	3020	1510	3020	4530	1510	1309	2617	3926	1309	2013	3020	3523	2013	3020	6039	9059	1510	3020	4530	1510	2013	4026	6039	2013	2013	4026	6039
52	1334	2001	2334	1667	2334	2668	3148	4402	2574	3601	2001	2001	1000	2001	3001	1000	867	1734	2601	867	1334	2001	2334	1334	2001	4001	6002	1000	2001	3001	1000	1334	2668	4001	1334	1334	2668	4001
53	1467	2200	2567	1833	2567	2933	3461	4840	2831	3960	2200	2200	1100	2200	3300	1100	953	1907	2860	953	1467	2200	2567	1467	2200	4400	6600	1100	2200	3300	1100	1467	2933	4400	1467	1467	2933	4400
54	1932	2897	3380	2414	3380	3863	4558	6374	3728	5215	2897	2897	1449	2897	4346	1449	1255	2511	3766	1255	1932	2897	3380	1932	2897	5795	8692	1449	2897	4346	1449	1932	3863	5795	1932	1932	3863	5795
55	1673	2509	2927	2091	2927	3346	3948	5520	3228	4516	2509	2509	1255	2509	3764	1255	1087	2175	3262	1087	1673	2509	2927	1673	2509	5018	7527	1255	2509	3764	1255	1673	3346	5018	1673	1673	3346	5018
56	1382	2073	2419	1728	2419	2764	3262	4561	2668	3732	2073	2073	1037	2073	3110	1037	898	1797	2695	898	1382	2073	2419	1382	2073	4147	6220	1037	2073	3110	1037	1382	2764	4147	1382	1382	2764	4147
57	1514	2270	2649	1892	2649	3027	3572	4995	2921	4087	2270	2270	1135	2270	3406	1135	984	1968	2952	984	1514	2270	2649	1514	2270	4541	6811	1135	2270	3406	1135	1514	3027	4541	1514	1514	3027	4541

INSERT UPDATED TABLE:

Column 1 Charge Area	Column 2 Sewer trunk infrastructure network charge ($ per demand unit) Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																																					
	Residential uses										Accommodation (long term)														Accommodation (short term)													
							Dwelling house						Rooming Accommodation															Short-term accommodation										
	Caretaker's accommodation Multiple dwelling			Dual occupancy			site > 450m2		site < or = 450m2		Relocatable Home Park		Other				Student accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Hotel (residential component)				Short-term accommodation (other)				Tourist Park (Camping Ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
1	2520	3780	4410	3150	4410	5040	5947	8316	4864	6804	3780	3780	1890	3780	5670	1890	1638	3276	4914	1638	2520	3780	4410	2520	3780	7560	11340	1890	3780	5670	1890	2520	5040	7560	2520	2520	5040	7560
2	2393	3590	4188	2992	4188	4786	5648	7898	4619	6462	3590	3590	1795	3590	5385	1795	1556	3111	4667	1556	2393	3590	4188	2393	3590	7180	10770	1795	3590	5385	1795	2393	4786	7180	2393	2393	4786	7180
3	2570	3855	4497	3212	4497	5140	6065	8481	4960	6939	3855	3855	1927	3855	5782	1927	1670	3341	5011	1670	2570	3855	4497	2570	3855	7710	11565	1927	3855	5782	1927	2570	5140	7710	2570	2570	5140	7710
4	1740	2611	3046	2176	3046	3481	4107	5743	3359	4699	2611	2611	1305	2611	3916	1305	1131	2263	3394	1131	1740	2611	3046	1740	2611	5221	7832	1305	2611	3916	1305	1740	3481	5221	1740	1740	3481	5221
5	2493	3740	4363	3116	4363	4986	5884	8227	4812	6731	3740	3740	1870	3740	5609	1870	1620	3241	4861	1620	2493	3740	4363	2493	3740	7479	11219	1870	3740	5609	1870	2493	4986	7479	2493	2493	4986	7479
6	4128	6192	7224	5160	7224	8256	9742	13622	7967	11145	6192	6192	3096	6192	9288	3096	2683	5366	8050	2683	4128	6192	7224	4128	6192	12384	18576	3096	6192	9288	3096	4128	8256	12384	4128	4128	8256	12384
7	1318	1978	2307	1648	2307	2637	3112	4351	2545	3560	1978	1978	989	1978	2967	989	857	1714	2571	857	1318	1978	2307	1318	1978	3955	5933	989	1978	2967	989	1318	2637	3955	1318	1318	2637	3955
8	7646	11469	13380	9557	13380	15292	18044	25231	14756	20644	11469	11469	5734	11469	17203	5734	4970	9940	14909	4970	7646	11469	13380	7646	11469	22938	34406	5734	11469	17203	5734	7646	15292	22938	7646	7646	15292	22938
9	1806	2709	3160	2257	3160	3612	4262	5960	3486	4876	2709	2709	1354	2709	4063	1354	1174	2348	3522	1174	1806	2709	3160	1806	2709	5418	8127	1354	2709	4063	1354	1806	3612	5418	1806	1806	3612	5418
10	2108	3162	3689	2635	3689	4216	4975	6957	4069	5692	3162	3162	1581	3162	4743	1581	1370	2741	4111	1370	2108	3162	3689	2108	3162	6324	9487	1581	3162	4743	1581	2108	4216	6324	2108	2108	4216	6324
11	5369	8054	9397	6712	9397	10739	12672	17719	10363	14498	8054	8054	4027	8054	12081	4027	3490	6980	10470	3490	5369	8054	9397	5369	8054	16108	24163	4027	8054	12081	4027	5369	10739	16108	5369	5369	10739	16108
12	6511	9767	11395	8139	11395	13022	15366	21487	12567	17580	9767	9767	4883	9767	14650	4883	4232	8465	12697	4232	6511	9767	11395	6511	9767	19534	29301	4883	9767	14650	4883	6511	13022	19534	6511	6511	13022	19534
13	2261	3391	3956	2826	3956	4521	5335	7460	4363	6104	3391	3391	1696	3391	5087	1696	1469	2939	4408	1469	2261	3391	3956	2261	3391	6782	10173	1696	3391	5087	1696	2261	4521	6782	2261	2261	4521	6782
14	2941	4411	5146	3676	5146	5881	6940	9704	5675	7940	4411	4411	2205	4411	6616	2205	1911	3823	5734	1911	2941	4411	5146	2941	4411	8822	13233	2205	4411	6616	2205	2941	5881	8822	2941	2941	5881	8822
15	1860	2790	3255	2325	3255	3720	4390	6138	3590	5022	2790	2790	1395	2790	4185	1395	1209	2418	3627	1209	1860	2790	3255	1860	2790	5580	8371	1395	2790	4185	1395	1860	3720	5580	1860	1860	3720	5580
16	1772	2658	3101	2215	3101	3544	4181	5847	3420	4784	2658	2658	1329	2658	3986	1329	1152	2303	3455	1152	1772	2658	3101	1772	2658	5315	7973	1329	2658	3986	1329	1772	3544	5315	1772	1772	3544	5315
17	2630	3945	4602	3287	4602	5260	6206	8679	5076	7101	3945	3945	1972	3945	5917	1972	1709	3419	5128	1709	2630	3945	4602	2630	3945	7890	11834	1972	3945	5917	1972	2630	5260	7890	2630	2630	5260	7890
18	3133	4700	5483	3916	5483	6266	7394	10339	6047	8459	4700	4700	2350	4700	7049	2350	2036	4073	6109	2036	3133	4700	5483	3133	4700	9399	14099	2350	4700	7049	2350	3133	6266	9399	3133	3133	6266	9399
19	2027	3040	3547	2534	3547	4054	4784	6689	3912	5473	3040	3040	1520	3040	4561	1520	1317	2635	3952	1317	2027	3040	3547	2027	3040	6081	9121	1520	3040	4561	1520	2027	4054	6081	2027	2027	4054	6081
20	8071	12106	14124	10088	14124	16141	19047	26633	15576	21791	12106	12106	6053	12106	18159	6053	5246	10492	15738	5246	8071	12106	14124	8071	12106	24212	36318	6053	12106	18159	6053	8071	16141	24212	8071	8071	16141	24212
21	5887	8830	10302	7359	10302	11774	13893	19427	11362	15895	8830	8830	4415	8830	13246	4415	3826	7653	11479	3826	5887	8830	10302	5887	8830	17661	26491	4415	8830	13246	4415	5887	11774	17661	5887	5887	11774	17661
22	6136	9205	10739	7670	10739	12273	14482	20250	11843	16568	9205	9205	4602	9205	13807	4602	3989	7977	11966	3989	6136	9205	10739	6136	9205	18409	27614	4602	9205	13807	4602	6136	12273	18409	6136	6136	12273	18409
23	1093	1640	1913	1367	1913	2187	2580	3608	2110	2952	1640	1640	820	1640	2460	820	711	1421	2132	711	1093	1640	1913	1093	1640	3280	4920	820	1640	2460	820	1093	2187	3280	1093	1093	2187	3280
24	1632	2448	2856	2040	2856	3264	3852	5386	3150	4407	2448	2448	1224	2448	3672	1224	1061	2122	3183	1061	1632	2448	2856	1632	2448	4896	7344	1224	2448	3672	1224	1632	3264	4896	1632	1632	3264	4896
25	1316	1973	2302	1645	2302	2631	3105	4342	2539	3552	1973	1973	987	1973	2960	987	855	1710	2566	855	1316	1973	2302	1316	1973	3947	5920	987	1973	2960	987	1316	2631	3947	1316	1316	2631	3947
26	1792	2688	3136	2240	3136	3583	4228	5913	3458	4838	2688	2688	1344	2688	4031	1344	1165	2329	3494	1165	1792	2688	3136	1792	2688	5375	8063	1344	2688	4031	1344	1792	3583	5375	1792	1792	3583	5375
27	3370	5054	5897	4212	5897	6739	7952	11120	6503	9098	5054	5054	2527	5054	7582	2527	2190	4381	6571	2190	3370	5054	5897	3370	5054	10109	15163	2527	5054	7582	2527	3370	6739	10109	3370	3370	6739	10109
28	1954	2931	3420	2443	3420	3908	4612	6449	3772	5276	2931	2931	1466	2931	4397	1466	1270	2540	3811	1270	1954	2931	3420	1954	2931	5863	8794	1466	2931	4397	1466	1954	3908	5863	1954	1954	3908	5863
29	1837	2756	3215	2297	3215	3675	4336	6063	3546	4961	2756	2756	1378	2756	4134	1378	1194	2389	3583	1194	1837	2756	3215	1837	2756	5512	8268	1378	2756	4134	1378	1837	3675	5512	1837	1837	3675	5512
30	2148	3222	3759	2685	3759	4296	5069	7089	4146	5800	3222	3222	1611	3222	4833	1611	1396	2793	4189	1396	2148	3222	3759	2148	3222	6444	9666	1611	3222	4833	1611	2148	4296	6444	2148	2148	4296	6444
31	1971	2957	3450	2464	3450	3943	4652	6505	3805	5323	2957	2957	1478	2957	4435	1478	1281	2563	3844	1281	1971	2957	3450	1971	2957	5914	8871	1478	2957	4435	1478	1971	3943	5914	1971	1971	3943	5914
32	1273	1909	2228	1591	2228	2546	3004	4201	2457	3437	1909	1909	955	1909	2864	955	827	1655	2482	827	1273	1909	2228	1273	1909	3819	5728	955	1909	2864	955	1273	2546	3819	1273	1273	2546	3819
33	1688	2532	2953	2110	2953	3375	3983	5569	3257	4557	2532	2532	1266	2532	3797	1266	1097	2194	3291	1097	1688	2532	2953	1688	2532	5063	7595	1266	2532	3797	1266	1688	3375	5063	1688	1688	3375	5063
34	1497	2245	2619	1871	2619	2993	3532	4939	2889	4041	2245	2245	1123	2245	3368	1123	973	1946	2919	973	1497	2245	2619	1497	2245	4490	6735	1123	2245	3368	1123	1497	2993	4490	1497	1497	2993	4490
35	4635	6953	8112	5794	8112	9271	10940	15297	8946	12516	6953	6953	3477	6953	10430	3477	3013	6026	9039	3013	4635	6953	8112	4635	6953	13906	20859	3477	6953	10430	3477	4635	9271	13906	4635	4635	9271	13906
36	8789	13184	15381	10986	15381	17578	20742	29004	16963	23730	13184	13184	6592	13184	19775	6592	5713	11426	17139	5713	8789	13184	15381	8789	13184	26367	39551	6592	13184	19775	6592	8789	17578	26367	8789	8789	17578	26367
37	1271	1907	2225	1589	2225	2543	3001	4196	2454	3433	1907	1907	954	1907	2861	954	826	1653	2479	826	1271	1907	2225	1271	1907	3814	5722	954	1907	2861	954	1271	2543	3814	1271	1271	2543	3814
38	6520	9780	11410	8150	11410	13040	15387	21515	12583	17603	9780	9780	4890	9780	14670	4890	4238	8476	12714	4238	6520	9780	11410	6520	9780	19559	29339	4890	9780	14670	4890	6520	13040	19559	6520	6520	13040	19559
39	7575	11362	13256	9468	13256	15149	17876	24996	14619	20451	11362	11362	5681	11362	17043	5681	4923	9847	14770	4923	7575	11362	13256	7575	11362	22724	34086	5681	11362	17043	5681	7575	15149	22724	7575	7575	15149	22724
40	10467	15700	18317	13083	18317	20933	24701	34540	20201	28260	15700	15700	7850	15700	23550	7850	6803	13607	20410	6803	10467	15700	18317	10467	15700	31400	47100	7850	15700	23550	7850	10467	20933	31400	10467	10467	20933	31400
41	1096	1644	1918	1370	1918	2192	2587	3617	2116	2960	1644	1644	822	1644	2466	822	712	1425	2137	712	1096	1644	1918	1096	1644	3288	4933	822	1644	2466	822	1096	2192	3288	1096	1096	2192	3288
42	2569	3853	4495	3211	4495	5137	6062	8476	4957	6935	3853	3853	1926	3853	5779	1926	1670	3339	5009	1670	2569	3853	4495	2569	3853	7706	11559	1926	3853	5779	1926	2569	5137	7706	2569	2569	5137	7706
43	1455	2183	2547	1819	2547	2911	3435	4803	2809	3929	2183	2183	1092	2183	3275	1092	946	1892	2838	946	1455	2183	2547	1455	2183	4366	6549	1092	2183	3275	1092	1455	2911	4366	1455	1455	2911	4366
44	3449	5174	6037	4312	6037	6899	8141	11383	6657	9314	5174	5174	2587	5174	7761	2587	2242	4484	6726	2242	3449	5174	6037	3449	5174	10348	15523	2587	5174	7761	2587	3449	6899	10348	3449	3449	6899	10348
45	2195	3293	3841	2744	3841	4390	5180	7244	4237	5927	3293	3293	1646	3293	4939	1646	1427	2854	4280	1427	2195	3293	3841	2195	3293	6585	9878	1646	3293	4939	1646	2195	4390	6585	2195	2195	4390	6585
46	1984	2976	3472	2480	3472	3968	4683	6548	3829	5357	2976	2976	1488	2976	4464	1488	1290	2579	3869	1290	1984	2976	3472	1984	2976	5952	8929	1488	2976	4464	1488	1984	3968	5952	1984	1984	3968	5952
47	2078	3117	3637	2598	3637	4156	4905	6858	4011	5611	3117	3117	1559	3117	4676	1559	1351	2702	4053	1351	2078	3117	3637	2078	3117	6235	9352	1559	3117	4676	1559	2078	4156	6235	2078	2078	4156	6235
48	2594	3891	4540	3243	4540	5188	6122	8561	5007	7004	3891	3891	1946	3891	5837	1946	1686	3372	5059	1686	2594	3891	4540	2594	3891	7783	11674	1946	3891	5837	1946	2594	5188	7783	2594	2594	5188	7783
49	2492	3737	4360	3114	4360	4983	5880	8222	4809	6727	3737	3737	1869	3737	5606	1869	1620	3239	4859	1620	2492	3737	4360	2492	3737	7475	11212	1869	3737	5606	1869	2492	4983	7475	2492	2492	4983	7475
50	1710	2566	2993	2138	2993	3421	4037	5645	3301	4618	2566	2566	1283	2566	3849	1283	1112	2224	3335	1112	1710	2566	2993	1710	2566	5131	7697	1283	2566	3849	1283	1710	3421	5131	1710	1710	3421	5131
51	2074	3111	3629	2592	3629	4148	4895	6844	4003	5600	3111	3111	1555	3111	4666	1555	1348	2696	4044	1348	2074	3111	3629	2074	3111	6222	9333	1555	3111	4666	1555	2074	4148	6222	2074	2074	4148	6222
52	1374	2061	2405	1718	2405	2748	3243	4534	2652	3710	2061	2061	1031	2061	3092	1031	893	1786	2679	893	1374	2061	2405	1374	2061	4122	6183	1031	2061	3092	1031	1374	2748	4122	1374	1374	2748	4122
53	1511	2266	2644	1889	2644	3022	3566	4986	2916	4079	2266	2266	1133	2266	3400	1133	982	1964	2946	982	1511	2266	2644	1511	2266	4533	6799	1133	2266	3400	1133	1511	3022	4533	1511	1511	3022	4533
54	1990	2985	3482	2487	3482	3980	4696	6567	3840	5373	2985	2985	1492	2985	4477	1492	1293	2587	3880	1293	1990	2985	3482	1990	2985	5970	8954	1492	2985	4477	1492	1990	3980	5970	1990	1990	3980	5970
55	1723	2585	3016	2154	3016	3447	4067	5687	3326	4653	2585	2585	1292	2585	3877	1292	1120	2240	3360	1120	1723	2585	3016	1723	2585	5170	7755	1292	2585	3877	1292	1723	3447	5170	1723	1723	3447	5170
56	1424	2136	2492	1780	2492	2848	3361	4699	2748	3845	2136	2136	1068	2136	3204	1068	926	1851	2777	926	1424	2136	2492	1424	2136	4272	6408	1068	2136	3204	1068	1424	2848	4272	1424	1424	2848	4272
57	1559	2339	2729	1949	2729	3119	3680	5146	3010	4210	2339	2339	1170	2339	3509	1170	1014	2027	3041	1014	1559	2339	2729	1559	2339	4678	7017	1170	2339	3509	1170	1559	3119	4678	1559	1559	3119	4678

DELETE TABLE: Table D1 **Non-residential use – transport trunk infrastructure network**

Column 1: Charge area

Column 2: Transport trunk infrastructure network charge ($ per demand unit)

Non-residential use under the Planning Regulation
Editor's note - see schedule 16, Table 1, column 1 of the Planning Regulation

Charge area	Places of Assembly		Commercial (bulk goods)			Commercial (retail)							
	Club Community use Funeral parlour Place of worship	Function facility	Agric. Supplies store Garden Centre H'ware & trade supplies Outdoor sales	Bulk landscape supplies	Showroom	Adult Store Shop Shopping Centre (<10,000m2 GFA)	Service station	Shopping Centre (10,000m2< 20,000m2 GFA)	Shopping Centre (20,000m2< 30,000m2 GFA)	Shopping Centre (> 30,000m2 GFA)	Food & drink outlet: Fast Food Premises	Food & drink outlet: Other	Service Industry
Demand unit	m^2 of GFA		m^2 of GFA			m^2 of GFA							
1	94.05	121.44	121.44	42.91	85.83	121.44	212.74	94.05	85.83	65.74	212.74	169.83	42.91
2	79.10	102.14	102.14	36.10	72.19	102.14	178.94	79.10	72.19	55.30	178.94	142.85	36.10
3	93.09	120.20	120.20	42.48	84.95	120.20	210.57	93.09	84.95	65.07	210.57	168.10	42.48
4	90.89	117.37	117.37	41.48	82.95	117.37	205.61	90.89	82.95	63.54	205.61	164.14	41.48
5	128.32	165.69	165.69	58.55	117.11	165.69	290.28	128.32	117.11	89.70	290.28	231.72	58.55
6	133.80	172.77	172.77	61.06	122.11	172.77	302.68	133.80	122.11	93.53	302.68	241.62	61.06
7	110.77	143.03	143.03	50.55	101.09	143.03	250.58	110.77	101.09	77.43	250.58	200.03	50.55
8	38.39	49.57	49.57	17.52	35.03	49.57	86.83	38.39	35.03	26.83	86.83	69.32	17.52
9	75.13	97.01	97.01	34.28	68.56	97.01	169.95	75.13	68.56	52.52	169.95	135.67	34.28
10	104.88	135.42	135.42	47.86	95.71	135.42	237.24	104.88	95.71	73.31	237.24	189.39	47.86
11	92.54	119.49	119.49	42.23	84.45	119.49	209.33	92.54	84.45	64.69	209.33	167.11	42.23
12	130.24	168.17	168.17	59.43	118.86	168.17	294.62	130.24	118.86	91.04	294.62	235.19	59.43
13	132.16	170.65	170.65	60.30	120.61	170.65	298.96	132.16	120.61	92.38	298.96	238.65	60.30
~~14~~	~~131.47~~	~~169.77~~	~~169.77~~	~~59.99~~	~~119.88~~	~~169.77~~	~~297.41~~	~~131.47~~	~~119.88~~	~~91.90~~	~~297.41~~	~~237.42~~	~~59.99~~
15	79.79	103.03	103.03	36.41	72.82	103.03	180.49	79.79	72.82	55.77	180.49	144.08	36.41
16	98.43	127.10	127.10	44.92	89.83	127.10	222.67	98.43	89.83	68.81	222.67	177.75	44.92
17	174.66	225.53	225.53	79.70	159.40	225.53	395.10	174.66	159.40	122.09	395.10	315.40	79.70
18	131.34	169.59	169.59	59.93	119.86	169.59	297.10	131.34	119.86	91.81	297.10	237.17	59.93
19	179.73	232.08	232.08	82.01	164.02	232.08	406.57	179.73	164.02	125.64	406.57	324.56	82.01
20	115.43	149.05	149.05	52.67	105.35	149.05	261.12	115.43	105.35	80.69	261.12	208.45	52.67
21	129.96	167.82	167.82	59.30	118.61	167.82	294.00	129.96	118.61	90.85	294.00	234.69	59.30
22	175.20	226.24	226.24	79.95	159.90	226.24	396.34	175.20	159.90	122.47	396.34	316.39	79.95
23	96.79	124.98	124.98	44.17	88.33	124.98	218.95	96.79	88.33	67.66	218.95	174.78	44.17
24	82.12	106.04	106.04	37.47	74.94	106.04	185.76	82.12	74.94	57.40	185.76	148.29	37.47
25	91.58	118.25	118.25	41.79	83.58	118.25	207.16	91.58	83.58	64.02	207.16	165.37	41.79
26	103.37	133.48	133.48	47.17	94.34	133.48	233.83	103.37	94.34	72.26	233.83	186.66	47.17
27	96.92	125.16	125.16	44.23	88.46	125.16	219.26	96.92	88.46	67.75	219.26	175.03	44.23
28	84.45	109.05	109.05	38.54	77.07	109.05	191.04	84.45	77.07	59.03	191.04	152.50	38.54
29	99.67	128.70	128.70	45.48	90.96	128.70	225.46	99.67	90.96	69.67	225.46	179.98	45.48
30	95.55	123.39	123.39	43.60	87.20	123.39	216.16	95.55	87.20	66.79	216.16	172.55	43.60
31	134.63	173.84	173.84	61.43	122.86	173.84	304.54	134.63	122.86	94.11	304.54	243.11	61.43
32	56.21	72.58	72.58	25.65	51.30	72.58	127.15	56.21	51.30	39.29	127.15	101.50	25.65
33	92.26	119.14	119.14	42.10	84.20	119.14	208.71	92.26	84.20	64.49	208.71	166.61	42.10
34	105.01	135.60	135.60	47.92	95.84	135.60	237.55	105.01	95.84	73.41	237.55	189.64	47.92
35	133.39	172.24	172.24	60.87	121.74	172.24	301.75	133.39	121.74	93.24	301.75	240.88	60.87
36	65.80	84.97	84.97	30.03	60.05	84.97	148.86	65.80	60.05	46.00	148.86	118.83	30.03
37	70.60	91.17	91.17	32.22	64.43	91.17	159.71	70.60	64.43	49.35	159.71	127.50	32.22
38	82.67	106.74	106.74	37.72	75.44	106.74	187.00	82.67	75.44	57.79	187.00	149.28	37.72
39	99.39	128.34	128.34	45.35	90.71	128.34	224.84	99.39	90.71	69.48	224.84	179.49	45.35
40	74.58	96.30	96.30	34.03	68.06	96.30	168.71	74.58	68.06	52.13	168.71	134.68	34.03
41	73.48	94.88	94.88	33.53	67.06	94.88	166.23	73.48	67.06	51.37	166.23	132.70	33.53
42	156.70	202.34	202.34	71.50	143.01	202.34	354.47	156.70	143.01	109.54	354.47	282.97	71.50
43	134.35	173.48	173.48	61.31	122.61	173.48	303.92	134.35	122.61	93.92	303.92	242.61	61.31
44	95.42	123.21	123.21	43.54	87.08	123.21	215.85	95.42	87.08	66.70	215.85	172.31	43.54
45	188.64	243.58	243.58	86.08	172.16	243.58	426.73	188.64	172.16	131.86	426.73	340.65	86.08
46	102.68	132.59	132.59	46.86	93.71	132.59	232.28	102.68	93.71	71.78	232.28	185.43	46.86
47	71.70	92.58	92.58	32.72	65.43	92.58	162.19	71.70	65.43	50.12	162.19	129.48	32.72
48	22.48	29.03	29.03	10.26	20.52	29.03	50.86	22.48	20.52	15.72	50.86	40.60	10.26
49	44.69	57.71	57.71	20.39	40.79	57.71	101.10	44.69	40.79	31.24	101.10	80.71	20.39
50	51.27	66.21	66.21	23.40	46.79	66.21	115.99	51.27	46.79	35.84	115.99	92.59	23.40
51	35.78	46.20	46.20	16.33	32.65	46.20	80.94	35.78	32.65	25.01	80.94	64.61	16.33
52	70.05	90.46	90.46	31.97	63.93	90.46	158.47	70.05	63.93	48.97	158.47	126.51	31.97
53	34.96	45.14	45.14	15.95	31.90	45.14	79.08	34.96	31.90	24.44	79.08	63.13	15.95
54	31.94	41.25	41.25	14.58	29.15	41.25	72.26	31.94	29.15	22.33	72.26	57.68	14.58

Charge area	Commercial (office)		Educational facility	Entertainment		Indoor sport & recreation	Other Industry			High impact industry or special industry	Low impact rural	High impact rural	
	Office	Sales office	Childcare centre Community care centre Educational establishment other than an educational establishment for the Flying Start for Queensland Children program	Hotel Nightclub entertainment facility	Theatre	Indoor sport & recreation	Low impact industry Medium impact industry Rural industry Marine industry	Research & tech. ind.	Warehouse	High impact industry Special industry	Animal husbandry Cropping Permanent plantation Wind farm	Cultivating, in a confined area, aquatic animals or plants for sale Intensive animal ind. & horticulture Wholesale nursery	Winery
Demand unit	m^2 of GFA		m^2 of GFA	m^2 of GFA		m^2 of GFA	m^2 of GFA			m^2 of GFA	m^2 of GFA	m^2 of GFA	
1	94.05	121.44	94.05	212.74	121.44	121.44	42.91	94.05	21.00	42.91	0.00	0.00	42.91
2	79.10	102.14	79.10	178.94	102.14	102.14	36.10	79.10	17.66	36.10	0.00	0.00	36.10
3	93.09	120.20	93.09	210.57	120.20	120.20	42.48	93.09	20.79	42.48	0.00	0.00	42.48
4	90.89	117.37	90.89	205.61	117.37	117.37	41.48	90.89	20.30	41.48	0.00	0.00	41.48
5	128.32	165.69	128.32	290.28	165.69	165.69	58.55	128.32	28.65	58.55	0.00	0.00	58.55
6	133.80	172.77	133.80	302.68	172.77	172.77	61.06	133.80	29.88	61.06	0.00	0.00	61.06
7	110.77	143.03	110.77	250.58	143.03	143.03	50.55	110.77	24.74	50.55	0.00	0.00	50.55
8	38.39	49.57	38.39	86.83	49.57	49.57	17.52	38.39	8.57	17.52	0.00	0.00	17.52
9	75.13	97.01	75.13	169.95	97.01	97.01	34.28	75.13	16.78	34.28	0.00	0.00	34.28
10	104.88	135.42	104.88	237.24	135.42	135.42	47.86	104.88	23.42	47.86	0.00	0.00	47.86
11	92.54	119.49	92.54	209.33	119.49	119.49	42.23	92.54	20.66	42.23	0.00	0.00	42.23
12	130.24	168.17	130.24	294.62	168.17	168.17	59.43	130.24	29.08	59.43	0.00	0.00	59.43
13	132.16	170.65	132.16	298.96	170.65	170.65	60.30	132.16	29.51	60.30	0.00	0.00	60.30
~~14~~	~~131.47~~	~~169.77~~	~~131.47~~	~~297.41~~	~~169.77~~	~~169.77~~	~~59.99~~	~~131.47~~	~~29.36~~	~~59.99~~	~~0.00~~	~~0.00~~	~~59.99~~
15	79.79	103.03	79.79	180.49	103.03	103.03	36.41	79.79	17.82	36.41	0.00	0.00	36.41
16	98.43	127.10	98.43	222.67	127.10	127.10	44.92	98.43	21.98	44.92	0.00	0.00	44.92
17	174.66	225.53	174.66	395.10	225.53	225.53	79.70	174.66	39.00	79.70	0.00	0.00	79.70
18	131.34	169.59	131.34	297.10	169.59	169.59	59.93	131.34	29.33	59.93	0.00	0.00	59.93
19	179.73	232.08	179.73	406.57	232.08	232.08	82.01	179.73	40.13	82.01	0.00	0.00	82.01
20	115.43	149.05	115.43	261.12	149.05	149.05	52.67	115.43	25.78	52.67	0.00	0.00	52.67
21	129.96	167.82	129.96	294.00	167.82	167.82	59.30	129.96	29.02	59.30	0.00	0.00	59.30
22	175.20	226.24	175.20	396.34	226.24	226.24	79.95	175.20	39.12	79.95	0.00	0.00	79.95
23	96.79	124.98	96.79	218.95	124.98	124.98	44.17	96.79	21.61	44.17	0.00	0.00	44.17
24	82.12	106.04	82.12	185.76	106.04	106.04	37.47	82.12	18.34	37.47	0.00	0.00	37.47
25	91.58	118.25	91.58	207.16	118.25	118.25	41.79	91.58	20.45	41.79	0.00	0.00	41.79
26	103.37	133.48	103.37	233.83	133.48	133.48	47.17	103.37	23.08	47.17	0.00	0.00	47.17
27	96.92	125.16	96.92	219.26	125.16	125.16	44.23	96.92	21.64	44.23	0.00	0.00	44.23
28	84.45	109.05	84.45	191.04	109.05	109.05	38.54	84.45	18.86	38.54	0.00	0.00	38.54
29	99.67	128.70	99.67	225.46	128.70	128.70	45.48	99.67	22.26	45.48	0.00	0.00	45.48
30	95.55	123.39	95.55	216.16	123.39	123.39	43.60	95.55	21.34	43.60	0.00	0.00	43.60
31	134.63	173.84	134.63	304.54	173.84	173.84	61.43	134.63	30.06	61.43	0.00	0.00	61.43
32	56.21	72.58	56.21	127.15	72.58	72.58	25.65	56.21	12.55	25.65	0.00	0.00	25.65
33	92.26	119.14	92.26	208.71	119.14	119.14	42.10	92.26	20.60	42.10	0.00	0.00	42.10
34	105.01	135.60	105.01	237.55	135.60	135.60	47.92	105.01	23.45	47.92	0.00	0.00	47.92
35	133.39	172.24	133.39	301.75	172.24	172.24	60.87	133.39	29.79	60.87	0.00	0.00	60.87
36	65.80	84.97	65.80	148.86	84.97	84.97	30.03	65.80	14.69	30.03	0.00	0.00	30.03
37	70.60	91.17	70.60	159.71	91.17	91.17	32.22	70.60	15.77	32.22	0.00	0.00	32.22
38	82.67	106.74	82.67	187.00	106.74	106.74	37.72	82.67	18.46	37.72	0.00	0.00	37.72
39	99.39	128.34	99.39	224.84	128.34	128.34	45.35	99.39	22.19	45.35	0.00	0.00	45.35
40	74.58	96.30	74.58	168.71	96.30	96.30	34.03	74.58	16.65	34.03	0.00	0.00	34.03
41	73.48	94.88	73.48	166.23	94.88	94.88	33.53	73.48	16.41	33.53	0.00	0.00	33.53
42	156.70	202.34	156.70	354.47	202.34	202.34	71.50	156.70	34.99	71.50	0.00	0.00	71.50
43	134.35	173.48	134.35	303.92	173.48	173.48	61.31	134.35	30.00	61.31	0.00	0.00	61.31
44	95.42	123.21	95.42	215.85	123.21	123.21	43.54	95.42	21.31	43.54	0.00	0.00	43.54
45	188.64	243.58	188.64	426.73	243.58	243.58	86.08	188.64	42.12	86.08	0.00	0.00	86.08
46	102.68	132.59	102.68	232.28	132.59	132.59	46.86	102.68	22.93	46.86	0.00	0.00	46.86
47	71.70	92.58	71.70	162.19	92.58	92.58	32.72	71.70	16.01	32.72	0.00	0.00	32.72
48	22.48	29.03	22.48	50.86	29.03	29.03	10.26	22.48	5.02	10.26	0.00	0.00	10.26
49	44.69	57.71	44.69	101.10	57.71	57.71	20.39	44.69	9.98	20.39	0.00	0.00	20.39
50	51.27	66.21	51.27	115.99	66.21	66.21	23.40	51.27	11.45	23.40	0.00	0.00	23.40
51	35.78	46.20	35.78	80.94	46.20	46.20	16.33	35.78	7.99	16.33	0.00	0.00	16.33
52	70.05	90.46	70.05	158.47	90.46	90.46	31.97	70.05	15.64	31.97	0.00	0.00	31.97
53	34.96	45.14	34.96	79.08	45.14	45.14	15.95	34.96	7.81	15.95	0.00	0.00	15.95
54	31.94	41.25	31.94	72.26	41.25	41.25	14.58	31.94	7.13	14.58	0.00	0.00	14.58

Charge area	Essential services			Other uses				Minor uses
	Correctional facility Hospital Residential care facility	Health care service Veterinary service	Emergency services	Crematorium	Major sport, recreation and entertainment facility Outdoor sport and recreation	Air service, Animal keeping, Car park Motor sport facility, Non-resident accommodation Port service, Tourist attraction Utility installation, Extractive industry	Any other use not listed, including a use that is unknown	Advertising device, Cemetery, Home-based business Landing, Market, Roadside stall Telecommunications facility, Park Temporary use, Outdoor lighting
Demand unit	m^2 of GFA			m^2 of GFA				n/a
1	59.35	94.05	42.91	94.05	121.44	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution is nil. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*
2	49.92	79.10	36.10	79.10	102.14			
3	58.74	93.09	42.48	93.09	120.20			
4	57.36	90.89	41.48	90.89	117.37			
5	80.98	128.32	58.55	128.32	165.69			
6	84.44	133.80	61.06	133.80	172.77			
7	69.90	110.77	50.55	110.77	143.03			
8	24.22	38.39	17.52	38.39	49.57			
9	47.41	75.13	34.28	75.13	97.01			
10	66.18	104.88	47.86	104.88	135.42			
11	58.40	92.54	42.23	92.54	119.49			
12	82.19	130.24	59.43	130.24	168.17			
13	83.40	132.16	60.30	132.16	170.65			
~~14~~	~~82.97~~	~~131.47~~	~~59.99~~	~~131.47~~	~~169.77~~			
15	50.35	79.79	36.41	79.79	103.03			
16	62.12	98.43	44.92	98.43	127.10			
17	110.22	174.66	79.70	174.66	225.53			
18	82.88	131.34	59.93	131.34	169.59			
19	113.42	179.73	82.01	179.73	232.08			
20	72.85	115.43	52.67	115.43	149.05			
21	82.02	129.96	59.30	129.96	167.82			
22	110.57	175.20	79.95	175.20	226.24			
23	61.08	96.79	44.17	96.79	124.98			
24	51.82	82.12	37.47	82.12	106.04			
25	57.79	91.58	41.79	91.58	118.25			
26	65.23	103.37	47.17	103.37	133.48			
27	61.17	96.92	44.23	96.92	125.16			
28	53.29	84.45	38.54	84.45	109.05			
29	62.90	99.67	45.48	99.67	128.70			
30	60.30	95.55	43.60	95.55	123.39			
31	84.96	134.63	61.43	134.63	173.84			
32	35.47	56.21	25.65	56.21	72.58			
33	58.22	92.26	42.10	92.26	119.14			
34	66.27	105.01	47.92	105.01	135.60			
35	84.18	133.39	60.87	133.39	172.24			
36	41.53	65.80	30.03	65.80	84.97			
37	44.56	70.60	32.22	70.60	91.17			
38	52.17	82.67	37.72	82.67	106.74			
39	62.72	99.39	45.35	99.39	128.34			
40	47.06	74.58	34.03	74.58	96.30			
41	46.37	73.48	33.53	73.48	94.88			
42	98.89	156.70	71.50	156.70	202.34			
43	84.78	134.35	61.31	134.35	173.48			
44	60.21	95.42	43.54	95.42	123.21			
45	119.04	188.64	86.08	188.64	243.58			
46	64.80	102.68	46.86	102.68	132.59			
47	45.25	71.70	32.72	71.70	92.58			
48	14.19	22.48	10.26	22.48	29.03			
49	28.20	44.69	20.39	44.69	57.71			
50	32.36	51.27	23.40	51.27	66.21			
51	22.58	35.78	16.33	35.78	46.20			
52	44.21	70.05	31.97	70.05	90.46			
53	22.06	34.96	15.95	34.96	45.14			
54	20.16	31.94	14.58	31.94	41.25			

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Ipswich City Council
Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020~~19~~

INSERT UPDATED TABLE:

Column 1	Column 2 Transport trunk infrastructure network charge ($ per demand unit)																																	
Charge area	Non-residential use under the Planning Regulation Editor's note - see schedule 16, Table 1, column 1 of the Planning Regulation																																	
	Places of Assembly		Commercial (bulk goods)			Commercial (retail)								Commercial (office)		Educational facility	Entertainment		Indoor sport & recreation	Other Industry			High impact industry or special industry	Low impact rural	High impact rural		Essential services			Other uses				Minor uses
	Club	Function facility	Agric. Supplies store	Bulk landscape supplies	Showroom	Adult Store	Service station	Shopping Centre (10,000m2< 20,000m2 GFA)	Shopping Centre (20,000m2 < 30,000m2 GFA)	Shopping Centre (> 30,000m2 GFA)	Food & drink outlet		Service industry	Office	Sales office	Childcare centre	Hotel	Theatre	Indoor sport & recreation	Low impact industry	Research & tech. ind.	Warehouse	High impact industry	Animal husbandry	Cultivating, in a confined area, aquatic animals or plants for sale	Winery	Correctional facility	Health care service	Emergency services	Crematorium	Major sport, recreation and entertainment facility	Air service, Animal keeping, Car park	Any other use not listed, including a use that is unknown	Advertising device, Cemetery, Home-based business
	Community use		Garden Centre			Shop					Fast Food Premises	Other				Community care centre	Nightclub entertainment facility			Medium impact industry			Special industry	Cropping	Intensive animal ind. & horticulture		Hospital	Veterinary service			Outdoor sport and recreation	Motor sport facility, Non-resident accommodation		Landing, Market, Roadside stall
	Funeral parlour		H'ware & trade supplies			Shopping Centre (<10,000m2GFA)										Educational establishment other than an educational establishment for the Flying Start for Queensland Children program				Rural industry				Permanent plantation	Wholesale nursery		Residential care facility					Port service, Tourist attraction		Telecommunications facility, Park
	Place of worship		Outdoor sales																	Marine industry				Wind farm								Utility installation, Extractive industry		Temporary use, Outdoor lighting
	Demand unit																																	
	m^2 of GFA		m^2 of GFA			m^2 of GFA								m^2 of GFA		m^2 of GFA	m^2 of GFA		m^2 of GFA	m^2 of GFA			m^2 of GFA	m^2 of GFA	m^2 of GFA		m^2 of GFA			m^2 of GFA				n/a
1	96.87	125.09	125.09	44.20	88.41	125.09	219.14	96.87	88.41	67.72	219.14	174.93	44.20	96.87	125.09	96.87	219.14	125.09	125.09	44.20	96.87	21.63	44.20	0.00	0.00	44.20	61.13	96.87	44.20	96.87	125.09	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution is nil. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*
2	81.48	105.21	105.21	37.18	74.36	105.21	184.32	81.48	74.36	56.96	184.32	147.14	37.18	81.48	105.21	81.48	184.32	105.21	105.21	37.18	81.48	18.19	37.18	0.00	0.00	37.18	51.42	81.48	37.18	81.48	105.21			
3	95.88	123.81	123.81	43.75	87.51	123.81	216.90	95.88	87.51	67.03	216.90	173.15	43.75	95.88	123.81	95.88	216.90	123.81	123.81	43.75	95.88	21.41	43.75	0.00	0.00	43.75	60.51	95.88	43.75	95.88	123.81			
4	93.62	120.89	120.89	42.72	85.44	120.89	211.79	93.62	85.44	65.45	211.79	169.07	42.72	93.62	120.89	93.62	211.79	120.89	120.89	42.72	93.62	20.91	42.72	0.00	0.00	42.72	59.08	93.62	42.72	93.62	120.89			
5	132.18	170.67	170.67	60.31	120.63	170.67	299.00	132.18	120.63	92.39	299.00	238.69	60.31	132.18	170.67	132.18	299.00	170.67	170.67	60.31	132.18	29.51	60.31	0.00	0.00	60.31	83.41	132.18	60.31	132.18	170.67			
6	137.82	177.97	177.97	62.89	125.78	177.97	311.78	137.82	125.78	96.34	311.78	248.89	62.89	137.82	177.97	137.82	311.78	177.97	177.97	62.89	137.82	30.78	62.89	0.00	0.00	62.89	86.98	137.82	62.89	137.82	177.97			
7	114.10	147.33	147.33	52.07	104.13	147.33	258.11	114.10	104.13	79.76	258.11	206.04	52.07	114.10	147.33	114.10	258.11	147.33	147.33	52.07	114.10	25.48	52.07	0.00	0.00	52.07	72.00	114.10	52.07	114.10	147.33			
8	39.54	51.06	51.06	18.04	36.08	51.06	89.44	39.54	36.08	27.64	89.44	71.40	18.04	39.54	51.06	39.54	89.44	51.06	51.06	18.04	39.54	8.83	18.04	0.00	0.00	18.04	24.95	39.54	18.04	39.54	51.06			
9	77.38	99.92	99.92	35.31	70.62	99.92	175.05	77.38	70.62	54.09	175.05	139.74	35.31	77.38	99.92	77.38	175.05	99.92	99.92	35.31	77.38	17.28	35.31	0.00	0.00	35.31	48.84	77.38	35.31	77.38	99.92			
10	108.03	139.49	139.49	49.29	98.59	139.49	244.37	108.03	98.59	75.51	244.37	195.08	49.29	108.03	139.49	108.03	244.37	139.49	139.49	49.29	108.03	24.12	49.29	0.00	0.00	49.29	68.17	108.03	49.29	108.03	139.49			
11	95.32	123.08	123.08	43.49	86.99	123.08	215.62	95.32	86.99	66.63	215.62	172.13	43.49	95.32	123.08	95.32	215.62	123.08	123.08	43.49	95.32	21.28	43.49	0.00	0.00	43.49	60.15	95.32	43.49	95.32	123.08			
12	134.15	173.23	173.23	61.22	122.43	173.23	303.47	134.15	122.43	93.78	303.47	242.26	61.22	134.15	173.23	134.15	303.47	173.23	173.23	61.22	134.15	29.96	61.22	0.00	0.00	61.22	84.66	134.15	61.22	134.15	173.23			
13	136.13	175.78	175.78	62.12	124.23	175.78	307.94	136.13	124.23	95.16	307.94	245.83	62.12	136.13	175.78	136.13	307.94	175.78	175.78	62.12	136.13	30.40	62.12	0.00	0.00	62.12	85.91	136.13	62.12	136.13	175.78			
14	135.42	174.87	174.87	61.80	123.59	174.87	306.35	135.42	123.59	94.66	306.35	244.55	61.80	135.42	174.87	135.42	306.35	174.87	174.87	61.80	135.42	30.24	61.80	0.00	0.00	61.80	85.46	135.42	61.80	135.42	174.87			
15	82.19	106.12	106.12	37.50	75.00	106.12	185.92	82.19	75.00	57.45	185.92	148.41	37.50	82.19	106.12	82.19	185.92	106.12	106.12	37.50	82.19	18.35	37.50	0.00	0.00	37.50	51.86	82.19	37.50	82.19	106.12			
16	101.39	130.92	130.92	46.27	92.53	130.92	229.36	101.39	92.53	70.88	229.36	183.09	46.27	101.39	130.92	101.39	229.36	130.92	130.92	46.27	101.39	22.64	46.27	0.00	0.00	46.27	63.98	101.39	46.27	101.39	130.92			
17	179.91	232.30	232.30	82.09	164.19	232.30	406.97	179.91	164.19	125.76	406.97	324.88	82.09	179.91	232.30	179.91	406.97	232.30	232.30	82.09	179.91	40.17	82.09	0.00	0.00	82.09	113.53	179.91	82.09	179.91	232.30			
18	135.28	174.68	174.68	61.73	123.46	174.68	306.03	135.28	123.46	94.57	306.03	244.30	61.73	135.28	174.68	135.28	306.03	174.68	174.68	61.73	135.28	30.21	61.73	0.00	0.00	61.73	85.37	135.28	61.73	135.28	174.68			
19	185.13	239.05	239.05	84.48	168.95	239.05	418.79	185.13	168.95	129.41	418.79	334.31	84.48	185.13	239.05	185.13	418.79	239.05	239.05	84.48	185.13	41.34	84.48	0.00	0.00	84.48	116.83	185.13	84.48	185.13	239.05			
20	118.90	153.53	153.53	54.26	108.51	153.53	268.97	118.90	108.51	83.12	268.97	214.72	54.26	118.90	153.53	118.90	268.97	153.53	153.53	54.26	118.90	26.55	54.26	0.00	0.00	54.26	75.03	118.90	54.26	118.90	153.53			
21	133.87	172.86	172.86	61.09	122.17	172.86	302.83	133.87	122.17	93.58	302.83	241.75	61.09	133.87	172.86	133.87	302.83	172.86	172.86	61.09	133.87	29.89	61.09	0.00	0.00	61.09	84.48	133.87	61.09	133.87	172.86			
22	180.47	233.03	233.03	82.35	164.70	233.03	408.25	180.47	164.70	126.15	408.25	325.90	82.35	180.47	233.03	180.47	408.25	233.03	233.03	82.35	180.47	40.30	82.35	0.00	0.00	82.35	113.89	180.47	82.35	180.47	233.03			
23	99.70	128.73	128.73	45.49	90.99	128.73	225.53	99.70	90.99	69.69	225.53	180.03	45.49	99.70	128.73	99.70	225.53	128.73	128.73	45.49	99.70	22.26	45.49	0.00	0.00	45.49	62.92	99.70	45.49	99.70	128.73			
24	84.59	109.22	109.22	38.60	77.20	109.22	191.35	84.59	77.20	59.13	191.35	152.75	38.60	84.59	109.22	84.59	191.35	109.22	109.22	38.60	84.59	18.89	38.60	0.00	0.00	38.60	53.38	84.59	38.60	84.59	109.22			
25	94.33	121.81	121.81	43.04	86.09	121.81	213.39	94.33	86.09	65.94	213.39	170.34	43.04	94.33	121.81	94.33	213.39	121.81	121.81	43.04	94.33	21.06	43.04	0.00	0.00	43.04	59.53	94.33	43.04	94.33	121.81			
26	106.47	137.49	137.49	48.59	97.17	137.49	240.86	106.47	97.17	74.43	240.86	192.27	48.59	106.47	137.49	106.47	240.86	137.49	137.49	48.59	106.47	23.78	48.59	0.00	0.00	48.59	67.19	106.47	48.59	106.47	137.49			
27	99.84	128.92	128.92	45.56	91.11	128.92	225.85	99.84	91.11	69.79	225.85	180.29	45.56	99.84	128.92	99.84	225.85	128.92	128.92	45.56	99.84	22.29	45.56	0.00	0.00	45.56	63.00	99.84	45.56	99.84	128.92			
28	86.99	112.32	112.32	39.69	79.39	112.32	196.78	86.99	79.39	60.81	196.78	157.08	39.69	86.99	112.32	86.99	196.78	112.32	112.32	39.69	86.99	19.42	39.69	0.00	0.00	39.69	54.89	86.99	39.69	86.99	112.32			
29	102.66	132.56	132.56	46.85	93.69	132.56	232.24	102.66	93.69	71.76	232.24	185.39	46.85	102.66	132.56	102.66	232.24	132.56	132.56	46.85	102.66	22.92	46.85	0.00	0.00	46.85	64.79	102.66	46.85	102.66	132.56			
30	98.43	127.09	127.09	44.91	89.83	127.09	222.65	98.43	89.83	68.80	222.65	177.74	44.91	98.43	127.09	98.43	222.65	127.09	127.09	44.91	98.43	21.98	44.91	0.00	0.00	44.91	62.11	98.43	44.91	98.43	127.09			
31	138.67	179.06	179.06	63.28	126.55	179.06	313.69	138.67	126.55	96.94	313.69	250.42	63.28	138.67	179.06	138.67	313.69	179.06	179.06	63.28	138.67	30.97	63.28	0.00	0.00	63.28	87.51	138.67	63.28	138.67	179.06			
32	57.90	74.76	74.76	26.42	52.84	74.76	130.97	57.90	52.84	40.47	130.97	104.55	26.42	57.90	74.76	57.90	130.97	74.76	74.76	26.42	57.90	12.93	26.42	0.00	0.00	26.42	36.54	57.90	26.42	57.90	74.76			
33	95.04	122.72	122.72	43.37	86.73	122.72	214.99	95.04	86.73	66.43	214.99	171.62	43.37	95.04	122.72	95.04	214.99	122.72	122.72	43.37	95.04	21.22	43.37	0.00	0.00	43.37	59.97	95.04	43.37	95.04	122.72			
34	108.17	139.67	139.67	49.36	98.72	139.67	244.69	108.17	98.72	75.61	244.69	195.33	49.36	108.17	139.67	108.17	244.69	139.67	139.67	49.36	108.17	24.15	49.36	0.00	0.00	49.36	68.26	108.17	49.36	108.17	139.67			
35	137.40	177.42	177.42	62.70	125.39	177.42	310.82	137.40	125.39	96.05	310.82	248.12	62.70	137.40	177.42	137.40	310.82	177.42	177.42	62.70	137.40	30.68	62.70	0.00	0.00	62.70	86.71	137.40	62.70	137.40	177.42			
36	67.78	87.52	87.52	30.93	61.86	87.52	153.33	67.78	61.86	47.38	153.33	122.40	30.93	67.78	87.52	67.78	153.33	87.52	87.52	30.93	67.78	15.14	30.93	0.00	0.00	30.93	42.78	67.78	30.93	67.78	87.52			
37	72.72	93.91	93.91	33.19	66.37	93.91	164.51	72.72	66.37	50.84	164.51	131.33	33.19	72.72	93.91	72.72	164.51	93.91	93.91	33.19	72.72	16.24	33.19	0.00	0.00	33.19	45.89	72.72	33.19	72.72	93.91			
38	85.15	109.95	109.95	38.86	77.71	109.95	192.62	85.15	77.71	59.52	192.62	153.77	38.86	85.15	109.95	85.15	192.62	109.95	109.95	38.86	85.15	19.01	38.86	0.00	0.00	38.86	53.74	85.15	38.86	85.15	109.95			
39	102.38	132.20	132.20	46.72	93.43	132.20	231.60	102.38	93.43	71.57	231.60	184.88	46.72	102.38	132.20	102.38	231.60	132.20	132.20	46.72	102.38	22.86	46.72	0.00	0.00	46.72	64.61	102.38	46.72	102.38	132.20			
40	76.82	99.19	99.19	35.05	70.11	99.19	173.78	76.82	70.11	53.70	173.78	138.72	35.05	76.82	99.19	76.82	173.78	99.19	99.19	35.05	76.82	17.15	35.05	0.00	0.00	35.05	48.48	76.82	35.05	76.82	99.19			
41	75.69	97.74	97.74	34.54	69.08	97.74	171.22	75.69	69.08	52.91	171.22	136.68	34.54	75.69	97.74	75.69	171.22	97.74	97.74	34.54	75.69	16.90	34.54	0.00	0.00	34.54	47.77	75.69	34.54	75.69	97.74			
42	161.41	208.42	208.42	73.65	147.30	208.42	365.12	161.41	147.30	112.83	365.12	291.47	73.65	161.41	208.42	161.41	365.12	208.42	208.42	73.65	161.41	36.04	73.65	0.00	0.00	73.65	101.86	161.41	73.65	161.41	208.42			
43	138.39	178.70	178.70	63.15	126.30	178.70	313.05	138.39	126.30	96.74	313.05	249.91	63.15	138.39	178.70	138.39	313.05	178.70	178.70	63.15	138.39	30.90	63.15	0.00	0.00	63.15	87.33	138.39	63.15	138.39	178.70			
44	98.28	126.91	126.91	44.85	89.70	126.91	222.33	98.28	89.70	68.70	222.33	177.48	44.85	98.28	126.91	98.28	222.33	126.91	126.91	44.85	98.28	21.95	44.85	0.00	0.00	44.85	62.02	98.28	44.85	98.28	126.91			
45	194.31	250.90	250.90	88.67	177.33	250.90	439.55	194.31	177.33	135.83	439.55	350.89	88.67	194.31	250.90	194.31	439.55	250.90	250.90	88.67	194.31	43.39	88.67	0.00	0.00	88.67	122.62	194.31	88.67	194.31	250.90			
46	105.77	136.57	136.57	48.26	96.53	136.57	239.26	105.77	96.53	73.94	239.26	191.00	48.26	105.77	136.57	105.77	239.26	136.57	136.57	48.26	105.77	23.62	48.26	0.00	0.00	48.26	66.75	105.77	48.26	105.77	136.57			
47	73.85	95.37	95.37	33.70	67.40	95.37	167.07	73.85	67.40	51.63	167.07	133.37	33.70	73.85	95.37	73.85	167.07	95.37	95.37	33.70	73.85	16.49	33.70	0.00	0.00	33.70	46.61	73.85	33.70	73.85	95.37			
48	23.16	29.90	29.90	10.57	21.14	29.90	52.39	23.16	21.14	16.19	52.39	41.82	10.57	23.16	29.90	23.16	52.39	29.90	29.90	10.57	23.16	5.17	10.57	0.00	0.00	10.57	14.61	23.16	10.57	23.16	29.90			
49	46.04	59.44	59.44	21.01	42.01	59.44	104.14	46.04	42.01	32.18	104.14	83.13	21.01	46.04	59.44	46.04	104.14	59.44	59.44	21.01	46.04	10.28	21.01	0.00	0.00	21.01	29.05	46.04	21.01	46.04	59.44			
50	52.81	68.20	68.20	24.10	48.20	68.20	119.47	52.81	48.20	36.92	119.47	95.37	24.10	52.81	68.20	52.81	119.47	68.20	68.20	24.10	52.81	11.79	24.10	0.00	0.00	24.10	33.33	52.81	24.10	52.81	68.20			
51	36.86	47.59	47.59	16.82	33.64	47.59	83.37	36.86	33.64	25.76	83.37	66.56	16.82	36.86	47.59	36.86	83.37	47.59	47.59	16.82	36.86	8.23	16.82	0.00	0.00	16.82	23.26	36.86	16.82	36.86	47.59			
52	72.16	93.18	93.18	32.93	65.85	93.18	163.24	72.16	65.85	50.44	163.24	130.31	32.93	72.16	93.18	72.16	163.24	93.18	93.18	32.93	72.16	16.11	32.93	0.00	0.00	32.93	45.54	72.16	32.93	72.16	93.18			
53	36.01	46.50	46.50	16.43	32.86	46.50	81.46	36.01	32.86	25.17	81.46	65.03	16.43	36.01	46.50	36.01	81.46	46.50	46.50	16.43	36.01	8.04	16.43	0.00	0.00	16.43	22.72	36.01	16.43	36.01	46.50			
54	32.90	42.49	42.49	15.01	30.03	42.49	74.43	32.90	30.03	23.00	74.43	59.42	15.01	32.90	42.49	32.90	74.43	42.49	42.49	15.01	32.90	7.35	15.01	0.00	0.00	15.01	20.76	32.90	15.01	32.90	42.49			

DELETE TABLE: Table D2 **Non-residential use – water supply trunk infrastructure network for water service**

Column 1	Column 2 Water supply trunk infrastructure network charge ($ per demand unit)																																			
Charge area	Non-residential use under the Planning Regulation Editor's note - see schedule 16, Table 1, column 1 of the Planning Regulation																																			
	Places of Assembly		Commercial (bulk goods)			Commercial (retail)				Commercial (office)	Educational facility			Entertainment		Indoor sport & recreation	Other Industry			High impact industry or special industry	Low impact rural	High impact rural	Essential services			Other uses					Minor uses
	Club	Function facility	Agric. Supplies store	Bulk landscape supplies	Outdoor sales	Adult Store	Food & drink outlet		Service Industry	Office	Childcare centre	Educational establishment other than an educational establishment for the Flying Start for Queensland Children program		Hotel	Theatre	Indoor sport & recreation	Low impact industry	Research & tech. ind.	Warehouse	High impact industry	Animal husbandry	Cultivating, in a confined area, aquatic animals or plants for sale	Correctional facility	Emergency services	Health care service	Crematorium	Major sport, recreation and entertainment facility	Air service, Animal keeping, Car park	Any other use not listed, including a use that is unknown	Advertising device, Cemetery, Home-based business
	Community use		Garden Centre			Shop	Fast Food Premises	Other		Sales office	Community care centre	Primary school	Other	Nightclub entertainment facility			Medium impact industry			Special Industry	Cropping	Intensive animal ind. & horticulture	Hospital		Veterinary service		Outdoor sport and recreation	Motor sport facility, Non-resident accommodation		Landing, Market, Roadside stall
	Funeral parlour		H'ware & trade supplies			Shopping Centre											Rural industry				Permanent plantation	Wholesale nursery	Residential care facility					Port service, Tourist attraction		Telecommunications facility, Park
	Place of worship		Showroom			Service Station											Marine industry				Wind farm	Winery						Utility installation, Extractive industry		Temporary use, Outdoor lighting
	Demand unit																																			
	m² of GFA		m² of GFA			m² of GFA				m² of GFA	m² of GFA			m² of GFA		m² of GFA	m² of GFA			m² of GFA	m² of GFA	m² of GFA	m² of GFA			m² of GFA					n/a
1	12.00	35.99	29.99	6.00	12.00	29.99	179.94	95.97	17.99	29.99	23.39	23.39	38.99	35.99	12.00	12.00	17.99	29.99	6.00	17.99	0.00	0.00	13.20	17.99	29.99	29.99	12.00	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution is nil. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*
2	10.06	30.18	25.15	5.03	10.06	25.15	150.88	80.47	15.09	25.15	19.61	19.61	32.69	30.18	10.06	10.06	15.09	25.15	5.03	15.09	0.00	0.00	11.06	15.09	25.15	25.15	10.06				
3	8.01	24.03	20.03	4.01	8.01	20.03	120.17	64.09	12.02	20.03	15.62	15.62	26.04	24.03	8.01	8.01	12.02	20.03	4.01	12.02	0.00	0.00	8.81	12.02	20.03	20.03	8.01				
4	9.30	27.89	23.24	4.65	9.30	23.24	139.47	74.38	13.95	23.24	18.13	18.13	30.22	27.89	9.30	9.30	13.95	23.24	4.65	13.95	0.00	0.00	10.23	13.95	23.24	23.24	9.30				
5	5.08	15.23	12.69	2.54	5.08	12.69	76.17	40.62	7.62	12.69	9.90	9.90	16.50	15.23	5.08	5.08	7.62	12.69	2.54	7.62	0.00	0.00	5.59	7.62	12.69	12.69	5.08				
6	3.10	9.30	7.75	1.55	3.10	7.75	46.49	24.79	4.65	7.75	6.04	6.04	10.07	9.30	3.10	3.10	4.65	7.75	1.55	4.65	0.00	0.00	3.41	4.65	7.75	7.75	3.10				
7	8.60	25.80	21.50	4.30	8.60	21.50	128.99	68.79	12.90	21.50	16.77	16.77	27.95	25.80	8.60	8.60	12.90	21.50	4.30	12.90	0.00	0.00	9.46	12.90	21.50	21.50	8.60				
8	5.62	16.87	14.06	2.81	5.62	14.06	84.37	44.99	8.44	14.06	10.97	10.97	18.28	16.87	5.62	5.62	8.44	14.06	2.81	8.44	0.00	0.00	6.19	8.44	14.06	14.06	5.62				
9	5.11	15.34	12.78	2.56	5.11	12.78	76.69	40.90	7.67	12.78	9.97	9.97	16.62	15.34	5.11	5.11	7.67	12.78	2.56	7.67	0.00	0.00	5.62	7.67	12.78	12.78	5.11				
10	9.46	28.37	23.64	4.73	9.46	23.64	141.85	75.66	14.19	23.64	18.44	18.44	30.73	28.37	9.46	9.46	14.19	23.64	4.73	14.19	0.00	0.00	10.40	14.19	23.64	23.64	9.46				
11	7.22	21.67	18.06	3.61	7.22	18.06	108.34	57.78	10.83	18.06	14.08	14.08	23.47	21.67	7.22	7.22	10.83	18.06	3.61	10.83	0.00	0.00	7.94	10.83	18.06	18.06	7.22				
12	4.37	13.10	10.91	2.18	4.37	10.91	65.48	34.92	6.55	10.91	8.51	8.51	14.19	13.10	4.37	4.37	6.55	10.91	2.18	6.55	0.00	0.00	4.80	6.55	10.91	10.91	4.37				
13	14.76	44.27	36.89	7.38	14.76	36.89	221.34	118.05	22.13	36.89	28.77	28.77	47.96	44.27	14.76	14.76	22.13	36.89	7.38	22.13	0.00	0.00	16.23	22.13	36.89	36.89	14.76				
14	9.95	29.84	24.87	4.97	9.95	24.87	149.22	79.58	14.92	24.87	19.40	19.40	32.33	29.84	9.95	9.95	14.92	24.87	4.97	14.92	0.00	0.00	10.94	14.92	24.87	24.87	9.95				
15	9.14	27.42	22.85	4.57	9.14	22.85	137.08	73.11	13.71	22.85	17.82	17.82	29.70	27.42	9.14	9.14	13.71	22.85	4.57	13.71	0.00	0.00	10.05	13.71	22.85	22.85	9.14				
16	18.67	56.02	46.68	9.34	18.67	46.68	280.08	149.37	28.01	46.68	36.41	36.41	60.68	56.02	18.67	18.67	28.01	46.68	9.34	28.01	0.00	0.00	20.54	28.01	46.68	46.68	18.67				
17	16.73	50.18	41.82	8.36	16.73	41.82	250.92	133.82	25.09	41.82	32.62	32.62	54.37	50.18	16.73	16.73	25.09	41.82	8.36	25.09	0.00	0.00	18.40	25.09	41.82	41.82	16.73				
18	16.26	48.77	40.64	8.13	16.26	40.64	243.86	130.06	24.39	40.64	31.70	31.70	52.84	48.77	16.26	16.26	24.39	40.64	8.13	24.39	0.00	0.00	17.88	24.39	40.64	40.64	16.26				
19	38.46	115.39	96.16	19.23	38.46	96.16	576.96	307.71	57.70	96.16	75.00	75.00	125.01	115.39	38.46	38.46	57.70	96.16	19.23	57.70	0.00	0.00	42.31	57.70	96.16	96.16	38.46				
20	10.36	31.09	25.91	5.18	10.36	25.91	155.45	82.91	15.54	25.91	20.21	20.21	33.68	31.09	10.36	10.36	15.54	25.91	5.18	15.54	0.00	0.00	11.40	15.54	25.91	25.91	10.36				
21	8.07	24.20	20.17	4.03	8.07	20.17	121.00	64.53	12.10	20.17	15.73	15.73	26.22	24.20	8.07	8.07	12.10	20.17	4.03	12.10	0.00	0.00	8.87	12.10	20.17	20.17	8.07				
22	10.87	32.60	27.17	5.43	10.87	27.17	163.02	86.95	16.30	27.17	21.19	21.19	35.32	32.60	10.87	10.87	16.30	27.17	5.43	16.30	0.00	0.00	11.95	16.30	27.17	27.17	10.87				
23	9.55	28.64	23.87	4.77	9.55	23.87	143.20	76.37	14.32	23.87	18.62	18.62	31.03	28.64	9.55	9.55	14.32	23.87	4.77	14.32	0.00	0.00	10.50	14.32	23.87	23.87	9.55				
24	3.31	9.94	8.28	1.66	3.31	8.28	49.71	26.51	4.97	8.28	6.46	6.46	10.77	9.94	3.31	3.31	4.97	8.28	1.66	4.97	0.00	0.00	3.65	4.97	8.28	8.28	3.31				
25	8.05	24.14	20.11	4.02	8.05	20.11	120.68	64.37	12.07	20.11	15.69	15.69	26.15	24.14	8.05	8.05	12.07	20.11	4.02	12.07	0.00	0.00	8.85	12.07	20.11	20.11	8.05				
26	8.53	25.59	21.32	4.26	8.53	21.32	127.95	68.24	12.79	21.32	16.63	16.63	27.72	25.59	8.53	8.53	12.79	21.32	4.26	12.79	0.00	0.00	9.38	12.79	21.32	21.32	8.53				
27	9.17	27.52	22.93	4.59	9.17	22.93	137.60	73.39	13.76	22.93	17.89	17.89	29.81	27.52	9.17	9.17	13.76	22.93	4.59	13.76	0.00	0.00	10.09	13.76	22.93	22.93	9.17				
28	5.60	16.81	14.01	2.80	5.60	14.01	84.05	44.83	8.41	14.01	10.93	10.93	18.21	16.81	5.60	5.60	8.41	14.01	2.80	8.41	0.00	0.00	6.16	8.41	14.01	14.01	5.60				
29	4.99	14.96	12.47	2.49	4.99	12.47	74.82	39.90	7.48	12.47	9.73	9.73	16.21	14.96	4.99	4.99	7.48	12.47	2.49	7.48	0.00	0.00	5.49	7.48	12.47	12.47	4.99				
30	7.92	23.76	19.80	3.96	7.92	19.80	118.82	63.37	11.88	19.80	15.45	15.45	25.74	23.76	7.92	7.92	11.88	19.80	3.96	11.88	0.00	0.00	8.71	11.88	19.80	19.80	7.92				
31	1.52	4.57	3.80	0.76	1.52	3.80	22.83	12.18	2.28	3.80	2.97	2.97	4.95	4.57	1.52	1.52	2.28	3.80	0.76	2.28	0.00	0.00	1.67	2.28	3.80	3.80	1.52				
32	7.22	21.67	18.06	3.61	7.22	18.06	108.34	57.78	10.83	18.06	14.08	14.08	23.47	21.67	7.22	7.22	10.83	18.06	3.61	10.83	0.00	0.00	7.94	10.83	18.06	18.06	7.22				
33	3.70	11.10	9.25	1.85	3.70	9.25	55.52	29.61	5.55	9.25	7.22	7.22	12.03	11.10	3.70	3.70	5.55	9.25	1.85	5.55	0.00	0.00	4.07	5.55	9.25	9.25	3.70				
34	43.31	129.94	108.28	21.66	43.31	108.28	649.70	346.51	64.97	108.28	84.46	84.46	140.77	129.94	43.31	43.31	64.97	108.28	21.66	64.97	0.00	0.00	47.64	64.97	108.28	108.28	43.31				

INSERT UPDATED TABLE:

Column 1	Column 2 Water supply trunk infrastructure network charge ($ per demand unit)																													
Charge area	Non-residential use under the Planning Regulation Editor's note - see schedule 16, Table 1, column 1 of the Planning Regulation																													
	Places of Assembly		Commercial (bulk goods)			Commercial (retail)				Commercial (office)	Educational facility			Entertainment		Indoor sport & recreation	Other Industry			High impact industry or special industry	Low impact rural	High impact rural	Essential services			Other uses				Minor uses
	Club	Function facility	Agric. Supplies store	Bulk landscape supplies	Outdoor sales	Adult Store	Food & drink outlet		Service Industry	Office	Childcare centre	Educational establishment other than an educational establishment for the Flying Start for Queensland Children program		Hotel	Theatre	Indoor sport & recreation	Low impact industry	Research & tech. ind.	Warehouse	High impact industry	Animal husbandry	Cultivating, in a confined area, aquatic animals or plants for sale	Correctional facility	Emergency services	Health care service	Crematorium	Major sport, recreation and entertainment facility	Air service, Animal keeping, Car park	Any other use not listed, including a use that is unknown	Advertising device, Cemetery, Home-based business
	Community use		Garden Centre			Shop	Fast Food Premises	Other		Sales office	Community care centre	Primary school	Other	Nightclub entertainment facility			Medium impact industry			Special Industry	Cropping	Intensive animal ind. & horticulture	Hospital		Veterinary service		Outdoor sport and recreation	Motor sport facility, Non-resident accommodation		Landing, Market, Roadside stall
	Funeral parlour		H'ware & trade supplies			Shopping Centre											Rural industry				Permanent plantation	Wholesale nursery	Residential care facility					Port service, Tourist attraction		Telecommunications facility, Park
	Place of worship		Showroom			Service Station											Marine industry				Wind farm	Winery						Utility installation, Extractive industry		Temporary use, Outdoor lighting
	Demand unit																													
	m^2 of GFA		m^2 of GFA			m^2 of GFA				m^2 of GFA	m^2 of GFA			m^2 of GFA		m^2 of GFA	m^2 of GFA			m^2 of GFA	m^2 of GFA	m^2 of GFA	m^2 of GFA			m^2 of GFA				n/a
1	12.36	37.07	30.90	6.18	12.36	30.90	185.37	98.87	18.54	30.90	24.10	24.10	40.16	37.07	12.36	12.36	18.54	30.90	6.18	18.54	0.00	0.00	13.59	18.54	30.90	30.90	12.36	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution is nil. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*
2	10.36	31.09	25.91	5.18	10.36	25.91	155.44	82.90	15.54	25.91	20.21	20.21	33.68	31.09	10.36	10.36	15.54	25.91	5.18	15.54	0.00	0.00	11.40	15.54	25.91	25.91	10.36			
3	8.25	24.76	20.63	4.13	8.25	20.63	123.80	66.02	12.38	20.63	16.09	16.09	26.82	24.76	8.25	8.25	12.38	20.63	4.13	12.38	0.00	0.00	9.08	12.38	20.63	20.63	8.25			
4	9.58	28.74	23.95	4.79	9.58	23.95	143.68	76.63	14.37	23.95	18.68	18.68	31.13	28.74	9.58	9.58	14.37	23.95	4.79	14.37	0.00	0.00	10.54	14.37	23.95	23.95	9.58			
5	5.23	15.69	13.08	2.62	5.23	13.08	78.47	41.85	7.85	13.08	10.20	10.20	17.00	15.69	5.23	5.23	7.85	13.08	2.62	7.85	0.00	0.00	5.75	7.85	13.08	13.08	5.23			
6	3.19	9.58	7.98	1.60	3.19	7.98	47.89	25.54	4.79	7.98	6.23	6.23	10.38	9.58	3.19	3.19	4.79	7.98	1.60	4.79	0.00	0.00	3.51	4.79	7.98	7.98	3.19			
7	8.86	26.58	22.15	4.43	8.86	22.15	132.88	70.87	13.29	22.15	17.27	17.27	28.79	26.58	8.86	8.86	13.29	22.15	4.43	13.29	0.00	0.00	9.74	13.29	22.15	22.15	8.86			
8	5.79	17.38	14.49	2.90	5.79	14.49	86.91	46.35	8.69	14.49	11.30	11.30	18.83	17.38	5.79	5.79	8.69	14.49	2.90	8.69	0.00	0.00	6.37	8.69	14.49	14.49	5.79			
9	5.27	15.80	13.17	2.63	5.27	13.17	79.00	42.13	7.90	13.17	10.27	10.27	17.12	15.80	5.27	5.27	7.90	13.17	2.63	7.90	0.00	0.00	5.79	7.90	13.17	13.17	5.27			
10	9.74	29.23	24.36	4.87	9.74	24.36	146.14	77.94	14.61	24.36	19.00	19.00	31.66	29.23	9.74	9.74	14.61	24.36	4.87	14.61	0.00	0.00	10.72	14.61	24.36	24.36	9.74			
11	7.44	22.32	18.60	3.72	7.44	18.60	111.61	59.52	11.16	18.60	14.51	14.51	24.18	22.32	7.44	7.44	11.16	18.60	3.72	11.16	0.00	0.00	8.18	11.16	18.60	18.60	7.44			
12	4.50	13.49	11.24	2.25	4.50	11.24	67.46	35.98	6.75	11.24	8.77	8.77	14.62	13.49	4.50	4.50	6.75	11.24	2.25	6.75	0.00	0.00	4.95	6.75	11.24	11.24	4.50			
13	15.20	45.61	38.00	7.60	15.20	38.00	228.03	121.62	22.80	38.00	29.64	29.64	49.41	45.61	15.20	15.20	22.80	38.00	7.60	22.80	0.00	0.00	16.72	22.80	38.00	38.00	15.20			
14	10.25	30.75	25.62	5.12	10.25	25.62	153.73	81.99	15.37	25.62	19.98	19.98	33.31	30.75	10.25	10.25	15.37	25.62	5.12	15.37	0.00	0.00	11.27	15.37	25.62	25.62	10.25			
15	9.41	28.24	23.54	4.71	9.41	23.54	141.22	75.32	14.12	23.54	18.36	18.36	30.60	28.24	9.41	9.41	14.12	23.54	4.71	14.12	0.00	0.00	10.36	14.12	23.54	23.54	9.41			
16	19.24	57.71	48.09	9.62	19.24	48.09	288.54	153.89	28.85	48.09	37.51	37.51	62.52	57.71	19.24	19.24	28.85	48.09	9.62	28.85	0.00	0.00	21.16	28.85	48.09	48.09	19.24			
17	17.23	51.70	43.08	8.62	17.23	43.08	258.50	137.86	25.85	43.08	33.60	33.60	56.01	51.70	17.23	17.23	25.85	43.08	8.62	25.85	0.00	0.00	18.96	25.85	43.08	43.08	17.23			
18	16.75	50.25	41.87	8.37	16.75	41.87	251.23	133.99	25.12	41.87	32.66	32.66	54.43	50.25	16.75	16.75	25.12	41.87	8.37	25.12	0.00	0.00	18.42	25.12	41.87	41.87	16.75			
19	39.63	118.88	99.07	19.81	39.63	99.07	594.39	317.01	59.44	99.07	77.27	77.27	128.78	118.88	39.63	39.63	59.44	99.07	19.81	59.44	0.00	0.00	43.59	59.44	99.07	99.07	39.63			
20	10.68	32.03	26.69	5.34	10.68	26.69	160.14	85.41	16.01	26.69	20.82	20.82	34.70	32.03	10.68	10.68	16.01	26.69	5.34	16.01	0.00	0.00	11.74	16.01	26.69	26.69	10.68			
21	8.31	24.93	20.78	4.16	8.31	20.78	124.65	66.48	12.47	20.78	16.20	16.20	27.01	24.93	8.31	8.31	12.47	20.78	4.16	12.47	0.00	0.00	9.14	12.47	20.78	20.78	8.31			
22	11.20	33.59	27.99	5.60	11.20	27.99	167.95	89.57	16.79	27.99	21.83	21.83	36.39	33.59	11.20	11.20	16.79	27.99	5.60	16.79	0.00	0.00	12.32	16.79	27.99	27.99	11.20			
23	9.84	29.51	24.59	4.92	9.84	24.59	147.53	78.68	14.75	24.59	19.18	19.18	31.96	29.51	9.84	9.84	14.75	24.59	4.92	14.75	0.00	0.00	10.82	14.75	24.59	24.59	9.84			
24	3.41	10.24	8.53	1.71	3.41	8.53	51.21	27.31	5.12	8.53	6.66	6.66	11.09	10.24	3.41	3.41	5.12	8.53	1.71	5.12	0.00	0.00	3.76	5.12	8.53	8.53	3.41			
25	8.29	24.87	20.72	4.14	8.29	20.72	124.33	66.31	12.43	20.72	16.16	16.16	26.94	24.87	8.29	8.29	12.43	20.72	4.14	12.43	0.00	0.00	9.12	12.43	20.72	20.72	8.29			
26	8.79	26.36	21.97	4.39	8.79	21.97	131.81	70.30	13.18	21.97	17.14	17.14	28.56	26.36	8.79	8.79	13.18	21.97	4.39	13.18	0.00	0.00	9.67	13.18	21.97	21.97	8.79			
27	9.45	28.35	23.63	4.73	9.45	23.63	141.76	75.60	14.18	23.63	18.43	18.43	30.71	28.35	9.45	9.45	14.18	23.63	4.73	14.18	0.00	0.00	10.40	14.18	23.63	23.63	9.45			
28	5.77	17.32	14.43	2.89	5.77	14.43	86.59	46.18	8.66	14.43	11.26	11.26	18.76	17.32	5.77	5.77	8.66	14.43	2.89	8.66	0.00	0.00	6.35	8.66	14.43	14.43	5.77			
29	5.14	15.42	12.85	2.57	5.14	12.85	77.08	41.11	7.71	12.85	10.02	10.02	16.70	15.42	5.14	5.14	7.71	12.85	2.57	7.71	0.00	0.00	5.65	7.71	12.85	12.85	5.14			
30	8.16	24.48	20.40	4.08	8.16	20.40	122.41	65.28	12.24	20.40	15.91	15.91	26.52	24.48	8.16	8.16	12.24	20.40	4.08	12.24	0.00	0.00	8.98	12.24	20.40	20.40	8.16			
31	1.57	4.70	3.92	0.78	1.57	3.92	23.52	12.54	2.35	3.92	3.06	3.06	5.10	4.70	1.57	1.57	2.35	3.92	0.78	2.35	0.00	0.00	1.72	2.35	3.92	3.92	1.57			
32	7.44	22.32	18.60	3.72	7.44	18.60	111.61	59.52	11.16	18.60	14.51	14.51	24.18	22.32	7.44	7.44	11.16	18.60	3.72	11.16	0.00	0.00	8.18	11.16	18.60	18.60	7.44			
33	3.81	11.44	9.53	1.91	3.81	9.53	57.19	30.50	5.72	9.53	7.44	7.44	12.39	11.44	3.81	3.81	5.72	9.53	1.91	5.72	0.00	0.00	4.19	5.72	9.53	9.53	3.81			
34	44.62	133.87	111.56	22.31	44.62	111.56	669.33	356.98	66.93	111.56	87.01	87.01	145.02	133.87	44.62	44.62	66.93	111.56	22.31	66.93	0.00	0.00	49.08	66.93	111.56	111.56	44.62			

DELETE TABLE: Table D3 **Non-residential use – sewerage trunk infrastructure network for wastewater service**

Column 1	Column 2 Sewerage trunk infrastructure network charge ($ per demand unit)																													
Charge area	Non-residential use under the Planning Regulation Editor's note - see schedule 16, Table 1, column 1 of the Planning Regulation																													
	Places of Assembly		Commercial (bulk goods)			Commercial (retail)				Commercial (office)	Educational facility			Entertainment		Indoor sport & recreation	Other Industry			High impact industry or special industry	Low impact rural	High impact rural	Essential services			Other uses				Minor uses
	Club	Function facility	Agric. Supplies store	Bulk landscape supplies	Outdoor sales	Adult Store	Food & drink outlet		Service Industry	Office	Childcare centre	Educational establishment other than an educational establishment for the Flying Start for Queensland Children program		Hotel	Theatre	Indoor sport & recreation	Low impact industry	Research & tech. ind.	Warehouse	High impact industry	Animal husbandry	Cultivating, in a confined area, aquatic animals or plants for sale	Correctional facility	Emergency services	Health care service	Crematorium	Major sport, recreation and entertainment facility	Air service, Animal keeping, Car park	Any other use not listed, including a use that is unknown	Advertising device, Cemetery, Home-based business
	Community use		Garden Centre			Shop	Fast Food Premises	Other		Sales office	Community care centre	Primary school	Other	Nightclub entertainment facility			Medium impact industry			Special Industry	Cropping	Intensive animal ind. & horticulture	Hospital		Veterinary service		Outdoor sport and recreation	Motorsport facility, Non-resident accommodation		Landing, Market, Roadside stall
	Funeral parlour		H'ware & trade supplies			Shopping Centre											Rural industry				Permanent plantation	Wholesale nursery	Residential care facility					Port service, Tourist attraction		Telecommunications facility, Park
	Place of worship		Showroom			Service Station											Marine industry				Wind farm	Winery						Utility installation, Extractive industry		Temporary use, Outdoor lighting
	Demand unit																													
	m² of GFA		m² of GFA			m² of GFA				m² of GFA	m² of GFA			m² of GFA		m² of GFA	m² of GFA			m² of GFA	m² of GFA	m² of GFA	m² of GFA			m² of GFA				n/a
1	14.20	42.61	35.51	7.10	14.20	35.51	213.04	113.62	21.30	35.51	27.70	27.70	46.16	42.61	14.20	14.20	21.30	35.51	7.10	21.30	0.00	0.00	15.62	21.30	35.51	35.51	14.20	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution is nil. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*
2	13.59	40.76	33.97	6.79	13.59	33.97	203.80	108.70	20.38	33.97	26.49	26.49	44.16	40.76	13.59	13.59	20.38	33.97	6.79	20.38	0.00	0.00	14.95	20.38	33.97	33.97	13.59			
3	14.44	43.33	36.11	7.22	14.44	36.11	216.67	115.56	21.67	36.11	28.17	28.17	46.95	43.33	14.44	14.44	21.67	36.11	7.22	21.67	0.00	0.00	15.89	21.67	36.11	36.11	14.44			
4	10.42	31.26	26.05	5.21	10.42	26.05	156.28	83.35	15.63	26.05	20.32	20.32	33.86	31.26	10.42	10.42	15.63	26.05	5.21	15.63	0.00	0.00	11.46	15.63	26.05	26.05	10.42			
5	14.07	42.21	35.18	7.04	14.07	35.18	211.07	112.57	21.11	35.18	27.44	27.44	45.73	42.21	14.07	14.07	21.11	35.18	7.04	21.11	0.00	0.00	15.48	21.11	35.18	35.18	14.07			
6	22.01	66.02	55.02	11.00	22.01	55.02	330.09	176.05	33.01	55.02	42.91	42.91	71.52	66.02	22.01	22.01	33.01	55.02	11.00	33.01	0.00	0.00	24.21	33.01	55.02	55.02	22.01			
7	8.37	25.11	20.93	4.19	8.37	20.93	125.56	66.97	12.56	20.93	16.32	16.32	27.21	25.11	8.37	8.37	12.56	20.93	4.19	12.56	0.00	0.00	9.21	12.56	20.93	20.93	8.37			
8	39.08	117.24	97.70	19.54	39.08	97.70	586.20	312.64	58.62	97.70	76.21	76.21	127.01	117.24	39.08	39.08	58.62	97.70	19.54	58.62	0.00	0.00	42.99	58.62	97.70	97.70	39.08			
9	10.74	32.21	26.84	5.37	10.74	26.84	161.05	85.89	16.11	26.84	20.94	20.94	34.89	32.21	10.74	10.74	16.11	26.84	5.37	16.11	0.00	0.00	11.81	16.11	26.84	26.84	10.74			
10	12.20	36.61	30.51	6.10	12.20	30.51	183.05	97.63	18.31	30.51	23.80	23.80	39.66	36.61	12.20	12.20	18.31	30.51	6.10	18.31	0.00	0.00	13.42	18.31	30.51	30.51	12.20			
11	28.03	84.10	70.08	14.02	28.03	70.08	420.48	224.25	42.05	70.08	54.66	54.66	91.10	84.10	28.03	28.03	42.05	70.08	14.02	42.05	0.00	0.00	30.83	42.05	70.08	70.08	28.03			
12	33.57	100.72	83.93	16.79	33.57	83.93	503.60	268.58	50.36	83.93	65.47	65.47	109.11	100.72	33.57	33.57	50.36	83.93	16.79	50.36	0.00	0.00	36.93	50.36	83.93	83.93	33.57			
13	12.94	38.83	32.36	6.47	12.94	32.36	194.15	103.55	19.42	32.36	25.24	25.24	42.07	38.83	12.94	12.94	19.42	32.36	6.47	19.42	0.00	0.00	14.24	19.42	32.36	32.36	12.94			
14	16.24	48.73	40.61	8.12	16.24	40.61	243.65	129.95	24.37	40.61	31.67	31.67	52.79	48.73	16.24	16.24	24.37	40.61	8.12	24.37	0.00	0.00	17.87	24.37	40.61	40.61	16.24			
15	11.00	33.00	27.50	5.50	11.00	27.50	164.99	88.00	16.50	27.50	21.45	21.45	35.75	33.00	11.00	11.00	16.50	27.50	5.50	16.50	0.00	0.00	12.10	16.50	27.50	27.50	11.00			
16	10.57	31.71	26.43	5.29	10.57	26.43	158.56	84.57	15.86	26.43	20.61	20.61	34.35	31.71	10.57	10.57	15.86	26.43	5.29	15.86	0.00	0.00	11.63	15.86	26.43	26.43	10.57			
17	14.74	44.21	36.84	7.37	14.74	36.84	221.03	117.88	22.10	36.84	28.73	28.73	47.89	44.21	14.74	14.74	22.10	36.84	7.37	22.10	0.00	0.00	16.21	22.10	36.84	36.84	14.74			
18	17.18	51.53	42.94	8.59	17.18	42.94	257.66	137.42	25.77	42.94	33.50	33.50	55.83	51.53	17.18	17.18	25.77	42.94	8.59	25.77	0.00	0.00	18.90	25.77	42.94	42.94	17.18			
19	11.81	35.43	29.52	5.90	11.81	29.52	177.14	94.47	17.71	29.52	23.03	23.03	38.38	35.43	11.81	11.81	17.71	29.52	5.90	17.71	0.00	0.00	12.99	17.71	29.52	29.52	11.81			
20	41.14	123.42	102.85	20.57	41.14	102.85	617.12	329.13	61.71	102.85	80.23	80.23	133.71	123.42	41.14	41.14	61.71	102.85	20.57	61.71	0.00	0.00	45.26	61.71	102.85	102.85	41.14			
21	30.54	91.63	76.36	15.27	30.54	76.36	458.14	244.34	45.81	76.36	59.56	59.56	99.26	91.63	30.54	30.54	45.81	76.36	15.27	45.81	0.00	0.00	33.60	45.81	76.36	76.36	30.54			
22	31.75	95.26	79.38	15.88	31.75	79.38	476.30	254.03	47.63	79.38	61.92	61.92	103.20	95.26	31.75	31.75	47.63	79.38	15.88	47.63	0.00	0.00	34.93	47.63	79.38	79.38	31.75			
23	7.28	21.83	18.19	3.64	7.28	18.19	109.17	58.22	10.92	18.19	14.19	14.19	23.65	21.83	7.28	7.28	10.92	18.19	3.64	10.92	0.00	0.00	8.01	10.92	18.19	18.19	7.28			
24	9.89	29.68	24.73	4.95	9.89	24.73	148.39	79.14	14.84	24.73	19.29	19.29	32.15	29.68	9.89	9.89	14.84	24.73	4.95	14.84	0.00	0.00	10.88	14.84	24.73	24.73	9.89			
25	8.36	25.07	20.89	4.18	8.36	20.89	125.35	66.86	12.54	20.89	16.30	16.30	27.16	25.07	8.36	8.36	12.54	20.89	4.18	12.54	0.00	0.00	9.19	12.54	20.89	20.89	8.36			
26	10.67	32.00	26.67	5.33	10.67	26.67	160.01	85.34	16.00	26.67	20.80	20.80	34.67	32.00	10.67	10.67	16.00	26.67	5.33	16.00	0.00	0.00	11.73	16.00	26.67	26.67	10.67			
27	18.33	54.98	45.81	9.16	18.33	45.81	274.89	146.61	27.49	45.81	35.74	35.74	59.56	54.98	18.33	18.33	27.49	45.81	9.16	27.49	0.00	0.00	20.16	27.49	45.81	45.81	18.33			
28	11.46	34.37	28.64	5.73	11.46	28.64	171.84	91.65	17.18	28.64	22.34	22.34	37.23	34.37	11.46	11.46	17.18	28.64	5.73	17.18	0.00	0.00	12.60	17.18	28.64	28.64	11.46			
29	10.89	32.67	27.22	5.44	10.89	27.22	163.33	87.11	16.33	27.22	21.23	21.23	35.39	32.67	10.89	10.89	16.33	27.22	5.44	16.33	0.00	0.00	11.98	16.33	27.22	27.22	10.89			
30	12.40	37.19	30.99	6.20	12.40	30.99	185.96	99.18	18.60	30.99	24.17	24.17	40.29	37.19	12.40	12.40	18.60	30.99	6.20	18.60	0.00	0.00	13.64	18.60	30.99	30.99	12.40			
31	11.54	34.62	28.85	5.77	11.54	28.85	173.09	92.31	17.31	28.85	22.50	22.50	37.50	34.62	11.54	11.54	17.31	28.85	5.77	17.31	0.00	0.00	12.69	17.31	28.85	28.85	11.54			
32	8.15	24.45	20.37	4.07	8.15	20.37	122.24	65.20	12.22	20.37	15.89	15.89	26.49	24.45	8.15	8.15	12.22	20.37	4.07	12.22	0.00	0.00	8.96	12.22	20.37	20.37	8.15			
33	10.16	30.49	25.41	5.08	10.16	25.41	152.44	81.30	15.24	25.41	19.82	19.82	33.03	30.49	10.16	10.16	15.24	25.41	5.08	15.24	0.00	0.00	11.18	15.24	25.41	25.41	10.16			
34	9.30	27.91	23.26	4.65	9.30	23.26	139.57	74.44	13.96	23.26	18.14	18.14	30.24	27.91	9.30	9.30	13.96	23.26	4.65	13.96	0.00	0.00	10.24	13.96	23.26	23.26	9.30			
35	24.47	73.41	61.17	12.23	24.47	61.17	367.03	195.75	36.70	61.17	47.71	47.71	79.52	73.41	24.47	24.47	36.70	61.17	12.23	36.70	0.00	0.00	26.92	36.70	61.17	61.17	24.47			
36	44.63	133.88	111.57	22.31	44.63	111.57	669.42	357.02	66.94	111.57	87.02	87.02	145.04	133.88	44.63	44.63	66.94	111.57	22.31	66.94	0.00	0.00	49.09	66.94	111.57	111.57	44.63			
37	8.14	24.43	20.36	4.07	8.14	20.36	122.14	65.14	12.21	20.36	15.88	15.88	26.46	24.43	8.14	8.14	12.21	20.36	4.07	12.21	0.00	0.00	8.96	12.21	20.36	20.36	8.14			
38	33.61	100.84	84.04	16.81	33.61	84.04	504.22	268.92	50.42	84.04	65.55	65.55	109.25	100.84	33.61	33.61	50.42	84.04	16.81	50.42	0.00	0.00	36.98	50.42	84.04	84.04	33.61			
39	38.73	116.20	96.83	19.37	38.73	96.83	581.01	309.87	58.10	96.83	75.53	75.53	125.89	116.20	38.73	38.73	58.10	96.83	19.37	58.10	0.00	0.00	42.61	58.10	96.83	96.83	38.73			
40	52.77	158.31	131.93	26.39	52.77	131.93	791.56	422.16	79.16	131.93	102.90	102.90	171.50	158.31	52.77	52.77	79.16	131.93	26.39	79.16	0.00	0.00	58.05	79.16	131.93	131.93	52.77			
41	7.29	21.87	18.23	3.65	7.29	18.23	109.37	58.33	10.94	18.23	14.22	14.22	23.70	21.87	7.29	7.29	10.94	18.23	3.65	10.94	0.00	0.00	8.02	10.94	18.23	18.23	7.29			
42	14.44	43.31	36.09	7.22	14.44	36.09	216.57	115.50	21.66	36.09	28.15	28.15	46.92	43.31	14.44	14.44	21.66	36.09	7.22	21.66	0.00	0.00	15.88	21.66	36.09	36.09	14.44			
43	9.03	27.10	22.59	4.52	9.03	22.59	135.52	72.28	13.55	22.59	17.62	17.62	29.36	27.10	9.03	9.03	13.55	22.59	4.52	13.55	0.00	0.00	9.94	13.55	22.59	22.59	9.03			
44	18.71	56.14	46.78	9.36	18.71	46.78	280.70	149.71	28.07	46.78	36.49	36.49	60.82	56.14	18.71	18.71	28.07	46.78	9.36	28.07	0.00	0.00	20.58	28.07	46.78	46.78	18.71			
45	12.97	38.91	32.43	6.49	12.97	32.43	194.57	103.77	19.46	32.43	25.29	25.29	42.16	38.91	12.97	12.97	19.46	32.43	6.49	19.46	0.00	0.00	14.27	19.46	32.43	32.43	12.97			
46	11.95	35.84	29.87	5.97	11.95	29.87	179.21	95.58	17.92	29.87	23.30	23.30	38.83	35.84	11.95	11.95	17.92	29.87	5.97	17.92	0.00	0.00	13.14	17.92	29.87	29.87	11.95			
47	12.40	37.21	31.01	6.20	12.40	31.01	186.06	99.23	18.61	31.01	24.19	24.19	40.31	37.21	12.40	12.40	18.61	31.01	6.20	18.61	0.00	0.00	13.64	18.61	31.01	31.01	12.40			
48	14.91	44.72	37.27	7.45	14.91	37.27	223.62	119.27	22.36	37.27	29.07	29.07	48.45	44.72	14.91	14.91	22.36	37.27	7.45	22.36	0.00	0.00	16.40	22.36	37.27	37.27	14.91			
49	14.41	43.23	36.03	7.21	14.41	36.03	216.15	115.28	21.62	36.03	28.10	28.10	46.83	43.23	14.41	14.41	21.62	36.03	7.21	21.62	0.00	0.00	15.85	21.62	36.03	36.03	14.41			
50	10.62	31.86	26.55	5.31	10.62	26.55	159.29	84.95	15.93	26.55	20.71	20.71	34.51	31.86	10.62	10.62	15.93	26.55	5.31	15.93	0.00	0.00	11.68	15.93	26.55	26.55	10.62			
51	12.38	37.15	30.96	6.19	12.38	30.96	185.75	99.07	18.57	30.96	24.15	24.15	40.25	37.15	12.38	12.38	18.57	30.96	6.19	18.57	0.00	0.00	13.62	18.57	30.96	30.96	12.38			
52	8.99	26.96	22.47	4.49	8.99	22.47	134.80	71.89	13.48	22.47	17.52	17.52	29.21	26.96	8.99	8.99	13.48	22.47	4.49	13.48	0.00	0.00	9.89	13.48	22.47	22.47	8.99			
53	9.65	28.95	24.13	4.83	9.65	24.13	144.76	77.20	14.48	24.13	18.82	18.82	31.36	28.95	9.65	9.65	14.48	24.13	4.83	14.48	0.00	0.00	10.62	14.48	24.13	24.13	9.65			
54	11.66	34.99	29.16	5.83	11.66	29.16	174.96	93.31	17.50	29.16	22.74	22.74	37.91	34.99	11.66	11.66	17.50	29.16	5.83	17.50	0.00	0.00	12.83	17.50	29.16	29.16	11.66			
55	10.43	31.30	26.08	5.22	10.43	26.08	156.49	83.46	15.65	26.08	20.34	20.34	33.91	31.30	10.43	10.43	15.65	26.08	5.22	15.65	0.00	0.00	11.48	15.65	26.08	26.08	10.43			
56	8.07	24.20	20.17	4.03	8.07	20.17	121.00	64.53	12.10	20.17	15.73	15.73	26.22	24.20	8.07	8.07	12.10	20.17	4.03	12.10	0.00	0.00	8.87	12.10	20.17	20.17	8.07			
57	9.89	29.66	24.71	4.94	9.89	24.71	148.29	79.09	14.83	24.71	19.28	19.28	32.13	29.66	9.89	9.89	14.83	24.71	4.94	14.83	0.00	0.00	10.87	14.83	24.71	24.71	9.89			

INSERT UPDATED TABLE:

Column 1	Column 2
	Sewerage trunk infrastructure network charge ($ per demand unit)
Charge area	Non-residential use under the Planning Regulation Editor's note - see schedule 16, Table 1, column 1 of the Planning Regulation

	Places of Assembly		Commercial (bulk goods)			Commercial (retail)				Commercial (office)	Educational facility		
	Club	Function facility	Agric. Supplies store	Bulk landscape supplies	Outdoor sales	Adult Store	Food & drink outlet		Service Industry	Office	Childcare centre	Educational establishment other than an educational establishment for the Flying Start for Queensland Children program	
	Community use		Garden Centre			Shop	Fast Food Premises	Other		Sales office	Community care centre	Primary school	Other
	Funeral parlour		H'ware & trade supplies			Shopping Centre							
	Place of worship		Showroom			Service Station							
	Demand unit												
	m^2 of GFA		m^2 of GFA			m^2 of GFA				m^2 of GFA	m^2 of GFA		
1	14.63	43.90	36.58	7.32	14.63	36.58	219.48	117.05	21.95	36.58	28.53	28.53	47.55
2	14.00	41.99	34.99	7.00	14.00	34.99	209.96	111.98	21.00	34.99	27.29	27.29	45.49
3	14.88	44.64	37.20	7.44	14.88	37.20	223.22	119.05	22.32	37.20	29.02	29.02	48.36
4	10.73	32.20	26.83	5.37	10.73	26.83	161.00	85.87	16.10	26.83	20.93	20.93	34.88
5	14.50	43.49	36.24	7.25	14.50	36.24	217.44	115.97	21.74	36.24	28.27	28.27	47.11
6	22.67	68.01	56.68	11.34	22.67	56.68	340.06	181.37	34.01	56.68	44.21	44.21	73.68
7	8.62	25.87	21.56	4.31	8.62	21.56	129.36	68.99	12.94	21.56	16.82	16.82	28.03
8	40.26	120.78	100.65	20.13	40.26	100.65	603.91	322.08	60.39	100.65	78.51	78.51	130.85
9	11.06	33.18	27.65	5.53	11.06	27.65	165.92	88.49	16.59	27.65	21.57	21.57	35.95
10	12.57	37.72	31.43	6.29	12.57	31.43	188.58	100.58	18.86	31.43	24.52	24.52	40.86
11	28.88	86.64	72.20	14.44	28.88	72.20	433.18	231.03	43.32	72.20	56.31	56.31	93.86
12	34.59	103.76	86.47	17.29	34.59	86.47	518.81	276.70	51.88	86.47	67.45	67.45	112.41
13	13.33	40.00	33.34	6.67	13.33	33.34	200.02	106.68	20.00	33.34	26.00	26.00	43.34
14	16.73	50.20	41.84	8.37	16.73	41.84	251.01	133.87	25.10	41.84	32.63	32.63	54.39
15	11.33	34.00	28.33	5.67	11.33	28.33	169.98	90.66	17.00	28.33	22.10	22.10	36.83
16	10.89	32.67	27.23	5.45	10.89	27.23	163.35	87.12	16.34	27.23	21.24	21.24	35.39
17	15.18	45.54	37.95	7.59	15.18	37.95	227.71	121.44	22.77	37.95	29.60	29.60	49.34
18	17.70	53.09	44.24	8.85	17.70	44.24	265.45	141.57	26.54	44.24	34.51	34.51	57.51
19	12.17	36.50	30.41	6.08	12.17	30.41	182.49	97.33	18.25	30.41	23.72	23.72	39.54
20	42.38	127.15	105.96	21.19	42.38	105.96	635.76	339.07	63.58	105.96	82.65	82.65	137.75
21	31.47	94.40	78.66	15.73	31.47	78.66	471.99	251.73	47.20	78.66	61.36	61.36	102.26
22	32.71	98.14	81.78	16.36	32.71	81.78	490.69	261.70	49.07	81.78	63.79	63.79	106.32
23	7.50	22.49	18.74	3.75	7.50	18.74	112.46	59.98	11.25	18.74	14.62	14.62	24.37
24	10.19	30.57	25.48	5.10	10.19	25.48	152.87	81.53	15.29	25.48	19.87	19.87	33.12
25	8.61	25.83	21.52	4.30	8.61	21.52	129.14	68.88	12.91	21.52	16.79	16.79	27.98
26	10.99	32.97	27.47	5.49	10.99	27.47	164.85	87.92	16.48	27.47	21.43	21.43	35.72
27	18.88	56.64	47.20	9.44	18.88	47.20	283.19	151.04	28.32	47.20	36.81	36.81	61.36
28	11.80	35.41	29.51	5.90	11.80	29.51	177.03	94.42	17.70	29.51	23.01	23.01	38.36
29	11.22	33.65	28.04	5.61	11.22	28.04	168.27	89.74	16.83	28.04	21.87	21.87	36.46
30	12.77	38.31	31.93	6.39	12.77	31.93	191.57	102.17	19.16	31.93	24.90	24.90	41.51
31	11.89	35.66	29.72	5.94	11.89	29.72	178.32	95.10	17.83	29.72	23.18	23.18	38.64
32	8.40	25.19	20.99	4.20	8.40	20.99	125.93	67.16	12.59	20.99	16.37	16.37	27.29
33	10.47	31.41	26.17	5.23	10.47	26.17	157.04	83.76	15.70	26.17	20.42	20.42	34.03
34	9.59	28.76	23.96	4.79	9.59	23.96	143.79	76.69	14.38	23.96	18.69	18.69	31.15
35	25.21	75.62	63.02	12.60	25.21	63.02	378.12	201.67	37.81	63.02	49.16	49.16	81.93
36	45.98	137.93	114.94	22.99	45.98	114.94	689.64	367.81	68.96	114.94	89.65	89.65	149.42
37	8.39	25.17	20.97	4.19	8.39	20.97	125.83	67.11	12.58	20.97	16.36	16.36	27.26
38	34.63	103.89	86.58	17.32	34.63	86.58	519.45	277.04	51.95	86.58	67.53	67.53	112.55
39	39.90	119.71	99.76	19.95	39.90	99.76	598.56	319.23	59.86	99.76	77.81	77.81	129.69
40	54.36	163.09	135.91	27.18	54.36	135.91	815.47	434.92	81.55	135.91	106.01	106.01	176.69
41	7.51	22.54	18.78	3.76	7.51	18.78	112.68	60.09	11.27	18.78	14.65	14.65	24.41
42	14.87	44.62	37.19	7.44	14.87	37.19	223.11	118.99	22.31	37.19	29.00	29.00	48.34
43	9.31	27.92	23.27	4.65	9.31	23.27	139.62	74.46	13.96	23.27	18.15	18.15	30.25
44	19.28	57.84	48.20	9.64	19.28	48.20	289.18	154.23	28.92	48.20	37.59	37.59	62.66
45	13.36	40.09	33.41	6.68	13.36	33.41	200.45	106.91	20.04	33.41	26.06	26.06	43.43
46	12.31	36.92	30.77	6.15	12.31	30.77	184.62	98.47	18.46	30.77	24.00	24.00	40.00
47	12.78	38.34	31.95	6.39	12.78	31.95	191.68	102.23	19.17	31.95	24.92	24.92	41.53
48	15.36	46.08	38.40	7.68	15.36	38.40	230.38	122.87	23.04	38.40	29.95	29.95	49.92
49	14.85	44.54	37.11	7.42	14.85	37.11	222.68	118.76	22.27	37.11	28.95	28.95	48.25
50	10.94	32.82	27.35	5.47	10.94	27.35	164.10	87.52	16.41	27.35	21.33	21.33	35.55
51	12.76	38.27	31.89	6.38	12.76	31.89	191.36	102.06	19.14	31.89	24.88	24.88	41.46
52	9.26	27.77	23.14	4.63	9.26	23.14	138.87	74.06	13.89	23.14	18.05	18.05	30.09
53	9.94	29.83	24.86	4.97	9.94	24.86	149.13	79.54	14.91	24.86	19.39	19.39	32.31
54	12.02	36.05	30.04	6.01	12.02	30.04	180.24	96.13	18.02	30.04	23.43	23.43	39.05
55	10.75	32.24	26.87	5.37	10.75	26.87	161.21	85.98	16.12	26.87	20.96	20.96	34.93
56	8.31	24.93	20.78	4.16	8.31	20.78	124.65	66.48	12.47	20.78	16.20	16.20	27.01
57	10.18	30.55	25.46	5.09	10.18	25.46	152.77	81.48	15.28	25.46	19.86	19.86	33.10

	Entertainment		Indoor sport & recreation	Other Industry			High impact industry or special industry	Low impact rural	High impact rural	Essential services			Other uses				Minor uses
	Hotel	Theatre	Indoor sport & recreation	Low impact industry	Research & tech. ind.	Warehouse	High impact industry	Animal husbandry	Cultivating, in a confined area, aquatic animals or plants for sale	Correctional facility	Emergency services	Health care service	Crematorium	Major sport, recreation and entertainment facility	Air service, Animal keeping, Car park	Any other use not listed, including a use that is unknown	Advertising device, Cemetery, Home-based business
	Nightclub entertainment facility			Medium impact industry			Special Industry	Cropping	Intensive animal ind. & horticulture	Hospital		Veterinary service		Outdoor sport and recreation	Motorsport facility, Non-resident accommodation		Landing, Market, Roadside stall
				Rural industry				Permanent plantation	Wholesale nursery	Residential care facility					Port service, Tourist attraction		Telecommunications facility, Park
				Marine industry				Wind farm	Winery						Utility installation, Extractive industry		Temporary use, Outdoor lighting
	m^2 of GFA		m^2 of GFA	m^2 of GFA			m^2 of GFA	m^2 of GFA	m^2 of GFA	m^2 of GFA			m^2 of GFA				n/a
1	43.90	14.63	14.63	21.95	36.58	7.32	21.95	0.00	0.00	16.09	21.95	36.58	36.58	14.63	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution is nil. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*
2	41.99	14.00	14.00	21.00	34.99	7.00	21.00	0.00	0.00	15.40	21.00	34.99	34.99	14.00			
3	44.64	14.88	14.88	22.32	37.20	7.44	22.32	0.00	0.00	16.37	22.32	37.20	37.20	14.88			
4	32.20	10.73	10.73	16.10	26.83	5.37	16.10	0.00	0.00	11.81	16.10	26.83	26.83	10.73			
5	43.49	14.50	14.50	21.74	36.24	7.25	21.74	0.00	0.00	15.95	21.74	36.24	36.24	14.50			
6	68.01	22.67	22.67	34.01	56.68	11.34	34.01	0.00	0.00	24.94	34.01	56.68	56.68	22.67			
7	25.87	8.62	8.62	12.94	21.56	4.31	12.94	0.00	0.00	9.49	12.94	21.56	21.56	8.62			
8	120.78	40.26	40.26	60.39	100.65	20.13	60.39	0.00	0.00	44.29	60.39	100.65	100.65	40.26			
9	33.18	11.06	11.06	16.59	27.65	5.53	16.59	0.00	0.00	12.17	16.59	27.65	27.65	11.06			
10	37.72	12.57	12.57	18.86	31.43	6.29	18.86	0.00	0.00	13.83	18.86	31.43	31.43	12.57			
11	86.64	28.88	28.88	43.32	72.20	14.44	43.32	0.00	0.00	31.77	43.32	72.20	72.20	28.88			
12	103.76	34.59	34.59	51.88	86.47	17.29	51.88	0.00	0.00	38.05	51.88	86.47	86.47	34.59			
13	40.00	13.33	13.33	20.00	33.34	6.67	20.00	0.00	0.00	14.67	20.00	33.34	33.34	13.33			
14	50.20	16.73	16.73	25.10	41.84	8.37	25.10	0.00	0.00	18.41	25.10	41.84	41.84	16.73			
15	34.00	11.33	11.33	17.00	28.33	5.67	17.00	0.00	0.00	12.47	17.00	28.33	28.33	11.33			
16	32.67	10.89	10.89	16.34	27.23	5.45	16.34	0.00	0.00	11.98	16.34	27.23	27.23	10.89			
17	45.54	15.18	15.18	22.77	37.95	7.59	22.77	0.00	0.00	16.70	22.77	37.95	37.95	15.18			
18	53.09	17.70	17.70	26.54	44.24	8.85	26.54	0.00	0.00	19.47	26.54	44.24	44.24	17.70			
19	36.50	12.17	12.17	18.25	30.41	6.08	18.25	0.00	0.00	13.38	18.25	30.41	30.41	12.17			
20	127.15	42.38	42.38	63.58	105.96	21.19	63.58	0.00	0.00	46.62	63.58	105.96	105.96	42.38			
21	94.40	31.47	31.47	47.20	78.66	15.73	47.20	0.00	0.00	34.61	47.20	78.66	78.66	31.47			
22	98.14	32.71	32.71	49.07	81.78	16.36	49.07	0.00	0.00	35.98	49.07	81.78	81.78	32.71			
23	22.49	7.50	7.50	11.25	18.74	3.75	11.25	0.00	0.00	8.25	11.25	18.74	18.74	7.50			
24	30.57	10.19	10.19	15.29	25.48	5.10	15.29	0.00	0.00	11.21	15.29	25.48	25.48	10.19			
25	25.83	8.61	8.61	12.91	21.52	4.30	12.91	0.00	0.00	9.47	12.91	21.52	21.52	8.61			
26	32.97	10.99	10.99	16.48	27.47	5.49	16.48	0.00	0.00	12.09	16.48	27.47	27.47	10.99			
27	56.64	18.88	18.88	28.32	47.20	9.44	28.32	0.00	0.00	20.77	28.32	47.20	47.20	18.88			
28	35.41	11.80	11.80	17.70	29.51	5.90	17.70	0.00	0.00	12.98	17.70	29.51	29.51	11.80			
29	33.65	11.22	11.22	16.83	28.04	5.61	16.83	0.00	0.00	12.34	16.83	28.04	28.04	11.22			
30	38.31	12.77	12.77	19.16	31.93	6.39	19.16	0.00	0.00	14.05	19.16	31.93	31.93	12.77			
31	35.66	11.89	11.89	17.83	29.72	5.94	17.83	0.00	0.00	13.08	17.83	29.72	29.72	11.89			
32	25.19	8.40	8.40	12.59	20.99	4.20	12.59	0.00	0.00	9.24	12.59	20.99	20.99	8.40			
33	31.41	10.47	10.47	15.70	26.17	5.23	15.70	0.00	0.00	11.52	15.70	26.17	26.17	10.47			
34	28.76	9.59	9.59	14.38	23.96	4.79	14.38	0.00	0.00	10.54	14.38	23.96	23.96	9.59			
35	75.62	25.21	25.21	37.81	63.02	12.60	37.81	0.00	0.00	27.73	37.81	63.02	63.02	25.21			
36	137.93	45.98	45.98	68.96	114.94	22.99	68.96	0.00	0.00	50.57	68.96	114.94	114.94	45.98			
37	25.17	8.39	8.39	12.58	20.97	4.19	12.58	0.00	0.00	9.23	12.58	20.97	20.97	8.39			
38	103.89	34.63	34.63	51.95	86.58	17.32	51.95	0.00	0.00	38.09	51.95	86.58	86.58	34.63			
39	119.71	39.90	39.90	59.86	99.76	19.95	59.86	0.00	0.00	43.89	59.86	99.76	99.76	39.90			
40	163.09	54.36	54.36	81.55	135.91	27.18	81.55	0.00	0.00	59.80	81.55	135.91	135.91	54.36			
41	22.54	7.51	7.51	11.27	18.78	3.76	11.27	0.00	0.00	8.26	11.27	18.78	18.78	7.51			
42	44.62	14.87	14.87	22.31	37.19	7.44	22.31	0.00	0.00	16.36	22.31	37.19	37.19	14.87			
43	27.92	9.31	9.31	13.96	23.27	4.65	13.96	0.00	0.00	10.24	13.96	23.27	23.27	9.31			
44	57.84	19.28	19.28	28.92	48.20	9.64	28.92	0.00	0.00	21.21	28.92	48.20	48.20	19.28			
45	40.09	13.36	13.36	20.04	33.41	6.68	20.04	0.00	0.00	14.70	20.04	33.41	33.41	13.36			
46	36.92	12.31	12.31	18.46	30.77	6.15	18.46	0.00	0.00	13.54	18.46	30.77	30.77	12.31			
47	38.34	12.78	12.78	19.17	31.95	6.39	19.17	0.00	0.00	14.06	19.17	31.95	31.95	12.78			
48	46.08	15.36	15.36	23.04	38.40	7.68	23.04	0.00	0.00	16.89	23.04	38.40	38.40	15.36			
49	44.54	14.85	14.85	22.27	37.11	7.42	22.27	0.00	0.00	16.33	22.27	37.11	37.11	14.85			
50	32.82	10.94	10.94	16.41	27.35	5.47	16.41	0.00	0.00	12.03	16.41	27.35	27.35	10.94			
51	38.27	12.76	12.76	19.14	31.89	6.38	19.14	0.00	0.00	14.03	19.14	31.89	31.89	12.76			
52	27.77	9.26	9.26	13.89	23.14	4.63	13.89	0.00	0.00	10.18	13.89	23.14	23.14	9.26			
53	29.83	9.94	9.94	14.91	24.86	4.97	14.91	0.00	0.00	10.94	14.91	24.86	24.86	9.94			
54	36.05	12.02	12.02	18.02	30.04	6.01	18.02	0.00	0.00	13.22	18.02	30.04	30.04	12.02			
55	32.24	10.75	10.75	16.12	26.87	5.37	16.12	0.00	0.00	11.82	16.12	26.87	26.87	10.75			
56	24.93	8.31	8.31	12.47	20.78	4.16	12.47	0.00	0.00	9.14	12.47	20.78	20.78	8.31			
57	30.55	10.18	10.18	15.28	25.46	5.09	15.28	0.00	0.00	11.20	15.28	25.46	25.46	10.18			

Schedule 3 Applicable uses under the Ipswich planning scheme and Springfield structure plan

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
Residential uses		
Dwelling house	Single residential	Detached house
Dual occupancy	Dual occupancy	Dual occupancy dwelling; Relatives' flat
Caretaker's accommodation	Caretaker residential	Caretakers' residence
Multiple dwelling	Multiple residential	Apartment building; Attached house (per dwelling)
Accommodation (short-term)		
Tourist park	Temporary accommodation (camping ground, caravan park)	Camping ground; Caravan park (short term accommodation)
Hotel	No defined use	Hotel
Short-term accommodation	Temporary accommodation (boarding house, motel)	Backpackers' hostel; Motel
Resort complex		
Accommodation (long-term)		
Relocatable home park	Multiple residential (caravan park, if providing permanent accommodation)	Caravan park (permanent occupancy)
Community residence	No defined use	No defined use
Retirement facility	Multiple residential (retirement community)	Retirement community
Rooming accommodation	Multiple residential (boarding house, if providing permanent accommodation); Student accommodation	Student accommodation; Tenement building
Places of assembly		
Club	Entertainment use (club)	Club

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
Community use	Community use (community centre, community hall, cultural centre, gallery, information centre, library, meeting rooms, museum, neighbourhood centre, senior citizens centre, transit centre, youth centre)	Community building (art and craft centre, information centre, senior citizens centre, youth centre, meeting room, welfare centre, library, neighbourhood centre); Passenger terminal
Function facility		Reception and function rooms
Funeral parlour	Business use (funeral premises)	Funeral parlour
Place of worship	Community use (place of worship)	Place of public worship
Commercial (bulk goods)		
Agricultural supplies store	Business use (farm supply outlet, produce/craft market)	Produce/craft market; Produce store
Bulk landscape supplies		Landscape supply outlet
Garden centre	Business use (garden centre)	Garden centre
Hardware and trade supplies		
Outdoor sales		Plant sales and hire yard
Showroom	Business use (auction depot, vehicle sales premises, bulky goods sales)	Auction depot, Retail warehouse; Motor showroom
Commercial (retail)		
Adult store		
Food and drink outlet	Catering shop; Business use (cafe, restaurant, fast food premises, cake shop, snack bar, takeaway food premises, hot bread shop, food delivery service)	Fast food premises; Catering business; Restaurant; Community building (kiosk centre)
Service industry	Business use (laundromat)	Service industry
Service station	Business use (service station)	Service station
Shop	General store; Business use (shop)	General store; Local shops; Sale of automotive parts and accessories; Commercial

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
		Premises (business or commercial purpose, other than for a business office or a purpose specified in the Springfield structure plan)
Shopping centre	Shopping centre	Major shopping centre; Neighbourhood shopping centre; Neighbourhood centre
Commercial (office)		
Office	Business use (office, professional office)	Professional office; Commercial premises (business office); Public building
Sales office	Temporary sales office; Display housing	Real estate display/sales office
	Broadcasting station	Radio station; Television station
Educational facility		
Childcare centre	Community use (child care centre)	Child care centre
Community care centre		
Educational establishment other than an educational establishment for the Flying Start for Queensland Children program	Community use (school); primary school; secondary school; tertiary use	Educational establishment
Educational establishment for the Flying Start for Queensland Children program		
Entertainment		
Hotel	Business use (hotel); Entertainment use (licensed club)	Hotel; Tavern; Licensed club
Nightclub entertainment facility	Entertainment use (cabaret, night club)	Night club

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
Theatre	Entertainment use (theatre, cinema, concert hall, dance hall)	Indoor entertainment (theatre, cinema, concert hall, dance hall, public hall)
Resort complex		
Indoor sport and recreation		
Indoor sport and recreation	Recreation use (indoor recreation); Entertainment use (amusement parlour); Indoor entertainment	Indoor recreation; Indoor entertainment (amusement parlour); Sports complex (indoor)
High impact industry or special industry		
High impact industry		Concrete batching plant; Dangerous goods store; Fuel depot; Junk yard; Special industry; Vehicle wrecking yard
Special industry	Special industry; Nuclear industry	
Other Industry		
Low impact industry	Service/Trades use	Automatic car wash; Car repair station; Light industry
Medium impact industry	General industry	Freight depot; General industry; Milk depot; Transport depot; Transport terminal; Truck depot
Research and technology industry		Research and associated technology activities
Rural industry		
Warehouse	Service/Trades use (warehouse or storage)	Mini storage complex; Warehouse; Bulk store; Storage yard
Marine industry		
High impact rural		
Cultivating, in a confined area, aquatic animals or	Intensive Animal Husbandry (aquaculture)	

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
plants for sale		
Intensive animal industry	Intensive animal husbandry (feedlot, riding establishment, piggery, stock sales market)	Animal establishment; Riding school; stable; Stock sales yard
Intensive horticulture		
Wholesale nursery	Plant nursery (wholesale)	Plant nursery (wholesale)
Winery	Wine making	
Low impact rural		
Animal husbandry	Animal husbandry; Intensive animal husbandry (dairy)	Animal husbandry
Cropping	Agriculture	Agriculture; Turf farm
Permanent plantation	Forestry	Forestry
Wind farm		
Essential services		
Correctional facility	Correctional centre	Reformative institution
Emergency services	Community use (emergency service depot)	Emergency services depot
Health care service	Business use (medical centre)	Community building (health centre); Medical centre
Hospital	Community use (hospital)	Hospital
Residential care facility	Institutional residential; Multiple Residential (nursing home)	Institutional residence
Veterinary service	Business use (veterinary clinic)	Veterinary clinic; Veterinary hospital
Minor uses		
Advertising device		Advertising structure
Cemetery	Community use (cemetery)	Cemetery
Home-based business	Home based activity	Family day care centre; Home business; Home industry; Home occupation

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
Landing		
Market		
Outdoor lighting	Night court	Night tennis court
Park	Park	Environmental facility; Park; Community building; restrooms
Roadside stall		Roadside stall
Telecommunications facility	Minor utility	Local utility
Temporary use	Temporary use	
Other uses		
Air service	Aviation use	
Animal keeping	Intensive animal husbandry (cattery, kennels, stable)	Animal establishment; Stable
Car park	Car park	Car park
Crematorium	Community use (crematorium)	Crematorium
Extractive industry	Extractive industry	Extractive industry
Major sport, recreation and entertainment facility	Recreation use (equestrian and coursing sports); Entertainment use (exhibition, trade fair)	Exhibition; Trade fair
Motor sport facility	Recreation use (motor sports)	Motor sports complex
Non-resident workforce accommodation		
Outdoor sport and recreation	Entertainment use (drive in theatre); Recreation use (outdoor recreation)	Outdoor entertainment; Outdoor recreation; Sports complex
Port service		
Tourist attraction	Tourist facility	Tourist facility; Zoo
Utility installation	Major utility	Public utility; Special use
Other uses		Clearing of timber or

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
		vegetation; earth works
Any other use not listed in column 1, including a use that is unknown		

Schedule 4 Applied local government adopted charges for particular uses

The local government may apply discounted adopted charges for those particular uses that comply with:

(a) the criteria outlined in the following Implementation Guidelines in the Ipswich Planning Scheme:

(i) Implementation Guideline No. 1;

(ii) Implementation Guideline No. 11;

(iii) Implementation Guideline No. 26; and

(b) other Council policies as adopted by Council from time to time.

Schedule 5 Deemed demand for the deemed demand area

Column 1 **Deemed demand area under the Ipswich planning scheme**	**Column 2** **Assumed demand (m^2GFA per hectare for use under the Planning Regulation)** *Editor's note—See schedule 16, Table 1, column 1 and column 2 of the Planning Regulation.*
Major centres zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Commercial (retail) – Shop
Local retail and commercial zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Commercial (retail) – Shop
Local business and industry zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Other Industry – Low impact industry
Regionally significant business and industry zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Other Industry – Low impact industry
CBD north secondary business zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Other Industry – Low impact industry
CBD residential high density zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Other Industry – Low impact industry
Character mixed use zone	3000 for Commercial (retail) – Shop
Business incubator zone	3000 for Other Industry – Low impact industry
CBD primary retail zone	40,000 for Commercial (retail) – Shop
CBD primary commercial zone—where the land is not shaded in the deemed demand area in schedule 12	40,000 for Commercial (office) – Office
CBD primary commercial zone—where the land is shaded in the deemed demand area in schedule 12	10,000 for Commercial (office) – Office
CBD top of town zone	10,000 for Commercial (office) – Office
CBD medical services zone	10,000 for Commercial (office) – Office
Rosewood—Town centre primary business area and town square sub area	3000 for Commercial (retail) – Shop
Rosewood—Town centre secondary business area	3000 for Commercial (office) – Office
Rosewood—Service trades/showgrounds zone	3000 for Other Industry – Low impact industry

Schedule 6 Amount of levied charge relief

Column 1 **Category of prescribed community development**	**Column 2** **Percentage of levied charge relief (%)**	
	Transport trunk infrastructure network	**Public parks and community facilities trunk infrastructure networks**
Citywide	50	100
District	75	100
Neighbourhood	100	100
Local	100	100

Schedule 7 Identified trunk infrastructure criteria

Column 1 **Local government trunk infrastructure networks**	**Column 2** **Identified trunk infrastructure criteria**
Transport trunk infrastructure network	Transport trunk infrastructure network comprises the following: (a) arterial roads; (b) sub-arterial roads; (c) within an arterial or a sub-arterial road land and works for, an associated interchange, intersection, road drainage, kerb and channel, culverts, bridges, pedestrian and cyclist pathways, lighting and landscaping. Transport trunk infrastructure network does not comprise the following: (a) major collector, collector and access streets linking a development area with an arterial or sub-arterial road; (b) land and works for an arterial road or a sub-arterial road that is primarily related to providing access to and from a development area such as an acceleration or deceleration lane, turn lanes, traffic signals and roundabouts.
Public parks trunk infrastructure network	Public parks trunk infrastructure network comprises the following: (a) citywide parks—land, works and embellishments for citywide recreation parks, waterside parks, linear parks and sport ground and courts; (b) district parks—land, works and embellishments for district recreation parks and waterside parks; (c) local parks—land, works and embellishments for local recreation parks, linear parks and sport ground and courts. Trunk infrastructure for existing and future parks is restricted to the standard as set out in the local government infrastructure plan extrinsic material for the public parks trunk infrastructure network. *Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.*

Community facilities trunk infrastructure network	Community facilities trunk infrastructure network comprises the following: (a) citywide community facilities—land and basic works associated with the clearing of land and connection to services for citywide community facilities; (b) district community facilities—land and basic works associated with the clearing of land and connection to services for district community facilities; (c) local community facilities—land and basic works associated with the clearing of land and connection to services for local community facilities. Trunk infrastructure for existing and future community facilities land is restricted to the standard as set out in the local government infrastructure plan extrinsic material for the community facilities trunk infrastructure network. *Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.*

Schedule 8 Planned cost for local government trunk infrastructure networks

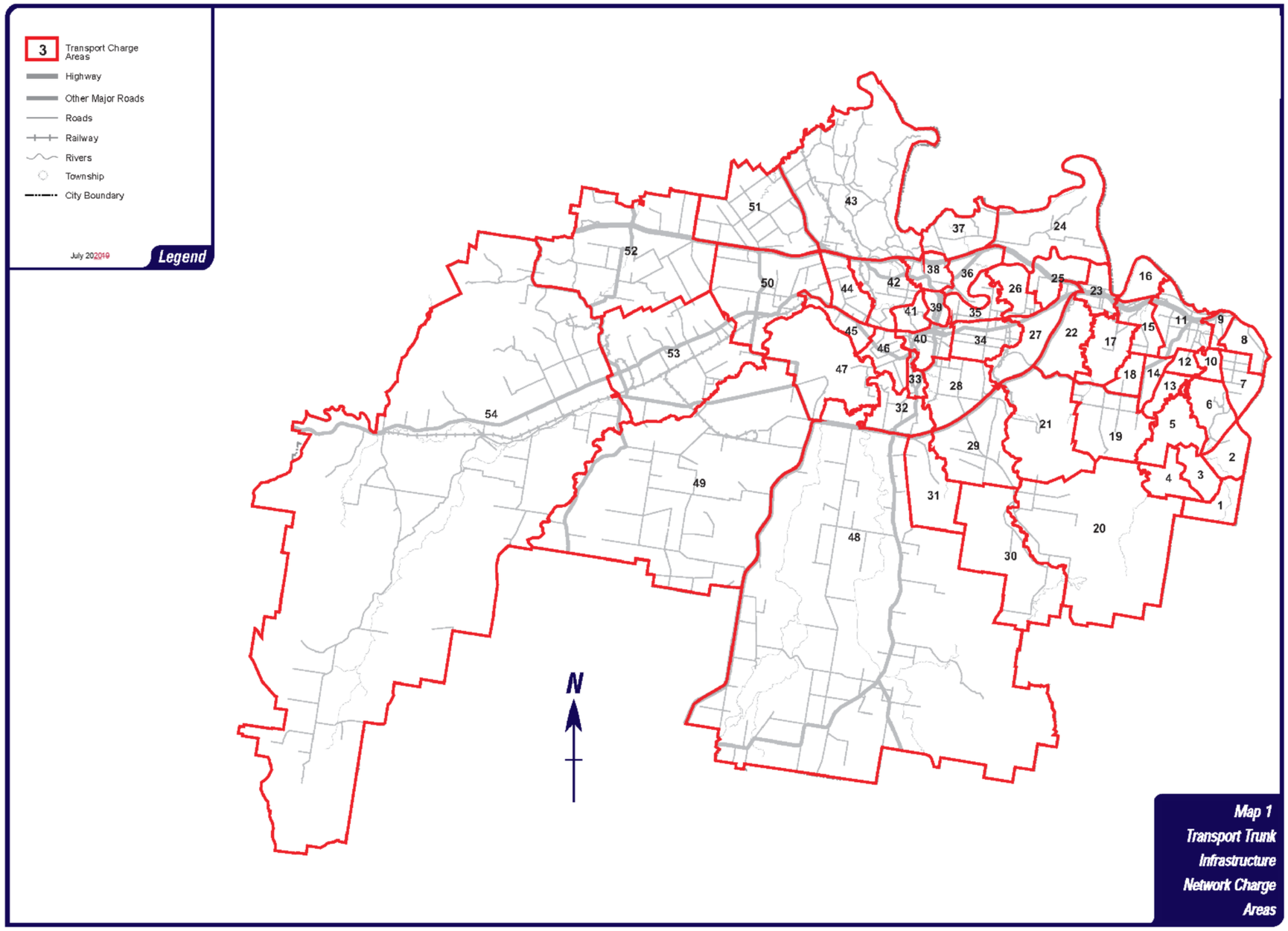
Column 1 **Local government trunk infrastructure networks**	**Column 2** **Land**	**Column 3** **Work**
Transport trunk infrastructure network		
Transport network	The value of the land cost stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the transport network.	The value of the following stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the transport network: (a) construction cost; (b) construction on cost.
Public parks trunk infrastructure network		
Public parks network	The value of the land cost stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the public parks network.	The value of the embellishment cost stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the public parks network.
Community facilities trunk infrastructure network		
Land for community facilities network	The value of the land cost stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the community facilities network.	Not applicable.

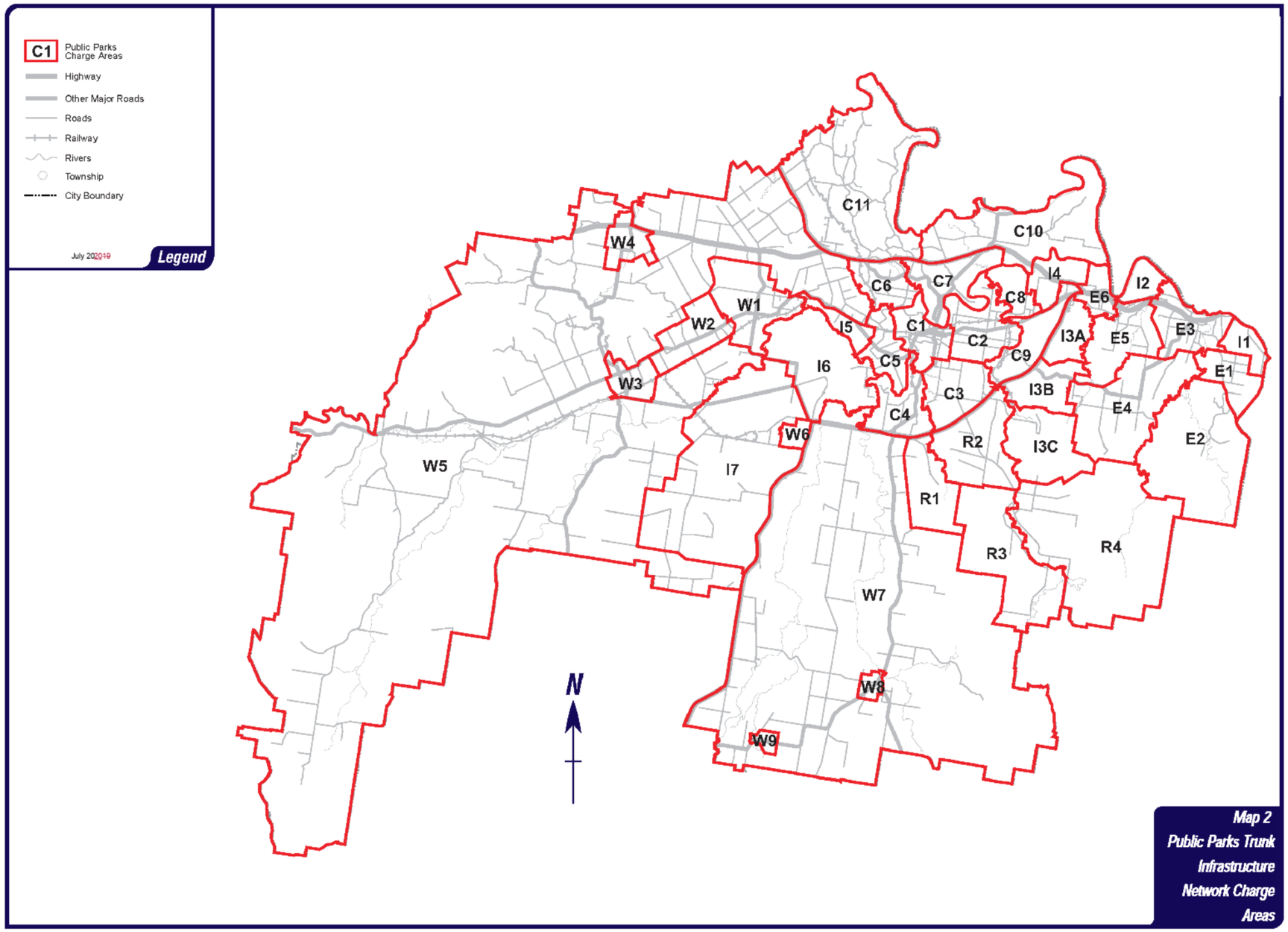
Schedule 9 Maximum construction on costs for work

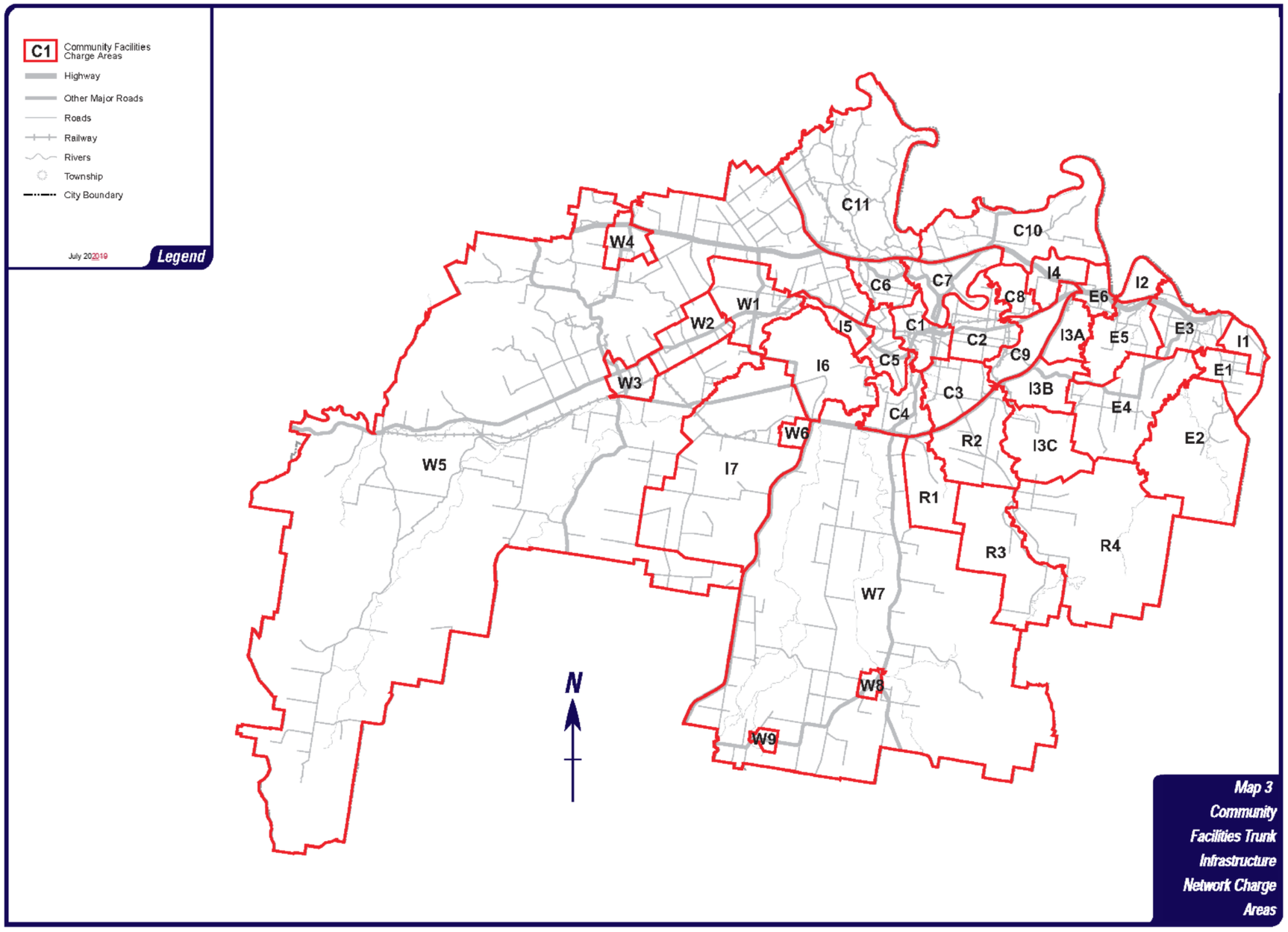
Column 1 **Trunk infrastructure network**	**Column 2** **Maximum construction on costs for work** **(Percentage of the construction cost for the work)**
Transport trunk infrastructure network	
Transport network	23%
Public parks trunk infrastructure network	
Public parks network	8% (included in embellishment cost)
Community facilities trunk infrastructure network	
Land for community facilities network	Not applicable

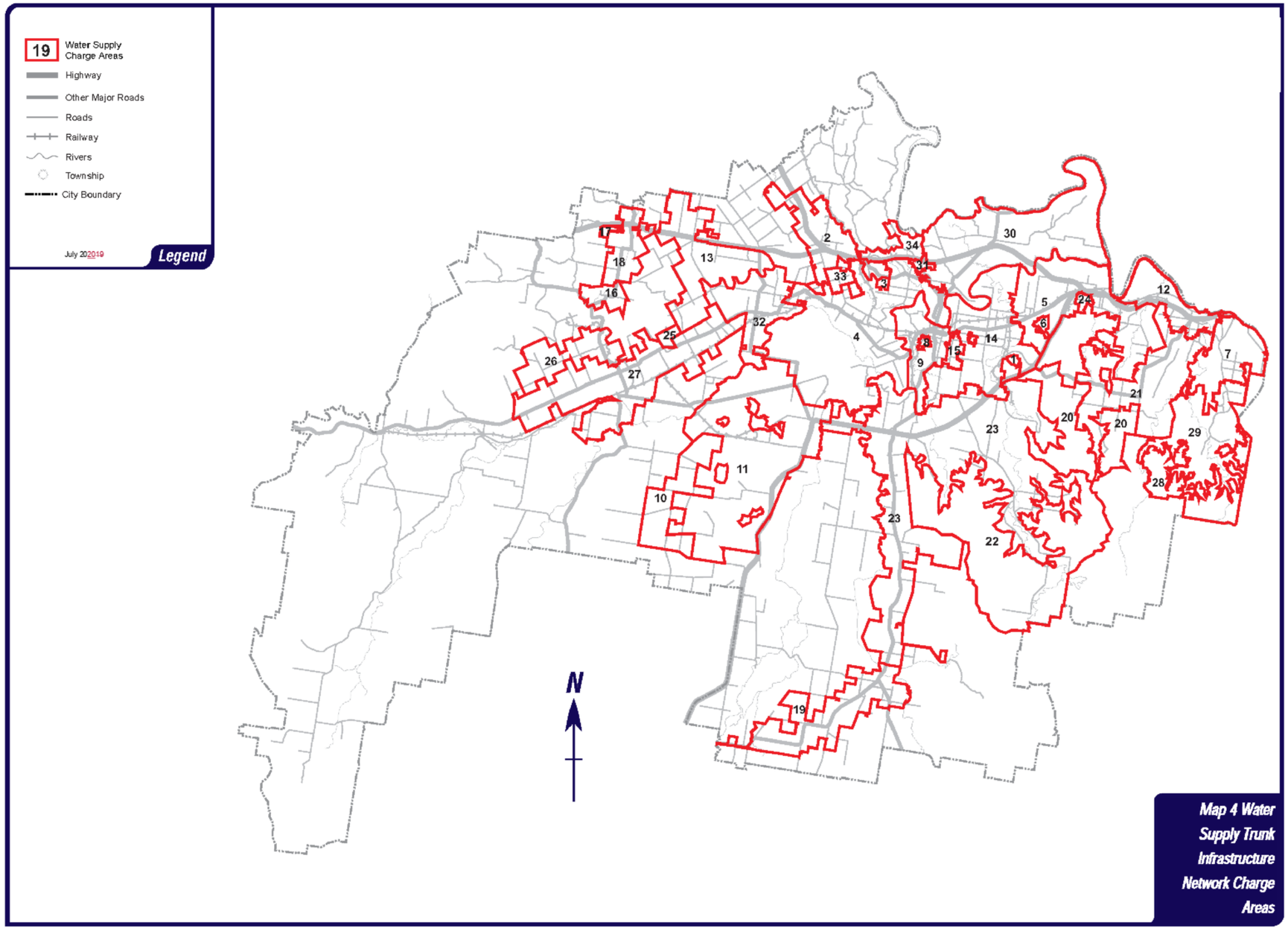
Schedule 10 Infrastructure trunk network Charge areas maps

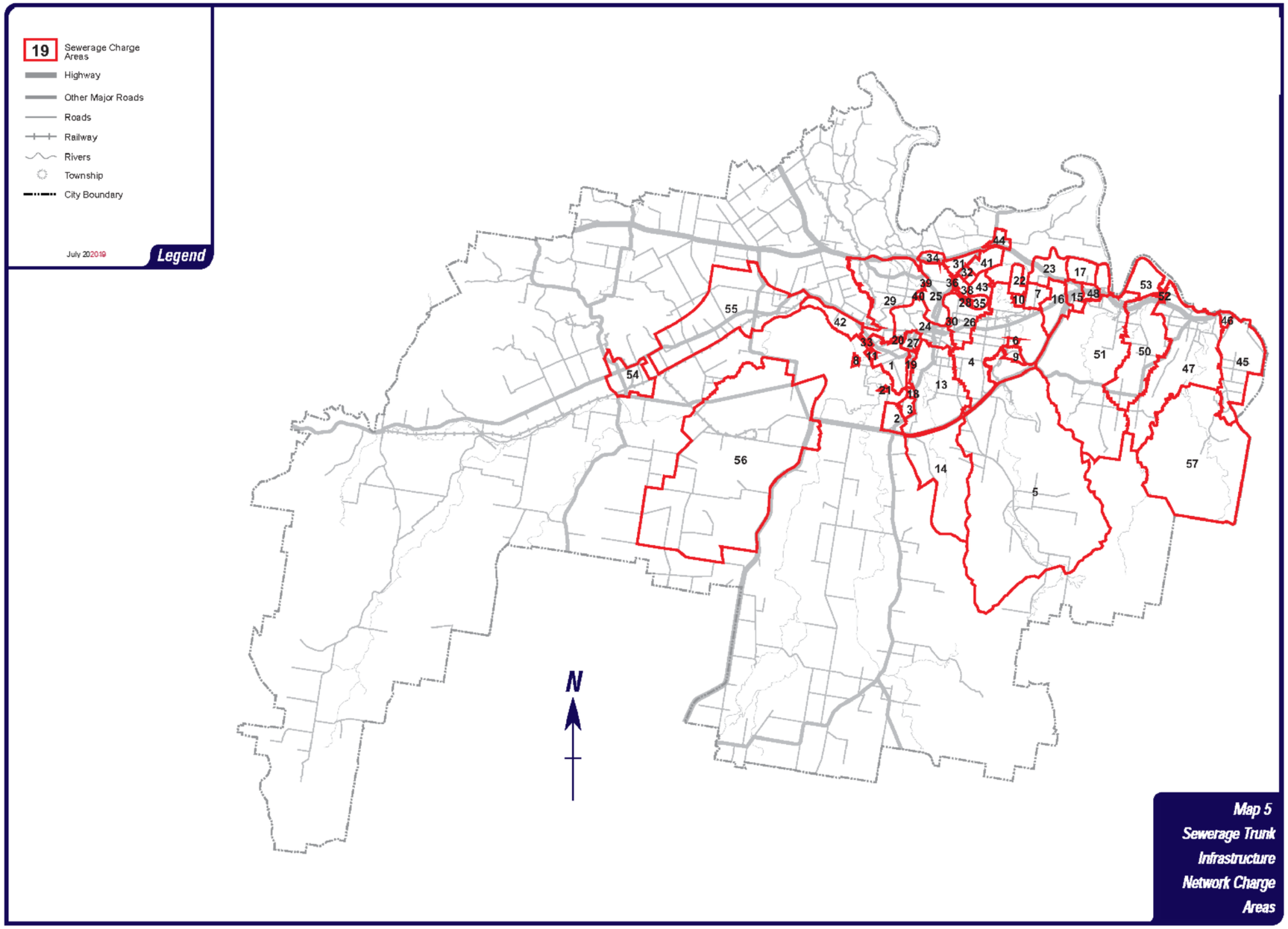
Column 1 Map no.	Column 2 Description
1.	Transport trunk infrastructure network charge areas
2.	Public parks trunk infrastructure network charge areas
3.	Community facilities trunk infrastructure network charge areas
4.	Water supply trunk infrastructure network charge areas
5.	Sewerage trunk infrastructure network charge areas


3 Transport Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 2020~~19~~
Legend
N
Map 1
Transport Trunk Infrastructure Network Charge Areas


C1
Public Parks Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 202~~019~~
Legend
C11
C10
W4
C6
C7
I4
I2
C8
E6
W1
W2
I5
C1
C2
I3A
E5
E3
I1
C9
C5
I6
E1
W3
C3
I3B
C4
E4
W6
R2
I3C
E2
W5
I7
R1
R3
R4
W7
N
W8
W9
Map 2
Public Parks Trunk Infrastructure Network Charge Areas


C1
Community Facilities Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 2020~~19~~
Legend
C11
C10
W4
C6
C7
C8
I4
E6
I2
W1
W2
I5
C1
C2
I3A
E5
E3
I1
C9
C5
I6
E1
W3
C3
I3B
E4
C4
W6
R2
I3C
E2
W5
I7
R1
R3
R4
W7
N
W8
W9
Map 3
Community
Facilities Trunk
Infrastructure
Network Charge
Areas

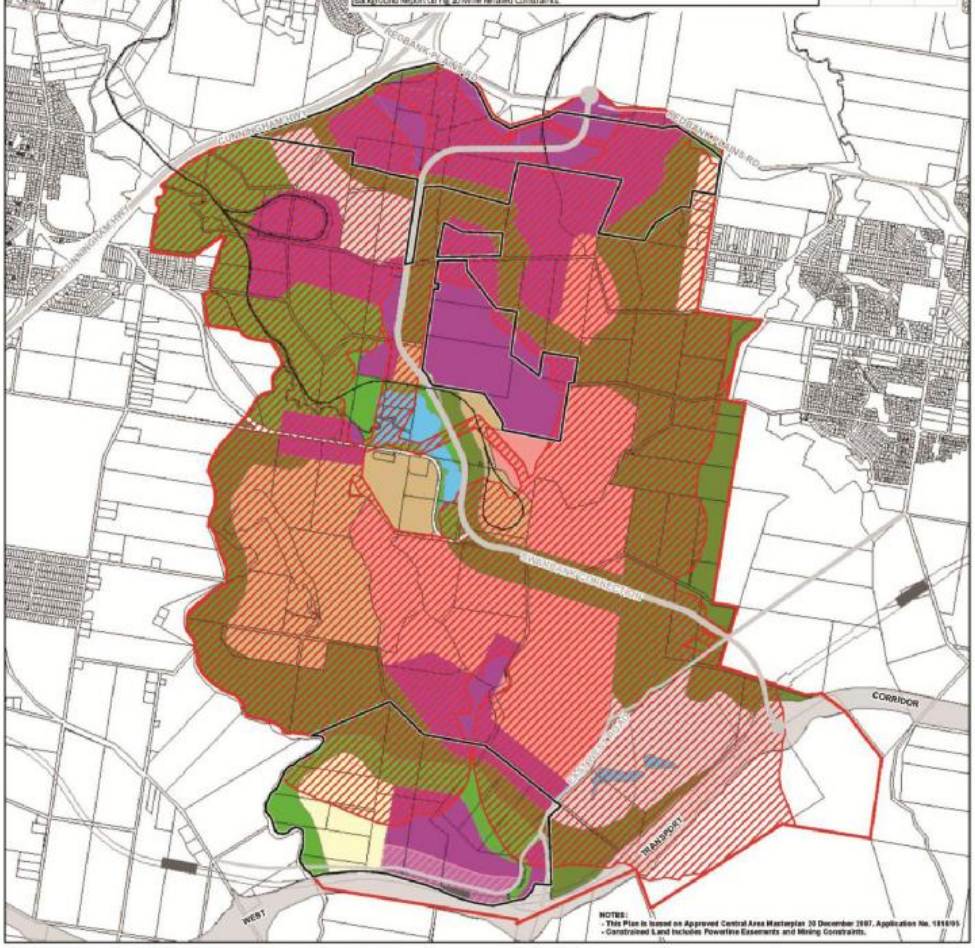

19 Water Supply Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 202~~019~~
Legend
N
Map 4 Water Supply Trunk Infrastructure Network Charge Areas


19 Sewerage Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 202~~019~~
Legend
N
Map 5
Sewerage Trunk Infrastructure Network Charge Areas

Schedule 11 Constrained land map

Landuse Areas	TOTAL			CONSTRAINED* LAND			UN-CONSTRAINED LAND		
	Sector 21	Investa	Other	Sector 21	Investa	Other	Sector 21	Investa	Other
Business Park	41	41	0	21	21	0	21	20	1
General Business & Industry	460	248	212	307	128	179	154	120	34
Low Impact Business & Industry	39	39	0	0	0	0	39	39	0
Regional Business and Industry Investigation	116	4	112	116	4	112		0	0
SUB-TOTAL	637	313	324	444	153	291	194	160	34
Energy Infrastructure	182	0	181	146	0	146	37	0	36
Special Uses	0	0	0	0	0	0	0	0	0
Waste Recycling / Future Rehabilitation Area	279	0	279	270	0	270	9	0	9
Special Opportunity (SA11)	17	4	13	17	4	14	0	0	0
SUB-TOTAL	478	5	473	433	4	429	46	1	45
Lake, Wetlands & Other Feature	25	0	25	14	0	14	11	0	11
Buffer Greenspace Precinct	562	60	498	526	65	461	58	4	54
Recreational Greenspace Precinct	233	36	198	178	35	143	37	21	16
Roads	0	0	0	3	0	3	2	0	2
SUB-TOTAL	802	125	677	701	100	601	109	25	84
TOTAL AREA (Hectares)	1917	442	1475	1578	256	1322	349	186	163

* Constrained Land includes Powerline Easements and Mining Constraints. Mining Constraints sourced from SMCEP Background Report 06 Fig 30 Mine Related Constraints.



Investa Owned Land
ICC Roadworks Contribution Area 21
Constrained Lands*

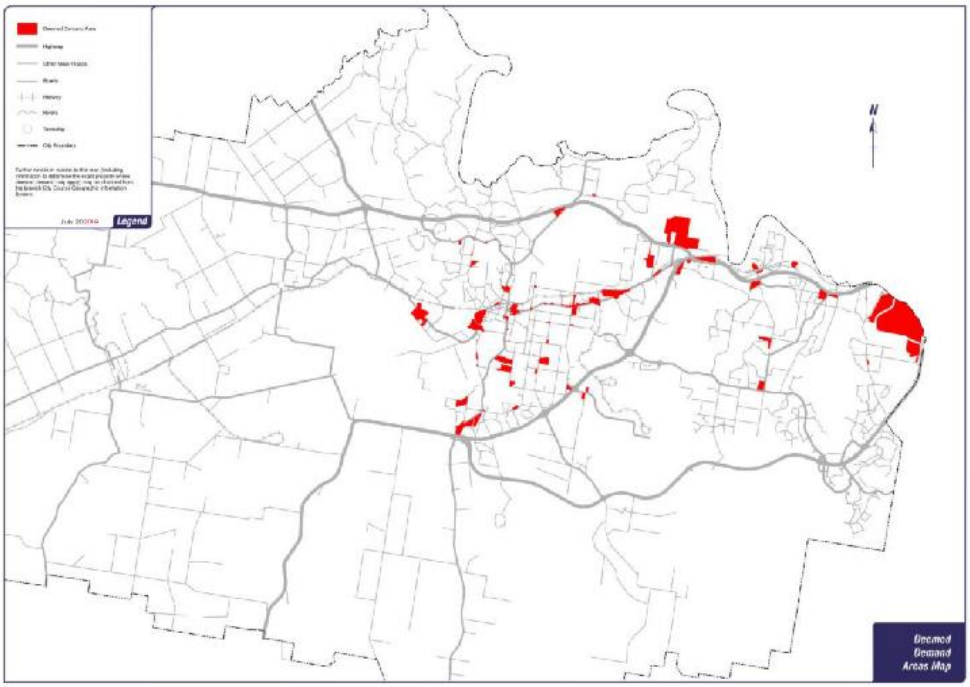
Approved Masterplan 2007
Special Opportunity (SA11)
Business Park
Energy Infrastructure
Special Uses (Local Government)
General Business and Industry
Low Impact Business and Industry
Regional Business and Industry Investigation
Lake, Wetlands & Other Feature
Buffer Greenspace Precinct
Recreational Greenspace Precinct
Waste Recycling / Future Rehabilitation Area

SECTOR 21 CONSTRAINED LAND ANALYSIS

1:25,000 @ A3

Drawing Number: 2855-00-342c
Date: 4 August 2010

Schedule 12 Deemed demand areas map



Ipswich City Council
Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020

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Ipswich City Council
Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020

Part 1 Introduction

1. Short title

This resolution may be cited as *Ipswich Adopted Infrastructure Charges Resolution (No. 1) 2020*.

2. Commencement

This resolution has effect on and from the day the making of this resolution by the local government is first uploaded on the relevant local government website.[1]

Editor's note—See section 118(2) (Steps after making charges resolution) of the Planning Act 2016.

3. Planning Act 2016

(1) This resolution is made under the Planning Act.

(2) This resolution is to be read in conjunction with the following:

(a) the Planning Regulation;

(b) the Ipswich planning scheme.

(3) This resolution is attached to but does not form part of the Ipswich planning scheme.

Editor's note—See section 118(1) (Steps after making charges resolution) of the Planning Act 2016.

4. Purpose

The purpose of this resolution is to state the following:

(a) the adopted charges for providing the local government trunk infrastructure networks and distributor-retailer trunk infrastructure networks for development;

(b) the levied charges to be levied by the local government for development for the demand placed on the local government trunk infrastructure networks;

[1] The making of this resolution by the local government was first uploaded on the Ipswich City Council website on 1 July 2020.

(c) matters relevant to the working out of an offset and refund for a trunk infrastructure contribution for the local government trunk infrastructure networks for development.

5. Interpretation

(1) The dictionary in schedule 1 defines words used in this resolution.

(2) A word not defined in this resolution which is defined in the Planning Act has the meaning given in the Planning Act.

(3) A word not defined in this resolution or the Planning Act has the meaning given to it by the edition of the Macquarie Dictionary that is current at the date this resolution takes effect, subject to section 14A (Interpretation best achieving Act's purpose) of the *Acts Interpretation Act 1954* and section 14 (Applicable provisions) of the *Statutory Instruments Act 1992*.

Editor's note—Section 14A(1) (Interpretation best achieving Act's purpose) of the Acts Interpretation Act 1954, which provides that in the interpretation of a provision of an Act the interpretation that will best achieve the purpose of the Act is to be preferred to any other interpretation, applies to a statutory instrument under section 14 (Applicable provisions) of the Statutory Instruments Act 1992.

Part 2 Adopted charges

6. Purpose of part 2

Part 2 states the following:

(a) the adopted infrastructure charges for providing trunk infrastructure networks for development (***adopted charge***);

(b) the ***trunk infrastructure networks***, which are the following:

(i) for the local government—the trunk infrastructure for the local government's transport, public parks and community facilities infrastructure networks (***local government trunk infrastructure networks***);

(ii) for the distributor-retailer—the trunk infrastructure for the distributor-retailer's water service and wastewater service (***distributor-retailer trunk infrastructure networks***).

(c) the date the adopted charges take effect (***applicable date***);

(d) the part of the local government area to which the adopted charges apply (***applicable area***);

(e) the uses to which the adopted charges apply (***applicable use***).

7. Adopted charges

(1) The local government has before levied adopted infrastructure charges under the Planning Act on the following basis:

(a) the local government had before 30 June 2011 adopted *Planning Scheme Policy 5—Infrastructure* (***PSP 5***) which stated a charge for the trunk infrastructure networks for development;

(b) the adopted infrastructure charge was the lesser of a charge the local government could have obtained in relation to a development by imposing a condition of a development approval requiring a financial contribution under PSP 5 and the maximum adopted charge under the Planning Regulation;

(c) the proportion of the adopted infrastructure charge that could be charged by the distributor-retailer was determined by the Planning Regulation to be the proportion that the distributor-retailer was able to charge under PSP 5;

(d) the proportion of the adopted infrastructure charge that could be levied by the local government was the balance of the adopted infrastructure charge that was not the proportion of the adopted infrastructure charge that could have been charged by the distributor-retailer.

(2) The local government has for the purpose of working out the adopted charges for the local government trunk infrastructure networks under this resolution determined the following:

(a) a charge for each trunk infrastructure network based on PSP 5 (including indexation) for development which is included in schedule 2 (***trunk infrastructure network charges***) that comprise the following:

(i) a charge for each local government trunk infrastructure network (***local government trunk infrastructure network charge or LNC***);

(ii) a charge for each distributor-retailer trunk infrastructure network (***distributor-retailer trunk infrastructure network charge or DNC***);

(b) a total charge for all trunk infrastructure networks worked out by adding the *LNC* and the *DNC* (***total trunk infrastructure network charges or Total NC***);

(c) the proportion of the *DNC* to the *Total NC* being the proportion of the adopted infrastructure charge that could be charged by the distributor-retailer (***relevant proportion or RP***);

(d) the maximum adopted charge (***maximum adopted charge or MAC***) is to be applied by the local government as follows:

(i) for a reconfiguring a lot which is in the residential area or other area not in the commercial or industrial area, the amount of the *MAC* for a dwelling house (3 or more bedroom);

(ii) for a reconfiguring a lot which is in the commercial or industrial area, the nominated percent of the *MAC* for the use of the premises as prescribed in Table B in schedule 2;

(iii) for a material change of use, the amount of the *MAC* for the proposed use of the premises;

(e) the distributor-retailer's adopted charge cannot exceed the relevant proportion of the *MAC*.

(3) The adopted charge (AC) for the local government trunk infrastructure networks is to be worked out by the local government as follows:

(a) where *Total NC* is less than or equal to the *MAC*, *the LNC*;

(b) where *Total NC* is greater than the *MAC*, *the following calculation:*

$$\frac{\text{LNC}}{\text{Total NC}} \times \text{MAC}$$

Editor's note—For adopted charges for providing the local government trunk infrastructure networks—see section 113(1) (Adopting charges by resolution) and 114(1) (Contents—general) of the Planning Act 2016.

8. Trunk infrastructure networks for adopted charges

(1) The local government trunk infrastructure networks are specified in the local government infrastructure plan.

(2) The distributor-retailer trunk infrastructure networks are specified in the ***distributor-retailer infrastructure planning instrument*** which means the following:

(a) the distributor-retailer's water netserv plan under the SEQ Water Act;

(b) the interim connections policy and schedule of works under the SEQ Water Act adopted by the distributor-retailer if paragraph (a) is not applicable;

(c) the local government's local government infrastructure plan, if paragraphs (a) and (b) are not applicable.

9. Applicable date for the adopted charges

The applicable date for the adopted charges is the day this resolution has effect.

Editor's note—See section 2 (Commencement).

10. Applicable area for the adopted charges

The applicable area for the adopted charges is all of the local government area.

Editor's note—See section 114(2) (Contents—general) of the Planning Act 2016.

11. Applicable uses or activity for the adopted charges

(1) The applicable uses or activity under the Ipswich planning scheme and the Springfield structure plan to which the adopted charges apply are stated in schedule 3.

(2) The local government is to include a use or activity under the Ipswich planning scheme or Springfield structure plan as 'Any other use not listed, including a use that is unknown' in schedule 3, column 1 pursuant to the Planning Regulation based on an assessment of the use and the demand placed upon the trunk infrastructure networks.

(3) The local government has indicatively included the uses or activity under the Ipswich planning scheme and the Springfield structure plan in schedule 3, column 2 and column 3 which are identified as an 'Other use' in schedule 3, column 1 pursuant to the Planning Regulation subject to an assessment of the use and the demand placed upon the trunk infrastructure networks.

Editor's note—See schedule 16, Table 1, column 1 and column 2, 'Other uses', of the Planning Regulation.

Part 3 Levied charges

12. Purpose of part 3

Part 3 states the following:

(a) the applicable development for which adopted charges may be levied by the local government for development for the demand placed upon the local government trunk infrastructure networks (***levied charge***);

(b) the method to be applied by the local government for working out the levied charge including the following:

(i) the adopted charge to be applied (***applied adopted charge***);

(ii) the additional demand placed upon the local government trunk infrastructure networks which will be generated by the development (***additional demand***);

(iii) the relief to be applied to the levied charge (***levied charge relief***);

(iv) the discount to be applied for a financial contribution (***prescribed financial contribution***):

(A) provided for in relation to a local government trunk infrastructure network under an infrastructure charging instrument for a previous development approval;

(B) which has been paid to the local government or otherwise satisfied under an infrastructure agreement between the applicant for the previous development approval and the local government for the provision of land, work or money for the local government trunk infrastructure networks; and

(C) which has not been reimbursed or otherwise previously applied against another financial contribution;

(c) the method to be applied by the local government for working out the increase in the levied charge from the day the levied charge is levied to the day the levied charge is paid (***automatic increase***).

13. Applicable development for the levied charge

(1) The levied charge may be levied for the following development:

(a) reconfiguring a lot;

(b) material change of use of premises.

(2) The levied charge is not to be levied for the following:

(a) works or use of premises authorised under the *Greenhouse Gas Storage Act 2009*, the *Mineral Resources Act 1989*, the *Petroleum Act 1923 or the Petroleum and Gas (Production and Safety) Act 2004; or*

(b) development in a priority development area under the *Economic Development Act 2012*; or

(c) development by a department, or part of a department, under a designation; or

(d) development for a non-State school under a designation.

Editor's note—See section 113(3) (Adopting charges by resolution) of the Planning Act 2016.

14. Working out the levied charge

The levied charge for the development is to be worked out by the local government as follows:

LC = ((AC x AD) - LCR) - D

Where:

LC is the levied charge for the development, which cannot be less than zero.

AC is the applied adopted charge for the development.

AD is the additional demand for the development.

LCR is the levied charge relief for the development.

D is the discount for the prescribed financial contribution.

15. Working out the applied adopted charge

The applied adopted charge for the development is to be worked out by the local government by applying the following:

(a) the adopted charge worked out under section 7 (Adopted charges), if paragraph (b) does not apply;

(b) the applied adopted charge for particular uses in schedule 4, if the local government considers that it should be applied having regard to the additional demand placed upon the local government trunk infrastructure networks which will be generated by the development.

16. Working out the additional demand

(1) The additional demand for the development is to be worked out by the local government as follows:

AD = DD - DC

Where:

AD is the additional demand.

DD is the demand placed upon the local government trunk infrastructure networks which will be generated by the development (***development demand***).

DC is the demand placed upon the local government trunk infrastructure networks generated by existing or previous development if applicable (***demand credit***).

(2) The development demand is worked out using the relevant unit of calculation for an adopted charge for the development in schedule 2 (***demand unit***).

(3) The demand credit is to be worked out using the greater of the following:

(a) if the premises is subject to an existing use which is lawful and already taking place on the premises (***existing lawful use***) that places demand upon the local government trunk infrastructure networks, the demand generated for the existing lawful use using the applicable demand units for the use;

(b) if the premises is subject to a previous use which was lawful at the time it was carried out and is no longer taking place on the premises (***previous lawful use***) that placed demand upon the local government trunk infrastructure networks, the demand generated for the previous lawful use using the applicable demand units for the use;

(c) if the premises is a vacant lot (other than for a vacant lot in subsection (3)(e) below), the demand for one dwelling house (3 bedroom dwelling) in schedule 2;

(d) if the relevant local government trunk infrastructure network is the transport network and the premises are within the deemed demand area, the deemed demand for the deemed demand area in schedule 5 (***deemed demand***);

(e) if the premises is a vacant lot in a commercial or industrial area and a levied charge has been paid pursuant to section 7(2)(d)(ii), the demand calculated under section 7(2)(d)(ii).

Editor's note—See section 120 (2) and (3) (Limitation of levied charge) of the Planning Act 2016.

(4) The demand credit for an existing lawful use or previous lawful use under subsections 3(a) and 3(b) is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an applicant which is seeking the demand credit for an existing lawful use or previous lawful use is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the existing lawful use or the previous lawful use and the calculation of the demand credit; and

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the demand credit.

(b) the local government is to:

(i) determine if a demand credit for the existing lawful use or the previous lawful use is applicable to the development;

(ii) work out the demand credit for the previous lawful use if applicable; and

(iii) give a notice to the applicant stating the outcome of the local government's determination.

Editor's note—The notice may be given in an infrastructure charges notice.

(5) The demand credit for the deemed demand under subsection 3(d) is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an applicant which is seeking the demand credit for the deemed demand is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the following:

(A) the premises are within the deemed demand area;

(B) the existing lawful use and the calculation of the demand generated by the existing lawful use on the transport network;

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the demand credit.

(b) the local government is to:

(i) determine if the demand generated by the existing lawful use is applicable to the development;

(ii) if it is satisfied that there is no outstanding infrastructure contribution under a previous development approval, work out the deemed demand as follows:

$DD = AD - ED$

Where:

DD is the deemed demand.

AD is the assumed demand for the applicable deemed demand area in schedule 5.

ED is the demand generated by the existing lawful use on the transport network which is applicable to the development.

(iii) give a notice to the applicant stating the outcome of the local government's determination.

Editor's note—The notice may be given in an infrastructure charges notice.

(6) The demand credit under subsection 3(e) is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

(a) an applicant which is seeking the demand credit is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the following:

(A) application details and any relevant conditions relating to the payment of the levied charge made under section 7(2)(d)(ii);

(B) receipt of the payment of the levied charge made under section 7(2)(d)(ii);

(C) the infrastructure agreement under which payment of the levied charge has been satisfied (where relevant);

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the demand credit.

(b) the local government is to determine if the demand credit is applicable to the development.

(7) A demand credit is only to be provided to a maximum amount equal to the development demand.

17. Working out the levied charge relief

(1) The amount of the levied charge relief for the development is to be worked out by the local government as follows:

$$LCR = AC \times AD \times PR$$

Where:

LCR is the levied charge relief.

AC is the applied adopted charge for the proposed development worked out under section 15 (Working out the applied adopted charge).

AD is the additional demand for the proposed development worked out under section 16 (Working out the additional demand).

PR is the relevant percentage of levied charge relief stated in schedule 6.

(2) The levied charge relief for the development is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an applicant which is seeking the levied charge relief is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the following:

(A) the applicant is a prescribed community organisation;

(B) the proposed development is a prescribed community development;

(C) the calculation of the amount of the levied charge relief; and

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the levied charge relief.

(b) the local government is to:

(i) determine if the applicant is a prescribed community organisation and the proposed development is a prescribed community development;

(ii) if it accepts that the applicant is a prescribed community organisation and the proposed development is a prescribed community development, work out the levied charge relief; and

(iii) give a notice to the applicant stating the outcome of the local government's determination.

Editor's note—The notice may be given in an infrastructure charges notice.

18. Working out the discount for the prescribed financial contribution

(1) The amount of the discount for the prescribed financial contribution is to be worked out by the local government as follows:

D = PFC - (AC - DC)

Where:

D is the discount which cannot be less than zero.

PFC is the amount of the prescribed financial contribution.

AC is the applied adopted charge for the proposed development worked out under section 15 (Working out the applied adopted charge).

DC is the demand credit if applicable worked out under section 16 (Working out the additional demand).

(2) The discount for the prescribed financial contribution is to be worked out by the local government prior to the time for the giving of the relevant approval to which the levied charge applies as follows:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an applicant which is seeking the discount for the prescribed financial contribution is to:

(i) give a notice in the prescribed form to the local government which provides evidence of the prescribed financial contribution and the calculation of the discount; and

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the discount for prescribed financial contribution.

(b) the local government is to:

(i) determine if the discount for a prescribed financial contribution is applicable to the development;

(ii) work out the discount for the prescribed financial contribution if applicable; and

(iii) give a notice to the applicant stating the outcome of the local government's determination.

Editor's note—The notice may be given in an infrastructure charges notice.

19. Working out the automatic increase

(1) The automatic increase of the levied charge is to be worked out by the local government as the amount which is equal to the increase calculated by using the index stated in the Planning Act.

Editor's note—See section 114(3)(b), (4) and (6) (Contents—general) of the Planning Act 2016.

(2) However the amount of the automatic increase of the levied charge must not be more than the amount of the increase prescribed by the Planning Act.

Editor's note—See section 114(5) (Contents—general) of the Planning Act 2016.

(3) The automatic increase is only to be worked out by the local government following a period of twelve (12) months from the date of a development approval.

Part 4 Offset and refund for trunk infrastructure

20. Purpose of part 4

Part 4 states the following matters relevant to the working out of an offset or refund for the provision of trunk infrastructure for the local government trunk infrastructure networks for development:

(a) the criteria for trunk infrastructure to be applied by the local government in deciding if development infrastructure is trunk infrastructure (***identified trunk infrastructure criteria***);

(b) the method to be applied by the local government for working out the cost of trunk infrastructure for an offset or refund where an applicant is required under a condition of a relevant approval to provide land or work for the following trunk infrastructure for local government trunk infrastructure networks (***trunk infrastructure contribution***):

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(i) ***identified trunk infrastructure***—development infrastructure which is identified in the local government infrastructure plan;

Editor's note—See section 127 (Application and operation of subdivision) and 128(1)(a) (Necessary infrastructure conditions) of the Planning Act 2016.

(ii) ***different trunk infrastructure***—development infrastructure which:

(A) is an alternative to the identified trunk infrastructure; and

(B) delivers the same desired standards of service for the network of development infrastructure stated in the local government infrastructure plan;

Editor's note—See section 127 (Application and operation of subdivision) and 128(1)(b) (Necessary infrastructure conditions) of the Planning Act 2016.

(iii) ***necessary trunk infrastructure***—development infrastructure which is not identified trunk infrastructure or different trunk infrastructure that satisfies the identified trunk infrastructure criteria and is necessary to service development;

(iv) ***prescribed trunk infrastructure***—development infrastructure which is not identified trunk infrastructure, different trunk infrastructure or necessary trunk infrastructure that becomes trunk infrastructure under the Planning Act;

(c) whether an offset or refund applies and if so the details of the offset and refund and the timing of the offset and refund.

21. Identified trunk infrastructure criteria

The identified trunk infrastructure criteria for deciding that development infrastructure is trunk infrastructure are the following:

(a) that the development infrastructure is necessary to service development consistent with the assumptions about the type, scale, location or timing of future development stated in the local government infrastructure plan;

(b) that the development infrastructure complies with the criteria in schedule 7.

22. Working out the establishment cost

The establishment cost for a trunk infrastructure contribution is to be worked out by the local government using the following:

(a) for the calculation of the establishment cost—the method in section 23 (Calculation of the establishment cost);

(b) for the recalculation of the establishment cost for work calculated under paragraph (a)—the method in section 24 (Recalculation of the establishment cost for work);

(c) for the recalculation of the establishment cost for land calculated under paragraph (a)—the method in section 25 (Recalculation of the establishment cost for land).

23. Calculation of the establishment cost

(1) The establishment cost for a trunk infrastructure contribution is to be worked out by the local government using any of the following:

(a) the planned estimate of the trunk infrastructure contribution;

(b) a cost-based estimate of the establishment cost for the trunk infrastructure contribution determined by the local government using first principles estimating;

(c) an estimate of the establishment cost for the trunk infrastructure contribution reasonably determined by the local government.

(2) The ***planned estimate*** of the trunk infrastructure contribution if:

(a) the whole of an item of identified trunk infrastructure—is the ***planned cost*** being the amount of the value of the item stated in schedule 8;

(b) part of an item of identified trunk infrastructure—is the estimate of the proportion of the planned cost of the item of identified trunk infrastructure applicable to the trunk infrastructure contribution having regard to the method used by the local government to work out the planned cost of the item of identified trunk infrastructure stated in the extrinsic material to the local government infrastructure plan; and

(c) different trunk infrastructure, necessary trunk infrastructure or prescribed trunk infrastructure—is the estimate of the planned cost of the infrastructure having regard to the method used by the local government to work out the planned cost of the identified trunk infrastructure for the network of development infrastructure stated in the extrinsic material to the local government infrastructure plan.

24. Recalculation of the establishment cost for work

Market cost

(1) The establishment cost for a trunk infrastructure contribution for work may be recalculated by the local government at the request of the applicant by using the market cost for the work.

(2) The ***market cost*** for the work is the estimate of the cost of the design and construction of the work:

(a) including the following:

(i) the construction cost for the work;

(ii) construction on costs for the work which do not exceed the maximum construction on costs stated in schedule 9 for the following:

(A) the cost of survey for the work;

(B) the cost of geotechnical investigations for the work;

(C) the cost of only detailed design for the work;

(D) the cost of project management and contract administration;

(E) the cost of environmental investigations for the work;

(F) a portable long service leave payment for a construction contract for the work;

(iii) risk and contingencies which do not exceed 10% for the cost of that part of the of the work in a construction contract which is subject to a contingency.

Example—

A construction contract for a trunk road infrastructure network item may state a contingency for pavement design and service relocation.

(b) excluding the following:

(i) the planning of the work;

(ii) a cost of carrying out temporary infrastructure;

(iii) a cost of carrying out other infrastructure which is not part of the trunk infrastructure contribution;

(iv) a cost of the decommissioning, removal and rehabilitation of infrastructure identified in paragraphs (ii) and (iii);

(v) a part of the trunk infrastructure contribution provided by:

(A) the local government; or

(B) a person, other than the applicant or a person engaged by the applicant;

(vi) a cost to the extent that GST is payable and an input tax credit can be claimed for the work;

(vii) a cost attributable directly or indirectly to the failure of an applicant or a person engaged by the applicant to perform and fulfil a relevant approval for the work;

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(viii) a cost caused or contributed to by a negligent or wilful act or omission by the applicant or a person engaged by the applicant;

(ix) a cost of carrying out development infrastructure which is only made necessary by the development and does not contribute to the function of the trunk infrastructure item;

(x) a cost of carrying out trunk infrastructure which relates to another development infrastructure network;

(xi) a cost of carrying out development infrastructure which is replacing existing infrastructure with different infrastructure in another development infrastructure network;

(xii) a cost of existing development infrastructure which services or is planned to service existing or future demand that is replaced by the trunk infrastructure contribution.

Determining the market cost

(3) The local government is to, prior to the applicant starting the construction of the work, determine the market cost for the work as follows:

(a) the applicant is to undertake an open tender process for the work;

(b) the applicant is to:

(i) give to the local government a notice in the prescribed form which states the following:

(A) an open tender process has been conducted;

(B) the tenders received;

(C) the applicant's preferred tenderer and where the trunk infrastructure contribution is trunk road infrastructure a statement demonstrating the tender is from a ***suitably qualified civil contractor***;

(D) the applicant's reason for the preferred tenderer;

(E) the terms of the construction contract for the work;

(F) a plan for each development infrastructure network clearly showing the extent of the work for which an offset is sought;

(G) the applicant's calculation of the market cost for the work; and

Editor's note—Tenders for the development of trunk road infrastructure are only to be accepted from a ***suitably qualified civil contractor****.*

(ii) pay the prescribed fee;

Editor's note—The prescribed fee may include local government's costs for determining the market cost.

(c) the local government may, within 15 business days of the date the notice under paragraph (b) is received by the local government, give a notice to the applicant which states that the applicant is to provide to the local government a document to enable the local government to determine the market cost including without limitation the following:

(i) details in respect of a construction contract for the work;

(ii) a plan for each development infrastructure network clearly showing the scope of the work for which an offset is sought;

(d) the applicant is to comply with a notice given by the local government to the applicant under paragraph (c);

(e) the local government is to as soon as reasonably practicable determine the market cost acting reasonably having regard to the matters in paragraphs (a) to (d);

(f) the local government after determining the market cost is to as soon as reasonably practicable:

(i) give to the applicant a notice which states the following:

(A) the local government's calculation of the market cost for the work and the reason for any difference from the applicant's calculation;

(B) the establishment cost for the work; and

(ii) issue an amended infrastructure charges notice.

Adjustment of the establishment cost

(4) The local government is to, after the completion of the construction of the work and prior to the date for the payment of a levied charge, determine an adjustment to the establishment cost as follows:

(a) this subsection only applies to a cost of work (***prescribed cost***) if the cost:

(i) would have formed part of the market cost used to work out the establishment cost for the work; and

(ii) was not included in the market cost used to work out the establishment cost or was included in the market cost used to work out the establishment cost but was for an amount less than the prescribed cost; and

(iii) was included in the market cost used to work out the establishment cost but was subject to a contingency stated in subsection (2)(a)(iii);

(b) the applicant may, prior to 15 business days after the applicant has completed the work:

(i) give to the local government a single notice which is to state the following:

(A) that the applicant requests that the local government adjust the establishment cost to take account of the prescribed cost;

(B) all information reasonably necessary to establish the calculation of the prescribed cost and that the cost is a prescribed cost;

(C) the applicant's calculation of the prescribed cost; and

(ii) pay the prescribed fee if paragraph (i) applies.

Editor's note—The prescribed fee may include local government's costs for determining whether the establishment cost is to be adjusted.

(c) the local government may, within 15 business days of the date the notice under paragraph (b) is received by the local government, give a notice to the applicant which states that the applicant is to provide to the local government a document to enable the local government to determine the value of an adjusted establishment cost;

(d) the applicant is to comply with a notice given by the local government to the applicant under paragraph (c);

(e) the local government is to as soon as reasonably practicable determine whether the establishment cost is to be adjusted acting reasonably having regard to the matters in paragraphs (a) to (d);

(f) the local government after determining whether the establishment cost is to be adjusted, is to as soon as reasonably practicable:

(i) give to the applicant a notice which states the following:

(A) the local government's calculation of the adjusted establishment cost for the work and the reason for any difference from the applicant's calculation;

(B) the establishment cost for the work; and

(ii) issue an amended infrastructure charges notice.

25. Recalculation of the establishment cost for land

(1) The establishment cost for a trunk infrastructure contribution for land may be recalculated by the local government at the request of the applicant using the current market value of the land.

(2) The ***current market value*** of the land is the difference, determined by using the before and after method of valuation of the whole of the subject premises, between the value of the subject premises including the land and the value of the subject premises excluding the land.

(3) The local government is to, prior to the date of payment of the levied charge, determine the market value of the land as follows:

(a) the applicant is to provide to the local government the following:

(i) a notice in the prescribed form requesting the recalculation of the establishment cost for the land;

(ii) a valuation of the land undertaken by a certified practicing valuer;

(iii) the prescribed fee;

Editor's note—The prescribed fee may include the local government's costs of the recalculation process including the cost of the registered valuer and independent certified practicing valuer.

(b) the local government may, if the matters in paragraph (a) are satisfied, refer the valuation to a registered valuer to assess whether the valuation is consistent with the current market value;

(c) the local government is to decide whether to:

(i) accept the valuation; or

(ii) reject the valuation;

(d) the local government is to, if it accepts the valuation:

(i) give to the applicant a notice stating the establishment cost for the land; and

(ii) index the establishment cost for the land using the CPI from the date of the accepted valuation to the date stated in the amended infrastructure charges notice;

(e) the local government is to, if it rejects the valuation, refer the valuation to an independent certified practicing valuer to:

(i) assess whether the valuation is consistent with the current market value; and

(ii) undertake a valuation of the land if the valuation is assessed as not consistent with the current market value;

(f) the local government is to, upon the determination of the independent certified practicing valuer's valuation:

(i) give to the applicant a notice stating the establishment cost for the land;

(ii) index the establishment cost for the land using the CPI from the date of the independent certified practicing valuer's valuation to the date stated in the amended infrastructure charges notice; and

(iii) issue an amended infrastructure charges notice;

(g) the local government however is not required to refer the valuation to the registered valuer or the independent certified practising valuer if the applicant has not paid to the Council the prescribed fee including the costs of the registered valuer under paragraph (b) and the independent certified practicing valuer under paragraph (e).

26. Calculation of the actual cost

(1) The ***actual cost*** for the work is the cost of the design and construction of the work:

(a) including the following:

(i) the construction cost for the work;

(ii) construction on costs for the work which do not exceed the maximum construction on costs stated in schedule 9 for the following:

(A) the cost of survey for the work;

(B) the cost of geotechnical investigations for the work;

(C) the cost of only detailed design for the work;

(D) the cost of project management and contract administration;

(E) the cost of environmental investigations for the work;

(F) a portable long service leave payment for a construction contract for the work;

(iii) risk and contingencies which do not exceed 10% for the cost of that part of the of the work in a construction contract which is subject to a contingency.

Example—

A construction contract for a trunk road infrastructure network item may state a contingency for pavement design and service relocation.

(b) excluding the following:

(i) the planning of the work;

(ii) a cost of carrying out temporary infrastructure;

(iii) a cost of carrying out other infrastructure which is not part of the trunk infrastructure contribution;

(iv) a cost of the decommissioning, removal and rehabilitation of infrastructure identified in paragraphs (ii) and (iii);

(v) a part of the trunk infrastructure contribution provided by:

(A) the local government; or

(B) a person, other than the applicant or a person engaged by the applicant;

(vi) a cost to the extent that GST is payable and an input tax credit can be claimed for the work;

(vii) a cost attributable directly or indirectly to the failure of an applicant or a person engaged by the applicant to perform and fulfil a relevant approval for the work;

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(viii) a cost caused or contributed to by a negligent or wilful act or omission by the applicant or a person engaged by the applicant;

(ix) a cost of carrying out development infrastructure which is only made necessary by the development and does not contribute to the function of the trunk infrastructure item;

(x) a cost of carrying out trunk infrastructure which relates to another development infrastructure network;

(xi) a cost of carrying out development infrastructure which is replacing existing infrastructure with different infrastructure in another development infrastructure network;

(xii) a cost of existing development infrastructure which services or is planned to service existing or future demand that is replaced by the trunk infrastructure contribution.

*Editor's note—Trunk road infrastructure works are only to be carried out by a **suitably qualified civil contractor**.*

27. Application of an offset and refund

The following apply if a trunk infrastructure contribution services or is planned to service premises other than premises the subject of the relevant approval and an adopted charge applies to the development the subject of the relevant approval:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(a) an ***offset***—where the cost for the trunk infrastructure contribution calculated in accordance with section 28 (Information about an offset and refund) is equal to or less than the levied charge; and

(b) a ***refund***—where the cost for the trunk infrastructure contribution calculated in accordance with section 28 (Information about an offset and refund) is more than the levied charge.

28. Information about an offset and refund

(1) If an offset applies, the cost for the trunk infrastructure contribution is to be worked out by the local government in accordance with:

(a) for the calculation of the establishment cost section 23 (Calculation of the establishment cost);

(b) for the recalculation of the establishment cost for work calculated under paragraph (a) section 24 (Recalculation of the establishment cost for work);

(c) for recalculation of the establishment cost for land calculated under paragraph (a) section 25 (Recalculation of the establishment cost for land);

(d) for calculation of the ***actual cost*** for work section 26 (Calculation of the actual cost) where less than the establishment cost for work calculated under paragraph (a).

*Editor's note—Calculation of an offset and refund for work pursuant to subclause (1)(d) will be used when the details provided in accordance with section 29(1)(b) (Timing of an offset and refund) evidence that the **actual cost** is less than the establishment cost for work calculated pursuant to subclause (1)(a).*

(2) If a refund applies, the refund is to be worked out by the local government as the amount equal to the difference between the cost for the trunk infrastructure calculated in accordance with subsection 28(1) and the amount worked out by applying the adopted charge to the premises as follows:

$R = C - LC$

Where:

R is the refund amount.

C is the cost of the trunk infrastructure provided.

LC is the levied charge.

29. Timing of an offset and refund

(1) An applicant entitled to seek an offset or refund for the trunk infrastructure contribution is to:

(a) give to the local government a notice in the prescribed form which states the following:

(i) the date the trunk infrastructure contribution the subject of an offset or refund was lawfully completed;

(ii) that the trunk infrastructure contribution has been provided in accordance with the relevant approval for the trunk infrastructure contribution;

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(b) for works, unless the cost of the trunk infrastructure contribution has been determined in accordance with section 24 (Recalculation of the establishment cost for work), provide full details of the ***actual cost*** in the form of the tender documentation including any variations, invoices and proof of payments; and

(c) pay the prescribed fee.

Editor's note—The prescribed fee may include the local government's costs for determining the matters in subsection (1)(a) and (1)(b).

(2) The local government is to as soon as reasonably practicable after receiving a notice under subsection (1):

(a) determine whether the trunk infrastructure contribution has satisfied the matters in subsections (1)(a) and (1)(b); and

(b) give to the applicant a notice stating the outcome of the local government's determination.

(3) The local government if satisfied of the matters in subsections (1)(a) and (1)(b) is to, unless otherwise provided for in an infrastructure agreement:

(a) for an offset—set off the cost determined in accordance with section 28 (Information about an offset and refund) for the trunk infrastructure contribution against the levied charge when the levied charge stated in the infrastructure charges notice is payable under the Planning Act;

(b) for a refund—give the refund when stated in the infrastructure charges notice.

(4) The local government has adopted a policy position in relation to the determination in an infrastructure charges notice of when a refund is to be given by the local government to achieve the following policy objectives:

(a) to seek to integrate the local government's land use and infrastructure plans;

(b) to implement the local government infrastructure plan as the basis for the local government's trunk infrastructure funding;

(c) to implement infrastructure funding which is equitable, accountable and financially sustainable for the local government.

(5) The local government's policy position in relation to the determination in an infrastructure charges notice of when a refund is to be given by the local government and related matters is as follows:

(a) for a trunk infrastructure contribution for identified trunk infrastructure which is identified in the local government's capital works program at the date of the relevant approval with a planned date that is consistent with the local government infrastructure plan:

Editor's note—A relevant approval is a development approval under the Planning Act 2016.

(i) the refund may be given in accordance with the payment triggers in paragraph (ii) until the planned date, at which time the balance of the refund is to be given by 31 December of the financial year following the planned date;

(ii) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December of the financial year following the completion of the trunk infrastructure contribution;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution until the amount is paid;

(iii) each amount to be paid under paragraph (i) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid;

(b) for a trunk infrastructure contribution for identified trunk infrastructure (for which subsection 29(5)(a) does not apply) or different trunk infrastructure which is provided before or in the planned date or period for the trunk infrastructure contribution stated in the local government infrastructure plan:

(i) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December of the financial year following the end of the relevant planned date or period for the trunk infrastructure contribution;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments by 31 December in each financial year commencing in the financial year following the end of the relevant planned date or period for the trunk infrastructure contribution;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments by 31 December in each financial year commencing in the financial year following the end of the relevant planned date or period for the trunk infrastructure contribution;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 by 31 December in each financial year commencing in the financial year following the end of the relevant planned date or period for the trunk infrastructure contribution until the amount is paid;

(ii) each amount to be paid under paragraph (i) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid;

(c) for a trunk infrastructure contribution for identified trunk infrastructure or different trunk infrastructure which is provided after the planned date or period for the trunk infrastructure contribution stated in the local government infrastructure plan:

(i) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December of the financial year following the completion of the trunk infrastructure contribution;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 by 31 December in each financial year commencing in the financial year following the completion of the trunk infrastructure contribution until the amount is paid;

(ii) each amount to be paid under paragraph (i) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid;

(d) for a trunk infrastructure contribution for necessary trunk infrastructure:

(i) the local government is to estimate the period in which the trunk infrastructure contribution would have been planned to be provided had it been included in the local government infrastructure plan having regard to the method used by the local government to work out the relevant planned date or period of items of identified trunk infrastructure for the network of development infrastructure stated in the extrinsic material to the local government infrastructure plan (***specified date or period***);

(ii) the local government is to upon the completion of the trunk infrastructure contribution include the trunk infrastructure as existing trunk infrastructure in the local government infrastructure plan;

(iii) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December of the financial year following the end of the specified date or period for the trunk infrastructure contribution;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments by 31 December in each financial year commencing in the financial year following the end of the specified date or period for the trunk infrastructure contribution;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments by 31 December in each financial year commencing in the financial year following the end of the specified date or period for the trunk infrastructure contribution;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 by 31 December in each financial year commencing in the financial year following the end of the specified date or period for the trunk infrastructure contribution until the amount is paid;

(iv) each amount to be paid under paragraph (iii) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid;

(e) for a trunk infrastructure contribution for prescribed trunk infrastructure:

(i) the local government is to upon the completion of the trunk infrastructure contribution include the trunk infrastructure as existing trunk infrastructure in the local government infrastructure plan;

(ii) the following payment triggers achieve the local government's policy objectives:

(A) for a refund which is an amount that is less than $100,000—the refund may be given by 31 December 2036;

(B) for a refund which is an amount that is $100,000 or more but not more than $500,000—the refund may be given annually over 3 financial years in equal payments between 31 December 2036 and 31 December 2039;

(C) for a refund which is an amount that is $500,000 or more but not more than $1 million—the refund may be given annually over 5 financial years in equal payments between 31 December 2036 and 31 December 2041;

(D) for a refund which is an amount that is $1 million or more—the refund may be given annually in equal payments of $250,000 from 31 December 2036 until the amount is paid;

(iii) each amount to be paid under paragraph (ii) is to be increased by the CPI from the date of the infrastructure charges notice for the refund to the date that the amount is paid.

Schedule 1 Dictionary

actual cost see section 26 (Calculation of the actual cost).

additional demand see section 12(b)(ii) (Purpose of part 3).

adopted charge see section 6(a) (Purpose of part 2).

applicable area see section 6(d) (Purpose of part 2).

applicable date see section 6(c) (Purpose of part 2).

applicable use see section 6(e) (Purpose of part 2).

applied adopted charge see section 12(b)(i) (Purpose of part 3).

arterial roads mean local roads which:

(a) facilitate traffic movement across a number of suburbs or townships, or provide crosscity links between major activity areas and link with highways and motorways; and

(b) are primarily used for through traffic movements (that is, 50 percent or more of the road's traffic will ultimately not have an origin or destination within the adjacent traffic zone or contribution sector).

Editor's note—The term 'arterial roads' is also referred to as 'intersuburban links' in the Council's land-use planning activities.

automatic increase see section 12(c) (Purpose of part 3).

bedroom means an area of a building or structure which:

(a) is used, designed or intended for use for sleeping but excludes a lounge room, dining room, living room, kitchen, water closet, bathroom, laundry, garage or plant room; or

(b) can be used for sleeping such as a den, study, loft, media or home entertainment room, library, family or rumpus room or other similar space.

citywide community facilities mean community facilities which are described as 'citywide community facilities' and meet the relevant elements as set out in the extrinsic material for the community facilities trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

citywide parks mean parks which are described as 'citywide parks' and meet the relevant elements as set out in the extrinsic material for the public parks trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

commercial or industrial area means that part of the local government area in the zones and designations under the Ipswich planning scheme identified below:

Commercial (office) area	CBD primary commercial zone
	CBD secondary commercial zone CBD top of town zone CBD medical services zone
Commercial (retail) area	Major centre zone Local retail & commercial zone CBD North secondary business zone
	Rosewood town centre primary business area zone & town square sub area Character area - mixed use zone
	CBD primary retail zone
	Business park zone
	Rosewood town centre secondary business area zone
Other Industry area	Local business & industry zone Local business & industry investigation zone Business incubator zone
	Regional business & industry zone
	Regional business & industry investigation zone
	Rosewood service trades & showgrounds zone

completion means the stage in the provision of a trunk infrastructure contribution by an applicant when the local government is satisfied that the trunk infrastructure contribution is complete other than for a minor omission and a minor defect which:

(a) is not essential;

(b) does not prevent the matter from being reasonably capable of being used for its intended purpose;

(c) the local government determines the applicant has a reasonable basis for not promptly rectifying; and

(d) the rectification of which will not prejudice the convenient use of the matter.

CPI (an acronym for consumer price index) means the following:

(a) the consumer price index 6401.0 All Groups Brisbane published by the Australian Bureau of Statistics;

(b) if an index described in paragraph (a) ceases to be published—another similar index prescribed by the local government.

Editor's note—Where the CPI has not been published for a calculation date the change in the CPI is to be determined by having regard to the index prior to the base date and the index prior to the calculation date.

current market value see section 25(2) (Recalculation of the establishment cost for land).

deemed demand see section 16(3)(d) (Working out the additional demand).

deemed demand area means the deemed demand area in schedule 12.

demand credit see section 16(1) (Working out the additional demand).

demand unit see section 16(2) (Working out the additional demand).

development demand see section 16(1) (Working out the additional demand).

different trunk infrastructure see section 20(b)(ii) (Purpose of part 4).

distributor-retailer means the Central SEQ Distributor-Retailer Authority (trading as Queensland Urban Utilities) under the SEQ Water Act.

distributor-retailer's adopted charge or DAC see section 7(2)(e) (Adopted charges).

distributor-retailer infrastructure planning instrument see section 8(2) (Trunk infrastructure networks for adopted charges).

distributor-retailer trunk infrastructure network charge or DNC see section 7(2)(a)(ii) (Adopted charges).

distributor-retailer trunk infrastructure networks see section 6(b)(ii) (Purpose of part 2).

district community facilities mean community facilities which are described as 'district community facilities' and meet the relevant elements as set out in the extrinsic material for the community facilities trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

district parks mean parks which are described as 'district parks' and meet the relevant elements as set out in the extrinsic material for the public parks trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

dwelling has the meaning in the Planning Regulation.

Editor's note—The term 'dwelling' is defined in the Planning Regulation to mean:

"(a) is used, or capable of being used, as a self-contained residence; and
(b) contains—
(i) food preparation facilities; and
(ii) a bath or shower; and
(iii) a toilet; and
(iv) a wash basin; and
(v) facilities for washing clothes."

establishment cost see section 22 (Working out the establishment cost).

existing lawful use see section 16(3)(a) (Working out the additional demand).

financial year means a period of 1 year beginning on 1 July.

GFA (an acronym for gross floor area) has the meaning in the Planning Regulation.

Editor's note—The term 'gross floor area' is defined in the Planning Regulation to mean:

"for a building, means the total floor area of all storeys of the building, measured from the outside of the external walls and the centre of any common walls of the building, other than areas used for—

(a) building services, plant or equipment; or
(b) access between levels; or
(c) a ground floor public lobby; or
(d) a mall; or
(e) parking, loading or manoeuvring vehicles; or
(f) unenclosed private balconies, whether roofed or not."

identified trunk infrastructure criteria see section 20(a) (Purpose of part 4).

identified trunk infrastructure see section 20(b)(i) (Purpose of part 4).

infrastructure charging instrument means any of the following:

(a) a condition imposed under a planning scheme policy about infrastructure;

(b) an adopted infrastructure charge levied under an adopted infrastructure charges notice;

(c) a levied charge under an infrastructure charges notice.

Ipswich planning scheme means the *Ipswich Planning Scheme 2006*.

levied charge see section 12(a) (Purpose of part 3).

levied charge relief see section 12(b)(iii) (Purpose of part 3).

local community facilities mean community facilities which are described as 'local community facilities' and meet the relevant elements as set out in the extrinsic material for the community facilities trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

local government trunk infrastructure networks see section 6(b)(i) (Purpose of part 2).

local government trunk infrastructure network charge or LNC see section 7(2)(a)(i) (Adopted charges).

local parks mean parks which are described as 'local parks' and meet the relevant elements as set out in the extrinsic material for the public parks trunk infrastructure network.

Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

market cost see section 24(2) (Recalculation of the establishment cost for work).

maximum adopted charge or MAC see section 7(2)(d) (Adopted charges).

necessary trunk infrastructure see section 20(b)(iii) (Purpose of part 4).

offset see section 27(a) (Application of an offset and refund).

persons has the meaning in the local government infrastructure plan.

Editor's note—The term 'person' is defined in the local government infrastructure plan to mean "the number of persons within an occupied dwelling averaged across the detached housing or attached housing zones as outlined in the Planning Scheme."

planned cost see section 23(2)(a) (Calculation of the establishment cost).

planned estimate see section 23(2) (Calculation of the establishment cost).

Planning Act means the *Planning Act 2016*.

Planning Regulation means the Planning Regulation 2017.

PPI (an acronym for producer price index) means the following:

(a) the producer price index for construction 6427.0 (ABS PPI) index number 3101—Road and Bridge construction index for Queensland published by the Australian Bureau of Statistics;

(b) if an index described in paragraph (a) ceases to be published—another similar index prescribed by the local government.

Editor's note—Where the PPI has not been published for a calculation date the change in the PPI is to be determined by having regard to the index prior to the base date and the index prior to the calculation date.

prescribed community development means the following:

(a) citywide developments—these developments are higher order community facilities which have a Citywide or sub-regional catchment. Whilst not mandatory, their location is best intended for the Ipswich City Centre or proposed Town Centres (e.g. Ipswich Grammar Schools);

(b) district developments—these developments, whilst higher order community facilities, have a 'sector' or large suburban catchment (i.e. Ipswich Eastern Suburbs, Southern Corridor etc.). These types of developments are more prevalent in existing urban areas (e.g. St. Peter Claver College);

(c) neighbourhood developments—these developments, whilst varying in size, cater primarily for the needs of the surrounding neighbourhood (e.g. Leichhardt Catholic Primary School, Riverview Neighbourhood Centre);

(d) local developments—these developments provide facilities for a highly localised catchment (e.g. Local Neighbourhood House, Tenants' Association House or local community hall or recreational facility which is generally less than 200m^2 in GFA). These developments will be limited to small, local based community organisations.

prescribed community organisation means the following:

(a) Scouts and Girl Guides Associations, War Widows Guild, Creche and Kindergartens, Queensland Deaf Society (Inc.), Queensland Spastic Welfare League, Welfare Associations for the Blind, Queensland Society for Crippled Children, Senior Citizens Clubs and other like registered charitable organisations;

(b) religious institutions;

(c) private schools (or non-state schools) in receipt of a subsidy under the *Education (General Provisions) Act 2006* and affiliated with an approved Capital Assistance Authority under the *Education (Capital Assistance) Act 1993*; or

(d) other non-profit organisations (including sporting and recreational organisations) which provide a service to the community and do not normally have an income stream or are able to demonstrate their status as non-profit through an external source such as the Australian Taxation Office.

prescribed cost see section 24(4)(a) (Recalculation of the establishment cost for work).

prescribed financial contribution see section 12(b)(iv) (Purpose of part 3).

prescribed fee means a cost recovery fee prescribed by the local government.

prescribed form means a form prescribed by the local government.

prescribed trunk infrastructure see section 20(b)(iv) (Purpose of part 4).

previous lawful use see section 16(3)(b) (Working out the additional demand).

local government infrastructure plan means the Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.

Editor's note—The Local Government Infrastructure Plan is Part 13 of the Ipswich Planning Scheme 2006.

PSP 5 see section 7(1)(a) (Adopted charges).

refund see section 27(b) (Application of an offset and refund).

relevant proportion or RP see section 7(2)(c) (Adopted charges).

religious institution means an institution which is a religious institution under the *Income Tax Assessment Act 1936* or the *Income Tax Assessment Act 1997*, as applicable.

residential area means that part of the local government area in the zones and designations under the Ipswich planning scheme that is not otherwise identified as commercial or industrial area.

SEQ Water Act means the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.

specified date or period see section 29(5)(d)(i) (Timing of an offset and refund).

Springfield structure plan means the Springfield structure plan, which forms part of the Ipswich planning scheme.

Editor's note—The Springfield structure plan is Part 14 of the Ipswich Planning Scheme 2006.

sub-arterial roads mean local roads which:

(a) facilitate movement across a suburb, from one suburb to another and link with arterial roads; and

(b) are primarily used for through traffic movements (that is, 50 percent or more of the road's traffic usage that ultimately does not have an origin or destination within the adjacent traffic zone or contribution sector).

Editor's note—The term 'sub-arterial roads' is also referred to as 'suburban links' and 'distributors' in the Council's land-use planning activities.

suite means a number of connected rooms one of which is a bedroom in which an individual or a group of two or more related or unrelated people reside with the common intention to live together on a long term basis and who make common provision for food or other essentials for living.

suitably qualified civil contractor means a contractor:

(a) that has been prequalified by the Department of Transport and Main Roads under the Austroads National Prequalification System for Civil (Road and Bridge) Construction Contracts in the categories of roadworks and bridge construction relevant to the trunk road infrastructure to be constructed; or

(b) that is able to demonstrate that it meets the prequalification criteria of the Department of Transport and Main Roads under the Austroads National Prequalification System for Civil (Road and Bridge) Construction Contracts in the categories of roadworks and bridge construction relevant to the trunk road infrastructure to be constructed.

total trunk infrastructure network charges or Total NC see section 7(2)(b) (Adopted charges).

trunk infrastructure contribution see section 20(b) (Purpose of part 4).

trunk infrastructure networks see section 6(b) (Purpose of part 2).

trunk infrastructure network charges see section 7(2) (Adopted charges).

Schedule 2 Trunk infrastructure network charges

Table A Reconfiguring a lot of land in the residential area

Column 1 Demand unit	Column 2 Trunk infrastructure network charges				
	Transport trunk infrastructure network	**Public parks trunk infrastructure network**	**Community facilities trunk infrastructure network**	**Water supply trunk infrastructure network for water service**	**Sewerage trunk infrastructure network for wastewater service**
Lot	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C1.	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C2.	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C3.	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C4.	Trunk infrastructure network charge for one dwelling house (3 bedroom dwelling) charge in Table C5.

Table B Reconfiguring a lot of land not in the residential area

Column 1 Demand unit	Column 2 Area	Column 3 Unconstrained (see schedule 11) percentage	Column 4 Constrained Area (see schedule 11) percentage	Column 5 Trunk infrastructure network charges		
				Transport trunk infrastructure network	Water supply trunk infrastructure network for water service	Sewerage trunk infrastructure network for wastewater service
Lot	Commercial (office) area	30	Not applicable	Trunk infrastructure network charge for Commercial (office) - Office charge in Table D1 ($ per m² GFA).	Trunk infrastructure network charge for Commercial (office) - Office charge in Table D2 ($ per m² GFA).	Trunk infrastructure network charge for Commercial (office) - Office charge in Table D3 ($ per m² GFA).
Lot	Commercial (retail) area	30	22.5 in the Business park zone (see schedule 11)	Trunk infrastructure network charge for Commercial (retail) - Shop charge in Table D1 ($ per m² GFA).	Trunk infrastructure network charge for Commercial (retail) - Shop charge in Table D2 ($ per m² GFA).	Trunk infrastructure network charge for Commercial (retail) - Shop charge in Table D3 ($ per m² GFA).
Lot	Other industry area	30	6.65 in the Regional business and industry zone and Regional business and industry investigation zone (see schedule 11)	Trunk infrastructure network charge for Other industry - Low impact industry charge in Table D1 ($ per m² GFA).	Trunk infrastructure network charge for Other industry - Low impact industry charge in Table D2 ($ per m² GFA).	Trunk infrastructure network charge for Other industry - Low impact industry charge in Table D3 ($ per m² GFA).

Table C1 Residential use – transport trunk infrastructure network

Column 1	Column 2 Transport trunk infrastructure network charge ($ per demand unit)																													
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																													
	Residential uses					Accommodation (long term)													Accommodation (short term)											
	Caretaker's accommodation Multiple dwelling Dual occupancy			Dwelling house		Relocatable Home Park		Rooming Accommodation Other				Rooming Accommodation Student accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Short-term accommodation Hotel (residential component)				Short-term accommodation Short-term accommodation (other)				Tourist Park (Camping ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
1	2727	3574	5267	4364	6113	3574	3574	1881	3762	5643	1881	2727	5455	8182	2727	2727	3574	5267	2727	3574	7148	10722	1881	3762	5643	1881	2727	5455	8182	2727	2727	5455	8182
2	2294	3006	4430	3671	5142	3006	3006	1582	3164	4746	1582	2294	4588	6882	2294	2294	3006	4430	2294	3006	6012	9018	1582	3164	4746	1582	2294	4588	6882	2294	2294	4588	6882
3	2700	3537	5213	4319	6051	3537	3537	1862	3724	5585	1862	2700	5399	8099	2700	2700	3537	5213	2700	3537	7075	10612	1862	3724	5585	1862	2700	5399	8099	2700	2700	5399	8099
4	2636	3454	5090	4218	5908	3454	3454	1818	3636	5454	1818	2636	5272	7908	2636	2636	3454	5090	2636	3454	6908	10362	1818	3636	5454	1818	2636	5272	7908	2636	2636	5272	7908
5	3721	4876	7186	5954	8341	4876	4876	2567	5133	7700	2567	3721	7443	11164	3721	3721	4876	7186	3721	4876	9753	14629	2567	5133	7700	2567	3721	7443	11164	3721	3721	7443	11164
6	3880	5085	7493	6209	8698	5085	5085	2676	5352	8029	2676	3880	7761	11641	3880	3880	5085	7493	3880	5085	10170	15254	2676	5352	8029	2676	3880	7761	11641	3880	3880	7761	11641
7	3213	4210	6204	5140	7200	4210	4210	2216	4431	6647	2216	3213	6425	9638	3213	3213	4210	6204	3213	4210	8419	12629	2216	4431	6647	2216	3213	6425	9638	3213	3213	6425	9638
8	1113	1459	2150	1781	2495	1459	1459	768	1536	2303	768	1113	2227	3340	1113	1113	1459	2150	1113	1459	2917	4376	768	1536	2303	768	1113	2227	3340	1113	1113	2227	3340
9	2179	2855	4207	3486	4884	2855	2855	1503	3005	4508	1503	2179	4358	6536	2179	2179	2855	4207	2179	2855	5710	8565	1503	3005	4508	1503	2179	4358	6536	2179	2179	4358	6536
10	3042	3985	5873	4867	6817	3985	3985	2098	4195	6293	2098	3042	6083	9125	3042	3042	3985	5873	3042	3985	7971	11956	2098	4195	6293	2098	3042	6083	9125	3042	3042	6083	9125
11	2684	3517	5182	4294	6015	3517	3517	1851	3702	5553	1851	2684	5367	8051	2684	2684	3517	5182	2684	3517	7033	10550	1851	3702	5553	1851	2684	5367	8051	2684	2684	5367	8051
12	3777	4949	7294	6043	8466	4949	4949	2605	5210	7815	2605	3777	7554	11331	3777	3777	4949	7294	3777	4949	9899	14848	2605	5210	7815	2605	3777	7554	11331	3777	3777	7554	11331
13	3833	5022	7401	6132	8591	5022	5022	2643	5287	7930	2643	3833	7666	11498	3833	3833	5022	7401	3833	5022	10044	15067	2643	5287	7930	2643	3833	7666	11498	3833	3833	7666	11498
14	3813	4996	7363	6101	8546	4996	4996	2630	5259	7889	2630	3813	7626	11439	3813	3813	4996	7363	3813	4996	9992	14989	2630	5259	7889	2630	3813	7626	11439	3813	3813	7626	11439
15	2314	3032	4468	3702	5186	3032	3032	1596	3192	4788	1596	2314	4628	6942	2314	2314	3032	4468	2314	3032	6064	9096	1596	3192	4788	1596	2314	4628	6942	2314	2314	4628	6942
16	2855	3741	5513	4568	6398	3741	3741	1969	3938	5906	1969	2855	5709	8564	2855	2855	3741	5513	2855	3741	7481	11222	1969	3938	5906	1969	2855	5709	8564	2855	2855	5709	8564
17	5065	6637	9781	8104	11353	6637	6637	3493	6987	10480	3493	5065	10131	15196	5065	5065	6637	9781	5065	6637	13275	19912	3493	6987	10480	3493	5065	10131	15196	5065	5065	10131	15196
18	3809	4991	7355	6094	8537	4991	4991	2627	5254	7881	2627	3809	7618	11427	3809	3809	4991	7355	3809	4991	9982	14973	2627	5254	7881	2627	3809	7618	11427	3809	3809	7618	11427
19	5212	6830	10065	8340	11683	6830	6830	3595	7190	10784	3595	5212	10425	15637	5212	5212	6830	10065	5212	6830	13660	20490	3595	7190	10784	3595	5212	10425	15637	5212	5212	10425	15637
20	3348	4387	6465	5356	7503	4387	4387	2309	4618	6926	2309	3348	6695	10043	3348	3348	4387	6465	3348	4387	8773	13160	2309	4618	6926	2309	3348	6695	10043	3348	3348	6695	10043
21	3769	4939	7278	6031	8448	4939	4939	2599	5199	7798	2599	3769	7538	11307	3769	3769	4939	7278	3769	4939	9878	14817	2599	5199	7798	2599	3769	7538	11307	3769	3769	7538	11307
22	5081	6658	9812	8130	11389	6658	6658	3504	7009	10513	3504	5081	10162	15244	5081	5081	6658	9812	5081	6658	13316	19974	3504	7009	10513	3504	5081	10162	15244	5081	5081	10162	15244
23	2807	3678	5420	4491	6292	3678	3678	1936	3872	5808	1936	2807	5614	8421	2807	2807	3678	5420	2807	3678	7356	11034	1936	3872	5808	1936	2807	5614	8421	2807	2807	5614	8421
24	2382	3121	4599	3811	5338	3121	3121	1642	3285	4927	1642	2382	4763	7145	2382	2382	3121	4599	2382	3121	6241	9362	1642	3285	4927	1642	2382	4763	7145	2382	2382	4763	7145
25	2656	3480	5129	4249	5953	3480	3480	1832	3663	5495	1832	2656	5312	7968	2656	2656	3480	5129	2656	3480	6960	10440	1832	3663	5495	1832	2656	5312	7968	2656	2656	5312	7968
26	2998	3928	5789	4797	6719	3928	3928	2067	4135	6202	2067	2998	5996	8993	2998	2998	3928	5789	2998	3928	7856	11785	2067	4135	6202	2067	2998	5996	8993	2998	2998	5996	8993
27	2811	3683	5428	4498	6300	3683	3683	1939	3877	5816	1939	2811	5622	8433	2811	2811	3683	5428	2811	3683	7367	11050	1939	3877	5816	1939	2811	5622	8433	2811	2811	5622	8433
28	2449	3209	4729	3919	5489	3209	3209	1689	3378	5067	1689	2449	4898	7347	2449	2449	3209	4729	2449	3209	6418	9628	1689	3378	5067	1689	2449	4898	7347	2449	2449	4898	7347
29	2890	3788	5582	4625	6479	3788	3788	1993	3987	5980	1993	2890	5781	8671	2890	2890	3788	5582	2890	3788	7575	11363	1993	3987	5980	1993	2890	5781	8671	2890	2890	5781	8671
30	2771	3631	5351	4434	6211	3631	3631	1911	3822	5734	1911	2771	5542	8314	2771	2771	3631	5351	2771	3631	7262	10894	1911	3822	5734	1911	2771	5542	8314	2771	2771	5542	8314
31	3904	5116	7539	6247	8751	5116	5116	2693	5385	8078	2693	3904	7809	11713	3904	3904	5116	7539	3904	5116	10232	15348	2693	5385	8078	2693	3904	7809	11713	3904	3904	7809	11713
32	1630	2136	3148	2608	3654	2136	2136	1124	2248	3373	1124	1630	3260	4890	1630	1630	2136	3148	1630	2136	4272	6408	1124	2248	3373	1124	1630	3260	4890	1630	1630	3260	4890
33	2676	3506	5167	4281	5997	3506	3506	1845	3691	5536	1845	2676	5352	8027	2676	2676	3506	5167	2676	3506	7012	10519	1845	3691	5536	1845	2676	5352	8027	2676	2676	5352	8027
34	3046	3991	5881	4873	6826	3991	3991	2100	4201	6301	2100	3046	6091	9137	3046	3046	3991	5881	3046	3991	7981	11972	2100	4201	6301	2100	3046	6091	9137	3046	3046	6091	9137
35	3869	5069	7470	6190	8671	5069	5069	2668	5336	8004	2668	3869	7737	11606	3869	3869	5069	7470	3869	5069	10138	15207	2668	5336	8004	2668	3869	7737	11606	3869	3869	7737	11606
36	1908	2501	3685	3053	4278	2501	2501	1316	2632	3948	1316	1908	3817	5725	1908	1908	2501	3685	1908	2501	5001	7502	1316	2632	3948	1316	1908	3817	5725	1908	1908	3817	5725
37	2048	2683	3954	3276	4589	2683	2683	1412	2824	4236	1412	2048	4095	6143	2048	2048	2683	3954	2048	2683	5366	8049	1412	2824	4236	1412	2048	4095	6143	2048	2048	4095	6143
38	2397	3142	4630	3836	5374	3142	3142	1653	3307	4960	1653	2397	4795	7192	2397	2397	3142	4630	2397	3142	6283	9425	1653	3307	4960	1653	2397	4795	7192	2397	2397	4795	7192
39	2883	3777	5566	4612	6461	3777	3777	1988	3976	5964	1988	2883	5765	8648	2883	2883	3777	5566	2883	3777	7554	11331	1988	3976	5964	1988	2883	5765	8648	2883	2883	5765	8648
40	2163	2834	4177	3461	4848	2834	2834	1492	2983	4475	1492	2163	4326	6489	2163	2163	2834	4177	2163	2834	5668	8502	1492	2983	4475	1492	2163	4326	6489	2163	2163	4326	6489
41	2131	2792	4115	3410	4777	2792	2792	1470	2939	4409	1470	2131	4262	6393	2131	2131	2792	4115	2131	2792	5585	8377	1470	2939	4409	1470	2131	4262	6393	2131	2131	4262	6393
42	4544	5955	8775	7271	10186	5955	5955	3134	6268	9402	3134	4544	9089	13633	4544	4544	5955	8775	4544	5955	11910	17864	3134	6268	9402	3134	4544	9089	13633	4544	4544	9089	13633
43	3896	5106	7524	6234	8733	5106	5106	2687	5374	8061	2687	3896	7793	11689	3896	3896	5106	7524	3896	5106	10211	15317	2687	5374	8061	2687	3896	7793	11689	3896	3896	7793	11689
44	2767	3626	5344	4428	6202	3626	3626	1908	3817	5725	1908	2767	5534	8302	2767	2767	3626	5344	2767	3626	7252	10878	1908	3817	5725	1908	2767	5534	8302	2767	2767	5534	8302
45	5471	7169	10564	8753	12262	7169	7169	3773	7546	11319	3773	5471	10942	16413	5471	5471	7169	10564	5471	7169	14337	21506	3773	7546	11319	3773	5471	10942	16413	5471	5471	10942	16413
46	2978	3902	5751	4765	6675	3902	3902	2054	4108	6161	2054	2978	5956	8934	2978	2978	3902	5751	2978	3902	7804	11706	2054	4108	6161	2054	2978	5956	8934	2978	2978	5956	8934
47	2079	2725	4015	3327	4661	2725	2725	1434	2868	4302	1434	2079	4159	6238	2079	2079	2725	4015	2079	2725	5449	8174	1434	2868	4302	1434	2079	4159	6238	2079	2079	4159	6238
48	652	854	1259	1043	1461	854	854	450	899	1349	450	652	1304	1956	652	652	854	1259	652	854	1709	2563	450	899	1349	450	652	1304	1956	652	652	1304	1956
49	1296	1698	2503	2074	2905	1698	1698	894	1788	2682	894	1296	2592	3888	1296	1296	1698	2503	1296	1698	3397	5095	894	1788	2682	894	1296	2592	3888	1296	1296	2592	3888
50	1487	1948	2871	2379	3333	1948	1948	1026	2051	3077	1026	1487	2974	4461	1487	1487	1948	2871	1487	1948	3897	5845	1026	2051	3077	1026	1487	2974	4461	1487	1487	2974	4461
51	1038	1360	2004	1660	2326	1360	1360	716	1431	2147	716	1038	2075	3113	1038	1038	1360	2004	1038	1360	2720	4079	716	1431	2147	716	1038	2075	3113	1038	1038	2075	3113
52	2032	2662	3923	3251	4554	2662	2662	1401	2802	4203	1401	2032	4063	6095	2032	2032	2662	3923	2032	2662	5324	7987	1401	2802	4203	1401	2032	4063	6095	2032	2032	4063	6095
53	1014	1328	1958	1622	2272	1328	1328	699	1398	2098	699	1014	2028	3042	1014	1014	1328	1958	1014	1328	2657	3985	699	1398	2098	699	1014	2028	3042	1014	1014	2028	3042
54	926	1214	1789	1482	2076	1214	1214	639	1278	1917	639	926	1853	2779	926	926	1214	1789	926	1214	2428	3642	639	1278	1917	639	926	1853	2779	926	926	1853	2779

Table C2 Residential use – public parks trunk infrastructure network

Column 1	Column 2																							
	Public Parks trunk infrastructure network charge ($ per demand unit)																							
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																							
	Residential uses					Accommodation (long term)										Accommodation (short term)								
	Caretaker's accommodation Multiple dwelling Dual occupancy			Dwelling house		Relocatable Home Park		Rooming Accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Short-term accommodation Hotel (residential component)				Tourist Park (Camping ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
E1	4780	6190	9168	7679	10735	6190	6190	4780	9560	14340	4780	4780	6190	9168	4780	6190	12381	18571	3918	7836	11754	3918	4780	9560	14340
E2	4872	6309	9344	7827	10941	6309	6309	4872	9743	14615	4872	4872	6309	9344	4872	6309	12619	18928	3993	7986	11980	3993	4872	9743	14615
E3	4286	5551	8221	6886	9626	5551	5551	4286	8572	12858	4286	4286	5551	8221	4286	5551	11101	16652	3513	7026	10539	3513	4286	8572	12858
E4	4641	6010	8901	7456	10423	6010	6010	4641	9282	13922	4641	4641	6010	8901	4641	6010	12020	18031	3804	7608	11412	3804	4641	9282	13922
E5	4320	5595	8286	6940	9702	5595	5595	4320	8640	12960	4320	4320	5595	8286	4320	5595	11190	16785	3541	7082	10623	3541	4320	8640	12960
E6	4905	6352	9408	7880	11016	6352	6352	4905	9810	14715	4905	4905	6352	9408	4905	6352	12705	19057	4020	8041	12061	4020	4905	9810	14715
C1	4285	5550	8219	6884	9624	5550	5550	4285	8570	12855	4285	4285	5550	8219	4285	5550	11099	16649	3512	7025	10537	3512	4285	8570	12855
C2	4121	5337	7904	6621	9255	5337	5337	4121	8242	12363	4121	4121	5337	7904	4121	5337	10674	16011	3378	6756	10134	3378	4121	8242	12363
C3	4805	6223	9216	7719	10791	6223	6223	4805	9610	14414	4805	4805	6223	9216	4805	6223	12445	18668	3938	7877	11815	3938	4805	9610	14414
C4	4618	5981	8858	7420	10372	5981	5981	4618	9237	13855	4618	4618	5981	8858	4618	5981	11962	17944	3786	7571	11357	3786	4618	9237	13855
C5	4406	5707	8451	7079	9896	5707	5707	4406	8813	13219	4406	4406	5707	8451	4406	5707	11413	17120	3612	7223	10835	3612	4406	8813	13219
C6	5009	6487	9607	8047	11249	6487	6487	5009	10018	15027	5009	5009	6487	9607	5009	6487	12974	19461	4106	8211	12317	4106	5009	10018	15027
C7	4360	5646	8362	7004	9791	5646	5646	4360	8719	13079	4360	4360	5646	8362	4360	5646	11292	16938	3573	7147	10720	3573	4360	8719	13079
C8	4174	5406	8006	6706	9374	5406	5406	4174	8348	12522	4174	4174	5406	8006	4174	5406	10811	16217	3421	6842	10264	3421	4174	8348	12522
C9	4382	5675	8404	7039	9841	5675	5675	4382	8763	13145	4382	4382	5675	8404	4382	5675	11349	17024	3592	7183	10775	3592	4382	8763	13145
C10	5230	6773	10031	8402	11745	6773	6773	5230	10459	15689	5230	5230	6773	10031	5230	6773	13546	20319	4287	8573	12860	4287	5230	10459	15689
C11	6438	8338	12348	10343	14459	8338	8338	6438	12876	19314	6438	6438	8338	12348	6438	8338	16676	25013	5277	10554	15831	5277	6438	12876	19314
R1	4823	6246	9251	7748	10832	6246	6246	4823	9646	14469	4823	4823	6246	9251	4823	6246	12492	18739	3953	7907	11860	3953	4823	9646	14469
R2	5068	6563	9720	8142	11382	6563	6563	5068	10136	15203	5068	5068	6563	9720	5068	6563	13126	19690	4154	8308	12462	4154	5068	10136	15203
R3	4644	6014	8907	7461	10430	6014	6014	4644	9288	13932	4644	4644	6014	8907	4644	6014	12029	18043	3807	7613	11420	3807	4644	9288	13932
R4	4722	6115	9057	7586	10605	6115	6115	4722	9444	14166	4722	4722	6115	9057	4722	6115	12231	18346	3871	7741	11612	3871	4722	9444	14166
W1	4531	5868	8691	7280	10177	5868	5868	4531	9062	13594	4531	4531	5868	8691	4531	5868	11737	17605	3714	7428	11142	3714	4531	9062	13594
W2	4700	6087	9016	7551	10557	6087	6087	4700	9401	14101	4700	4700	6087	9016	4700	6087	12175	18262	3853	7706	11558	3853	4700	9401	14101
W3	4159	5386	7977	6681	9340	5386	5386	4159	8318	12477	4159	4159	5386	7977	4159	5386	10772	16158	3409	6818	10227	3409	4159	8318	12477
W4	4319	5593	8284	6938	9700	5593	5593	4319	8638	12956	4319	4319	5593	8284	4319	5593	11186	16780	3540	7080	10620	3540	4319	8638	12956
W5	4346	5629	8336	6982	9761	5629	5629	4346	8692	13038	4346	4346	5629	8336	4346	5629	11257	16886	3562	7125	10687	3562	4346	8692	13038
W6	4286	5551	8221	6886	9626	5551	5551	4286	8572	12858	4286	4286	5551	8221	4286	5551	11101	16652	3513	7026	10539	3513	4286	8572	12858
W7	4223	5469	8100	6784	9484	5469	5469	4223	8446	12669	4223	4223	5469	8100	4223	5469	10938	16407	3461	6923	10384	3461	4223	8446	12669
W8	4245	5498	8143	6820	9535	5498	5498	4245	8491	12736	4245	4245	5498	8143	4245	5498	10996	16494	3480	6960	10439	3480	4245	8491	12736
W9	4200	5440	8057	6748	9434	5440	5440	4200	8401	12601	4200	4200	5440	8057	4200	5440	10880	16320	3443	6886	10329	3443	4200	8401	12601

Table C3 Residential use – community facilities trunk infrastructure network

Column 1	Column 2 Community Facilities trunk infrastructure network charge ($ per demand unit)																								
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																								
	Residential uses					Accommodation (long term)										Accommodation (short term)									
	Caretaker's accommodation Multiple dwelling Dual occupancy			Dwelling house		Relocatable Home Park		Rooming Accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Short-term accommodation Hotel (residential component)				Tourist Park (Camping ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
E1	613	794	1176	985	1377	794	794	613	1226	1839	613	613	794	1176	613	794	1588	2381	502	1005	1507	502	613	1226	1839
E2	603	781	1156	968	1354	781	781	603	1206	1808	603	603	781	1156	603	781	1561	2342	494	988	1482	494	603	1206	1808
E3	628	813	1204	1009	1410	813	813	628	1256	1884	628	628	813	1204	628	813	1626	2439	515	1029	1544	515	628	1256	1884
E4	548	709	1050	880	1230	709	709	548	1095	1643	548	548	709	1050	548	709	1418	2127	449	898	1346	449	548	1095	1643
E5	562	727	1077	902	1261	727	727	562	1123	1685	562	562	727	1077	562	727	1454	2182	460	921	1381	460	562	1123	1685
E6	596	772	1143	957	1338	772	772	596	1192	1788	596	596	772	1143	596	772	1544	2315	488	977	1465	488	596	1192	1788
C1	630	816	1208	1012	1415	816	816	630	1260	1890	630	630	816	1208	630	816	1632	2448	516	1033	1549	516	630	1260	1890
C2	626	811	1201	1006	1407	811	811	626	1253	1879	626	626	811	1201	626	811	1622	2433	513	1027	1540	513	626	1253	1879
C3	622	805	1193	999	1397	805	805	622	1244	1866	622	622	805	1193	622	805	1611	2416	510	1020	1529	510	622	1244	1866
C4	644	835	1236	1035	1447	835	835	644	1289	1933	644	644	835	1236	644	835	1669	2504	528	1056	1585	528	644	1289	1933
C5	575	745	1103	924	1291	745	745	575	1150	1725	575	575	745	1103	575	745	1489	2234	471	943	1414	471	575	1150	1725
C6	548	710	1052	881	1231	710	710	548	1097	1645	548	548	710	1052	548	710	1420	2130	449	899	1348	449	548	1097	1645
C7	589	763	1129	946	1323	763	763	589	1178	1767	589	589	763	1129	589	763	1525	2288	483	965	1448	483	589	1178	1767
C8	714	924	1369	1147	1603	924	924	714	1428	2141	714	714	924	1369	714	924	1849	2773	585	1170	1755	585	714	1428	2141
C9	557	721	1068	894	1250	721	721	557	1113	1670	557	557	721	1068	557	721	1442	2163	456	913	1369	456	557	1113	1670
C10	510	661	978	820	1146	661	661	510	1020	1530	510	510	661	978	510	661	1321	1982	418	836	1254	418	510	1020	1530
C11	700	907	1343	1125	1572	907	907	700	1400	2100	700	700	907	1343	700	907	1813	2720	574	1148	1722	574	700	1400	2100
R1	578	749	1109	929	1299	749	749	578	1157	1735	578	578	749	1109	578	749	1498	2247	474	948	1422	474	578	1157	1735
R2	666	862	1276	1069	1495	862	862	666	1331	1997	666	666	862	1276	666	862	1724	2586	546	1091	1637	546	666	1331	1997
R3	663	858	1271	1065	1488	858	858	663	1325	1988	663	663	858	1271	663	858	1717	2575	543	1086	1630	543	663	1325	1988
R4	624	808	1197	1003	1402	808	808	624	1248	1872	624	624	808	1197	624	808	1616	2425	512	1023	1535	512	624	1248	1872
W1	209	270	400	335	469	270	270	209	417	626	209	209	270	400	209	270	541	811	171	342	513	171	209	417	626
W2	212	275	407	341	477	275	275	212	425	637	212	212	275	407	212	275	550	825	174	348	522	174	212	425	637
W3	255	331	490	410	573	331	331	255	511	766	255	255	331	490	255	331	661	992	209	419	628	209	255	511	766
W4	224	291	430	361	504	291	291	224	449	673	224	224	291	430	224	291	581	872	184	368	552	184	224	449	673
W5	225	292	432	362	506	292	292	225	451	676	225	225	292	432	225	292	584	876	185	370	554	185	225	451	676
W6	280	363	538	450	630	363	363	280	561	841	280	280	363	538	280	363	726	1089	230	459	689	230	280	561	841
W7	256	332	491	412	575	332	332	256	512	768	256	256	332	491	256	332	663	995	210	420	630	210	256	512	768
W8	259	335	496	415	581	335	335	259	517	776	259	259	335	496	259	335	670	1004	212	424	636	212	259	517	776
W9	254	329	487	408	570	329	329	254	508	761	254	254	329	487	254	329	657	986	208	416	624	208	254	508	761

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Table C4 Residential use – water supply trunk infrastructure network for water service

Column 1	Column 2 Water supply trunk infrastructure network charge ($ per demand unit)																																						
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																																						
	Residential uses									Accommodation (long term)															Accommodation (short term)														
	Caretaker's accommodation Multiple dwelling			Dual occupancy			Dwelling house site > 450m2		Dwelling house site < or = 450m2		Relocatable Home Park		Rooming Accommodation Other				Rooming Accommodation Student accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Short-term accommodation Hotel (residential component)				Short-term accommodation (other)				Tourist Park (Camping Ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
1	2060	3090	3604	2575	3604	4119	4861	6797	3975	5561	3090	3090	1545	3090	4634	1545	1339	2678	4016	1339	2060	3090	3604	2060	3090	6179	9269	1545	3090	4634	1545	2060	4119	6179	2060	2060	4119	6179
2	1728	2591	3023	2159	3023	3455	4077	5701	3334	4664	2591	2591	1296	2591	3887	1296	1123	2246	3369	1123	1728	2591	3023	1728	2591	5183	7774	1296	2591	3887	1296	1728	3455	5183	1728	1728	3455	5183
3	1376	2063	2407	1719	2407	2751	3246	4539	2655	3714	2063	2063	1032	2063	3095	1032	894	1788	2682	894	1376	2063	2407	1376	2063	4127	6190	1032	2063	3095	1032	1376	2751	4127	1376	1376	2751	4127
4	1596	2395	2794	1996	2794	3193	3768	5268	3081	4310	2395	2395	1197	2395	3592	1197	1038	2075	3113	1038	1596	2395	2794	1596	2395	4789	7184	1197	2395	3592	1197	1596	3193	4789	1596	1596	3193	4789
5	872	1309	1527	1090	1527	1745	2059	2879	1684	2355	1309	1309	654	1309	1963	654	567	1134	1701	567	872	1309	1527	872	1309	2617	3926	654	1309	1963	654	872	1745	2617	872	872	1745	2617
6	532	798	930	665	930	1063	1255	1755	1026	1436	798	798	399	798	1196	399	346	691	1037	346	532	798	930	532	798	1595	2393	399	798	1196	399	532	1063	1595	532	532	1063	1595
7	1477	2215	2584	1846	2584	2953	3485	4873	2850	3987	2215	2215	1108	2215	3323	1108	960	1920	2880	960	1477	2215	2584	1477	2215	4430	6645	1108	2215	3323	1108	1477	2953	4430	1477	1477	2953	4430
8	965	1447	1689	1206	1689	1930	2277	3184	1862	2605	1447	1447	724	1447	2171	724	627	1254	1882	627	965	1447	1689	965	1447	2895	4342	724	1447	2171	724	965	1930	2895	965	965	1930	2895
9	877	1315	1534	1096	1534	1753	2069	2893	1692	2367	1315	1315	657	1315	1972	657	570	1140	1709	570	877	1315	1534	877	1315	2630	3945	657	1315	1972	657	877	1753	2630	877	877	1753	2630
10	1625	2437	2844	2031	2844	3250	3835	5362	3136	4387	2437	2437	1219	2437	3656	1219	1056	2112	3169	1056	1625	2437	2844	1625	2437	4875	7312	1219	2437	3656	1219	1625	3250	4875	1625	1625	3250	4875
11	1240	1860	2170	1550	2170	2480	2927	4092	2393	3348	1860	1860	930	1860	2790	930	806	1612	2418	806	1240	1860	2170	1240	1860	3720	5580	930	1860	2790	930	1240	2480	3720	1240	1240	2480	3720
12	750	1125	1312	937	1312	1500	1769	2474	1447	2024	1125	1125	562	1125	1687	562	487	975	1462	487	750	1125	1312	750	1125	2249	3374	562	1125	1687	562	750	1500	2249	750	750	1500	2249
13	2534	3802	4435	3168	4435	5069	5981	8363	4891	6843	3802	3802	1901	3802	5702	1901	1647	3295	4942	1647	2534	3802	4435	2534	3802	7603	11405	1901	3802	5702	1901	2534	5069	7603	2534	2534	5069	7603
14	1708	2561	2988	2135	2988	3415	4030	5635	3296	4611	2561	2561	1281	2561	3842	1281	1110	2220	3330	1110	1708	2561	2988	1708	2561	5123	7684	1281	2561	3842	1281	1708	3415	5123	1708	1708	3415	5123
15	1569	2354	2746	1962	2746	3139	3704	5179	3029	4237	2354	2354	1177	2354	3531	1177	1020	2040	3060	1020	1569	2354	2746	1569	2354	4708	7062	1177	2354	3531	1177	1569	3139	4708	1569	1569	3139	4708
16	3206	4809	5610	4007	5610	6411	7566	10579	6187	8655	4809	4809	2404	4809	7213	2404	2084	4167	6251	2084	3206	4809	5610	3206	4809	9617	14426	2404	4809	7213	2404	3206	6411	9617	3206	3206	6411	9617
17	2872	4308	5026	3590	5026	5744	6778	9478	5543	7755	4308	4308	2154	4308	6462	2154	1867	3734	5601	1867	2872	4308	5026	2872	4308	8617	12925	2154	4308	6462	2154	2872	5744	8617	2872	2872	5744	8617
18	2791	4186	4884	3489	4884	5582	6587	9210	5387	7536	4186	4186	2093	4186	6280	2093	1814	3628	5442	1814	2791	4186	4884	2791	4186	8373	12559	2093	4186	6280	2093	2791	5582	8373	2791	2791	5582	8373
19	6604	9906	11557	8255	11557	13208	15585	21793	12745	17830	9906	9906	4953	9906	14859	4953	4293	8585	12878	4293	6604	9906	11557	6604	9906	19812	29717	4953	9906	14859	4953	6604	13208	19812	6604	6604	13208	19812
20	1780	2670	3116	2225	3116	3561	4202	5875	3436	4807	2670	2670	1335	2670	4006	1335	1157	2314	3472	1157	1780	2670	3116	1780	2670	5341	8011	1335	2670	4006	1335	1780	3561	5341	1780	1780	3561	5341
21	1385	2078	2425	1732	2425	2771	3270	4572	2674	3741	2078	2078	1039	2078	3117	1039	901	1801	2702	901	1385	2078	2425	1385	2078	4156	6235	1039	2078	3117	1039	1385	2771	4156	1385	1385	2771	4156
22	1866	2799	3265	2332	3265	3732	4403	6157	3601	5038	2799	2799	1399	2799	4198	1399	1213	2426	3638	1213	1866	2799	3265	1866	2799	5598	8396	1399	2799	4198	1399	1866	3732	5598	1866	1866	3732	5598
23	1639	2459	2869	2049	2869	3278	3869	5409	3164	4426	2459	2459	1229	2459	3688	1229	1065	2131	3196	1065	1639	2459	2869	1639	2459	4918	7376	1229	2459	3688	1229	1639	3278	4918	1639	1639	3278	4918
24	569	853	995	711	995	1137	1342	1877	1098	1536	853	853	427	853	1280	427	370	739	1109	370	569	853	995	569	853	1706	2559	427	853	1280	427	569	1137	1706	569	569	1137	1706
25	1381	2072	2417	1727	2417	2762	3260	4558	2666	3729	2072	2072	1036	2072	3108	1036	898	1796	2693	898	1381	2072	2417	1381	2072	4144	6215	1036	2072	3108	1036	1381	2762	4144	1381	1381	2762	4144
26	1465	2198	2564	1832	2564	2931	3458	4836	2828	3956	2198	2198	1099	2198	3297	1099	952	1905	2857	952	1465	2198	2564	1465	2198	4396	6594	1099	2198	3297	1099	1465	2931	4396	1465	1465	2931	4396
27	1575	2363	2756	1969	2756	3150	3717	5198	3040	4253	2363	2363	1181	2363	3544	1181	1024	2048	3071	1024	1575	2363	2756	1575	2363	4725	7088	1181	2363	3544	1181	1575	3150	4725	1575	1575	3150	4725
28	962	1443	1684	1203	1684	1924	2271	3175	1857	2598	1443	1443	722	1443	2165	722	625	1251	1876	625	962	1443	1684	962	1443	2886	4330	722	1443	2165	722	962	1924	2886	962	962	1924	2886
29	857	1285	1499	1071	1499	1713	2022	2827	1653	2313	1285	1285	642	1285	1927	642	557	1114	1670	557	857	1285	1499	857	1285	2570	3855	642	1285	1927	642	857	1713	2570	857	857	1713	2570
30	1360	2040	2380	1700	2380	2720	3209	4487	2624	3672	2040	2040	1020	2040	3060	1020	884	1768	2652	884	1360	2040	2380	1360	2040	4079	6119	1020	2040	3060	1020	1360	2720	4079	1360	1360	2720	4079
31	261	391	456	326	456	522	616	861	503	704	391	391	196	391	587	196	170	339	509	170	261	391	456	261	391	783	1174	196	391	587	196	261	522	783	261	261	522	783
32	1240	1860	2170	1550	2170	2480	2927	4092	2393	3348	1860	1860	930	1860	2790	930	806	1612	2418	806	1240	1860	2170	1240	1860	3720	5580	930	1860	2790	930	1240	2480	3720	1240	1240	2480	3720
33	636	954	1113	795	1113	1271	1500	2098	1227	1716	954	954	477	954	1430	477	413	826	1240	413	636	954	1113	636	954	1907	2861	477	954	1430	477	636	1271	1907	636	636	1271	1907
34	7436	11154	13014	9295	13014	14873	17550	24540	14352	20078	11154	11154	5577	11154	16732	5577	4834	9667	14501	4834	7436	11154	13014	7436	11154	22309	33463	5577	11154	16732	5577	7436	14873	22309	7436	7436	14873	22309

Table C5 Residential use – sewerage trunk infrastructure network for wastewater service

Column 1	Column 2 Sewer trunk infrastructure network charge ($ per demand unit)																																					
Charge Area	Residential use under the Planning Regulation Editor's note - See schedule 16, Table 1, column 1 of the Planning Regulation																																					
	Residential uses										Accommodation (long term)														Accommodation (short term)													
							Dwelling house						Rooming Accommodation															Short-term accommodation										
	Caretaker's accommodation Multiple dwelling			Dual occupancy			site > 450m2		site < or = 450m2		Relocatable Home Park		Other				Student accommodation				Retirement Facility Community Residence				Tourist Park (Caravan Park)			Hotel (residential component)				Short-term accommodation (other)				Tourist Park (Camping Ground)		
	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 bedroom dwelling	2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom dwelling	3 or more bedroom dwelling	1 or 2 bedroom relocatable dwelling site	3 or more bedroom relocatable dwelling site	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 caravan site	2 caravan sites	3 caravan sites	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	Suite with 1 bedroom	Suite with 2 bedrooms	Suite with 3 or more bedrooms	Bedroom that is not within a suite	1 tent site	2 tent sites	3 tent sites
1	2520	3780	4410	3150	4410	5040	5947	8316	4864	6804	3780	3780	1890	3780	5670	1890	1638	3276	4914	1638	2520	3780	4410	2520	3780	7560	11340	1890	3780	5670	1890	2520	5040	7560	2520	2520	5040	7560
2	2393	3590	4188	2992	4188	4786	5648	7898	4619	6462	3590	3590	1795	3590	5385	1795	1556	3111	4667	1556	2393	3590	4188	2393	3590	7180	10770	1795	3590	5385	1795	2393	4786	7180	2393	2393	4786	7180
3	2570	3855	4497	3212	4497	5140	6065	8481	4960	6939	3855	3855	1927	3855	5782	1927	1670	3341	5011	1670	2570	3855	4497	2570	3855	7710	11565	1927	3855	5782	1927	2570	5140	7710	2570	2570	5140	7710
4	1740	2611	3046	2176	3046	3481	4107	5743	3359	4699	2611	2611	1305	2611	3916	1305	1131	2263	3394	1131	1740	2611	3046	1740	2611	5221	7832	1305	2611	3916	1305	1740	3481	5221	1740	1740	3481	5221
5	2493	3740	4363	3116	4363	4986	5884	8227	4812	6731	3740	3740	1870	3740	5609	1870	1620	3241	4861	1620	2493	3740	4363	2493	3740	7479	11219	1870	3740	5609	1870	2493	4986	7479	2493	2493	4986	7479
6	4128	6192	7224	5160	7224	8256	9742	13622	7967	11145	6192	6192	3096	6192	9288	3096	2683	5366	8050	2683	4128	6192	7224	4128	6192	12384	18576	3096	6192	9288	3096	4128	8256	12384	4128	4128	8256	12384
7	1318	1978	2307	1648	2307	2637	3112	4351	2545	3560	1978	1978	989	1978	2967	989	857	1714	2571	857	1318	1978	2307	1318	1978	3955	5933	989	1978	2967	989	1318	2637	3955	1318	1318	2637	3955
8	7646	11469	13380	9557	13380	15292	18044	25231	14756	20644	11469	11469	5734	11469	17203	5734	4970	9940	14909	4970	7646	11469	13380	7646	11469	22938	34406	5734	11469	17203	5734	7646	15292	22938	7646	7646	15292	22938
9	1806	2709	3160	2257	3160	3612	4262	5960	3486	4876	2709	2709	1354	2709	4063	1354	1174	2348	3522	1174	1806	2709	3160	1806	2709	5418	8127	1354	2709	4063	1354	1806	3612	5418	1806	1806	3612	5418
10	2108	3162	3689	2635	3689	4216	4975	6957	4069	5692	3162	3162	1581	3162	4743	1581	1370	2741	4111	1370	2108	3162	3689	2108	3162	6324	9487	1581	3162	4743	1581	2108	4216	6324	2108	2108	4216	6324
11	5369	8054	9397	6712	9397	10739	12672	17719	10363	14498	8054	8054	4027	8054	12081	4027	3490	6980	10470	3490	5369	8054	9397	5369	8054	16108	24163	4027	8054	12081	4027	5369	10739	16108	5369	5369	10739	16108
12	6511	9767	11395	8139	11395	13022	15366	21487	12567	17580	9767	9767	4883	9767	14650	4883	4232	8465	12697	4232	6511	9767	11395	6511	9767	19534	29301	4883	9767	14650	4883	6511	13022	19534	6511	6511	13022	19534
13	2261	3391	3956	2826	3956	4521	5335	7460	4363	6104	3391	3391	1696	3391	5087	1696	1469	2939	4408	1469	2261	3391	3956	2261	3391	6782	10173	1696	3391	5087	1696	2261	4521	6782	2261	2261	4521	6782
14	2941	4411	5146	3676	5146	5881	6940	9704	5675	7940	4411	4411	2205	4411	6616	2205	1911	3823	5734	1911	2941	4411	5146	2941	4411	8822	13233	2205	4411	6616	2205	2941	5881	8822	2941	2941	5881	8822
15	1860	2790	3255	2325	3255	3720	4390	6138	3590	5022	2790	2790	1395	2790	4185	1395	1209	2418	3627	1209	1860	2790	3255	1860	2790	5580	8371	1395	2790	4185	1395	1860	3720	5580	1860	1860	3720	5580
16	1772	2658	3101	2215	3101	3544	4181	5847	3420	4784	2658	2658	1329	2658	3986	1329	1152	2303	3455	1152	1772	2658	3101	1772	2658	5315	7973	1329	2658	3986	1329	1772	3544	5315	1772	1772	3544	5315
17	2630	3945	4602	3287	4602	5260	6206	8679	5076	7101	3945	3945	1972	3945	5917	1972	1709	3419	5128	1709	2630	3945	4602	2630	3945	7890	11834	1972	3945	5917	1972	2630	5260	7890	2630	2630	5260	7890
18	3133	4700	5483	3916	5483	6266	7394	10339	6047	8459	4700	4700	2350	4700	7049	2350	2036	4073	6109	2036	3133	4700	5483	3133	4700	9399	14099	2350	4700	7049	2350	3133	6266	9399	3133	3133	6266	9399
19	2027	3040	3547	2534	3547	4054	4784	6689	3912	5473	3040	3040	1520	3040	4561	1520	1317	2635	3952	1317	2027	3040	3547	2027	3040	6081	9121	1520	3040	4561	1520	2027	4054	6081	2027	2027	4054	6081
20	8071	12106	14124	10088	14124	16141	19047	26633	15576	21791	12106	12106	6053	12106	18159	6053	5246	10492	15738	5246	8071	12106	14124	8071	12106	24212	36318	6053	12106	18159	6053	8071	16141	24212	8071	8071	16141	24212
21	5887	8830	10302	7359	10302	11774	13893	19427	11362	15895	8830	8830	4415	8830	13246	4415	3826	7653	11479	3826	5887	8830	10302	5887	8830	17661	26491	4415	8830	13246	4415	5887	11774	17661	5887	5887	11774	17661
22	6136	9205	10739	7670	10739	12273	14482	20250	11843	16568	9205	9205	4602	9205	13807	4602	3989	7977	11966	3989	6136	9205	10739	6136	9205	18409	27614	4602	9205	13807	4602	6136	12273	18409	6136	6136	12273	18409
23	1093	1640	1913	1367	1913	2187	2580	3608	2110	2952	1640	1640	820	1640	2460	820	711	1421	2132	711	1093	1640	1913	1093	1640	3280	4920	820	1640	2460	820	1093	2187	3280	1093	1093	2187	3280
24	1632	2448	2856	2040	2856	3264	3852	5386	3150	4407	2448	2448	1224	2448	3672	1224	1061	2122	3183	1061	1632	2448	2856	1632	2448	4896	7344	1224	2448	3672	1224	1632	3264	4896	1632	1632	3264	4896
25	1316	1973	2302	1645	2302	2631	3105	4342	2539	3552	1973	1973	987	1973	2960	987	855	1710	2566	855	1316	1973	2302	1316	1973	3947	5920	987	1973	2960	987	1316	2631	3947	1316	1316	2631	3947
26	1792	2688	3136	2240	3136	3583	4228	5913	3458	4838	2688	2688	1344	2688	4031	1344	1165	2329	3494	1165	1792	2688	3136	1792	2688	5375	8063	1344	2688	4031	1344	1792	3583	5375	1792	1792	3583	5375
27	3370	5054	5897	4212	5897	6739	7952	11120	6503	9098	5054	5054	2527	5054	7582	2527	2190	4381	6571	2190	3370	5054	5897	3370	5054	10109	15163	2527	5054	7582	2527	3370	6739	10109	3370	3370	6739	10109
28	1954	2931	3420	2443	3420	3908	4612	6449	3772	5276	2931	2931	1466	2931	4397	1466	1270	2540	3811	1270	1954	2931	3420	1954	2931	5863	8794	1466	2931	4397	1466	1954	3908	5863	1954	1954	3908	5863
29	1837	2756	3215	2297	3215	3675	4336	6063	3546	4961	2756	2756	1378	2756	4134	1378	1194	2389	3583	1194	1837	2756	3215	1837	2756	5512	8268	1378	2756	4134	1378	1837	3675	5512	1837	1837	3675	5512
30	2148	3222	3759	2685	3759	4296	5069	7089	4146	5800	3222	3222	1611	3222	4833	1611	1396	2793	4189	1396	2148	3222	3759	2148	3222	6444	9666	1611	3222	4833	1611	2148	4296	6444	2148	2148	4296	6444
31	1971	2957	3450	2464	3450	3943	4652	6505	3805	5323	2957	2957	1478	2957	4435	1478	1281	2563	3844	1281	1971	2957	3450	1971	2957	5914	8871	1478	2957	4435	1478	1971	3943	5914	1971	1971	3943	5914
32	1273	1909	2228	1591	2228	2546	3004	4201	2457	3437	1909	1909	955	1909	2864	955	827	1655	2482	827	1273	1909	2228	1273	1909	3819	5728	955	1909	2864	955	1273	2546	3819	1273	1273	2546	3819
33	1688	2532	2953	2110	2953	3375	3983	5569	3257	4557	2532	2532	1266	2532	3797	1266	1097	2194	3291	1097	1688	2532	2953	1688	2532	5063	7595	1266	2532	3797	1266	1688	3375	5063	1688	1688	3375	5063
34	1497	2245	2619	1871	2619	2993	3532	4939	2889	4041	2245	2245	1123	2245	3368	1123	973	1946	2919	973	1497	2245	2619	1497	2245	4490	6735	1123	2245	3368	1123	1497	2993	4490	1497	1497	2993	4490
35	4635	6953	8112	5794	8112	9271	10940	15297	8946	12516	6953	6953	3477	6953	10430	3477	3013	6026	9039	3013	4635	6953	8112	4635	6953	13906	20859	3477	6953	10430	3477	4635	9271	13906	4635	4635	9271	13906
36	8789	13184	15381	10986	15381	17578	20742	29004	16963	23730	13184	13184	6592	13184	19775	6592	5713	11426	17139	5713	8789	13184	15381	8789	13184	26367	39551	6592	13184	19775	6592	8789	17578	26367	8789	8789	17578	26367
37	1271	1907	2225	1589	2225	2543	3001	4196	2454	3433	1907	1907	954	1907	2861	954	826	1653	2479	826	1271	1907	2225	1271	1907	3814	5722	954	1907	2861	954	1271	2543	3814	1271	1271	2543	3814
38	6520	9780	11410	8150	11410	13040	15387	21515	12583	17603	9780	9780	4890	9780	14670	4890	4238	8476	12714	4238	6520	9780	11410	6520	9780	19559	29339	4890	9780	14670	4890	6520	13040	19559	6520	6520	13040	19559
39	7575	11362	13256	9468	13256	15149	17876	24996	14619	20451	11362	11362	5681	11362	17043	5681	4923	9847	14770	4923	7575	11362	13256	7575	11362	22724	34086	5681	11362	17043	5681	7575	15149	22724	7575	7575	15149	22724
40	10467	15700	18317	13083	18317	20933	24701	34540	20201	28260	15700	15700	7850	15700	23550	7850	6803	13607	20410	6803	10467	15700	18317	10467	15700	31400	47100	7850	15700	23550	7850	10467	20933	31400	10467	10467	20933	31400
41	1096	1644	1918	1370	1918	2192	2587	3617	2116	2960	1644	1644	822	1644	2466	822	712	1425	2137	712	1096	1644	1918	1096	1644	3288	4933	822	1644	2466	822	1096	2192	3288	1096	1096	2192	3288
42	2569	3853	4495	3211	4495	5137	6062	8476	4957	6935	3853	3853	1926	3853	5779	1926	1670	3339	5009	1670	2569	3853	4495	2569	3853	7706	11559	1926	3853	5779	1926	2569	5137	7706	2569	2569	5137	7706
43	1455	2183	2547	1819	2547	2911	3435	4803	2809	3929	2183	2183	1092	2183	3275	1092	946	1892	2838	946	1455	2183	2547	1455	2183	4366	6549	1092	2183	3275	1092	1455	2911	4366	1455	1455	2911	4366
44	3449	5174	6037	4312	6037	6899	8141	11383	6657	9314	5174	5174	2587	5174	7761	2587	2242	4484	6726	2242	3449	5174	6037	3449	5174	10348	15523	2587	5174	7761	2587	3449	6899	10348	3449	3449	6899	10348
45	2195	3293	3841	2744	3841	4390	5180	7244	4237	5927	3293	3293	1646	3293	4939	1646	1427	2854	4280	1427	2195	3293	3841	2195	3293	6585	9878	1646	3293	4939	1646	2195	4390	6585	2195	2195	4390	6585
46	1984	2976	3472	2480	3472	3968	4683	6548	3829	5357	2976	2976	1488	2976	4464	1488	1290	2579	3869	1290	1984	2976	3472	1984	2976	5952	8929	1488	2976	4464	1488	1984	3968	5952	1984	1984	3968	5952
47	2078	3117	3637	2598	3637	4156	4905	6858	4011	5611	3117	3117	1559	3117	4676	1559	1351	2702	4053	1351	2078	3117	3637	2078	3117	6235	9352	1559	3117	4676	1559	2078	4156	6235	2078	2078	4156	6235
48	2594	3891	4540	3243	4540	5188	6122	8561	5007	7004	3891	3891	1946	3891	5837	1946	1686	3372	5059	1686	2594	3891	4540	2594	3891	7783	11674	1946	3891	5837	1946	2594	5188	7783	2594	2594	5188	7783
49	2492	3737	4360	3114	4360	4983	5880	8222	4809	6727	3737	3737	1869	3737	5606	1869	1620	3239	4859	1620	2492	3737	4360	2492	3737	7475	11212	1869	3737	5606	1869	2492	4983	7475	2492	2492	4983	7475
50	1710	2566	2993	2138	2993	3421	4037	5645	3301	4618	2566	2566	1283	2566	3849	1283	1112	2224	3335	1112	1710	2566	2993	1710	2566	5131	7697	1283	2566	3849	1283	1710	3421	5131	1710	1710	3421	5131
51	2074	3111	3629	2592	3629	4148	4895	6844	4003	5600	3111	3111	1555	3111	4666	1555	1348	2696	4044	1348	2074	3111	3629	2074	3111	6222	9333	1555	3111	4666	1555	2074	4148	6222	2074	2074	4148	6222
52	1374	2061	2405	1718	2405	2748	3243	4534	2652	3710	2061	2061	1031	2061	3092	1031	893	1786	2679	893	1374	2061	2405	1374	2061	4122	6183	1031	2061	3092	1031	1374	2748	4122	1374	1374	2748	4122
53	1511	2266	2644	1889	2644	3022	3566	4986	2916	4079	2266	2266	1133	2266	3400	1133	982	1964	2946	982	1511	2266	2644	1511	2266	4533	6799	1133	2266	3400	1133	1511	3022	4533	1511	1511	3022	4533
54	1990	2985	3482	2487	3482	3980	4696	6567	3840	5373	2985	2985	1492	2985	4477	1492	1293	2587	3880	1293	1990	2985	3482	1990	2985	5970	8954	1492	2985	4477	1492	1990	3980	5970	1990	1990	3980	5970
55	1723	2585	3016	2154	3016	3447	4067	5687	3326	4653	2585	2585	1292	2585	3877	1292	1120	2240	3360	1120	1723	2585	3016	1723	2585	5170	7755	1292	2585	3877	1292	1723	3447	5170	1723	1723	3447	5170
56	1424	2136	2492	1780	2492	2848	3361	4699	2748	3845	2136	2136	1068	2136	3204	1068	926	1851	2777	926	1424	2136	2492	1424	2136	4272	6408	1068	2136	3204	1068	1424	2848	4272	1424	1424	2848	4272
57	1559	2339	2729	1949	2729	3119	3680	5146	3010	4210	2339	2339	1170	2339	3509	1170	1014	2027	3041	1014	1559	2339	2729	1559	2339	4678	7017	1170	2339	3509	1170	1559	3119	4678	1559	1559	3119	4678

Table D1 Non-residential use – transport trunk infrastructure network

Column 1 Charge area	Column 2 Transport trunk infrastructure network charge ($ per demand unit) — Non-residential use under the Planning Regulation. Editor's note - see schedule 16, Table 1, column 1 of the Planning Regulation																																
	Places of Assembly		Commercial (bulk goods)			Commercial (retail)								Commercial (office)		Educational facility	Entertainment		Indoor sport & recreation	Other Industry			High impact industry or special industry	Low impact rural	High impact rural		Essential services			Other uses				Minor uses
	Club; Community use; Funeral parlour; Place of worship	Function facility	Agric. Supplies store; Garden Centre; H'ware & trade supplies; Outdoor sales	Bulk landscape supplies	Showroom	Adult Store; Shop; Shopping Centre (<10,000m2 GFA)	Service station	Shopping Centre (10,000m2< 20,000m2 GFA)	Shopping Centre (20,000m2 < 30,000m2 GFA)	Shopping Centre (> 30,000m2 GFA)	Food & drink outlet: Fast Food Premises	Food & drink outlet: Other	Service Industry	Office	Sales office	Childcare centre; Community care centre; Educational establishment other than an educational establishment for the Flying Start for Queensland Children program	Hotel; Nightclub entertainment facility	Theatre	Indoor sport & recreation	Low impact industry; Medium impact industry; Rural industry; Marine industry	Research & tech. ind.	Warehouse	High impact industry; Special industry	Animal husbandry; Cropping; Permanent plantation; Wind farm	Cultivating, in a confined area, aquatic animals or plants for sale; Intensive animal ind. & horticulture; Wholesale nursery	Winery	Correctional facility; Hospital; Residential care facility	Health care service; Veterinary service	Emergency services	Crematorium	Major sport, recreation and entertainment facility; Outdoor sport and recreation	Air service, Animal keeping, Car park; Motor sport facility, Non-resident accommodation; Port service, Tourist attraction; Utility installation, Extractive industry	Any other use not listed, including a use that is unknown	Advertising device, Cemetery, Home-based business; Landing, Market, Roadside stall; Telecommunications facility, Park; Temporary use, Outdoor lighting
Demand unit	m^2 of GFA		m^2 of GFA			m^2 of GFA								m^2 of GFA		m^2 of GFA	m^2 of GFA		m^2 of GFA	m^2 of GFA			m^2 of GFA	m^2 of GFA	m^2 of GFA		m^2 of GFA			m^2 of GFA				n/a
1	96.87	125.09	125.09	44.20	88.41	125.09	219.14	96.87	88.41	67.72	219.14	174.93	44.20	96.87	125.09	96.87	219.14	125.09	125.09	44.20	96.87	21.63	44.20	0.00	0.00	44.20	61.13	96.87	44.20	96.87	125.09	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution is nil. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*
2	81.48	105.21	105.21	37.18	74.36	105.21	184.32	81.48	74.36	56.96	184.32	147.14	37.18	81.48	105.21	81.48	184.32	105.21	105.21	37.18	81.48	18.19	37.18	0.00	0.00	37.18	51.42	81.48	37.18	81.48	105.21			
3	95.88	123.81	123.81	43.75	87.51	123.81	216.90	95.88	87.51	67.03	216.90	173.15	43.75	95.88	123.81	95.88	216.90	123.81	123.81	43.75	95.88	21.41	43.75	0.00	0.00	43.75	60.51	95.88	43.75	95.88	123.81			
4	93.62	120.89	120.89	42.72	85.44	120.89	211.79	93.62	85.44	65.45	211.79	169.07	42.72	93.62	120.89	93.62	211.79	120.89	120.89	42.72	93.62	20.91	42.72	0.00	0.00	42.72	59.08	93.62	42.72	93.62	120.89			
5	132.18	170.67	170.67	60.31	120.63	170.67	299.00	132.18	120.63	92.39	299.00	238.69	60.31	132.18	170.67	132.18	299.00	170.67	170.67	60.31	132.18	29.51	60.31	0.00	0.00	60.31	83.41	132.18	60.31	132.18	170.67			
6	137.82	177.97	177.97	62.89	125.78	177.97	311.78	137.82	125.78	96.34	311.78	248.89	62.89	137.82	177.97	137.82	311.78	177.97	177.97	62.89	137.82	30.78	62.89	0.00	0.00	62.89	86.98	137.82	62.89	137.82	177.97			
7	114.10	147.33	147.33	52.07	104.13	147.33	258.11	114.10	104.13	79.76	258.11	206.04	52.07	114.10	147.33	114.10	258.11	147.33	147.33	52.07	114.10	25.48	52.07	0.00	0.00	52.07	72.00	114.10	52.07	114.10	147.33			
8	39.54	51.06	51.06	18.04	36.08	51.06	89.44	39.54	36.08	27.64	89.44	71.40	18.04	39.54	51.06	39.54	89.44	51.06	51.06	18.04	39.54	8.83	18.04	0.00	0.00	18.04	24.95	39.54	18.04	39.54	51.06			
9	77.38	99.92	99.92	35.31	70.62	99.92	175.05	77.38	70.62	54.09	175.05	139.74	35.31	77.38	99.92	77.38	175.05	99.92	99.92	35.31	77.38	17.28	35.31	0.00	0.00	35.31	48.84	77.38	35.31	77.38	99.92			
10	108.03	139.49	139.49	49.29	98.59	139.49	244.37	108.03	98.59	75.51	244.37	195.08	49.29	108.03	139.49	108.03	244.37	139.49	139.49	49.29	108.03	24.12	49.29	0.00	0.00	49.29	68.17	108.03	49.29	108.03	139.49			
11	95.32	123.08	123.08	43.49	86.99	123.08	215.62	95.32	86.99	66.63	215.62	172.13	43.49	95.32	123.08	95.32	215.62	123.08	123.08	43.49	95.32	21.28	43.49	0.00	0.00	43.49	60.15	95.32	43.49	95.32	123.08			
12	134.15	173.23	173.23	61.22	122.43	173.23	303.47	134.15	122.43	93.78	303.47	242.26	61.22	134.15	173.23	134.15	303.47	173.23	173.23	61.22	134.15	29.96	61.22	0.00	0.00	61.22	84.66	134.15	61.22	134.15	173.23			
13	136.13	175.78	175.78	62.12	124.23	175.78	307.94	136.13	124.23	95.16	307.94	245.83	62.12	136.13	175.78	136.13	307.94	175.78	175.78	62.12	136.13	30.40	62.12	0.00	0.00	62.12	85.91	136.13	62.12	136.13	175.78			
14	135.42	174.87	174.87	61.80	123.59	174.87	306.35	135.42	123.59	94.66	306.35	244.55	61.80	135.42	174.87	135.42	306.35	174.87	174.87	61.80	135.42	30.24	61.80	0.00	0.00	61.80	85.46	135.42	61.80	135.42	174.87			
15	82.19	106.12	106.12	37.50	75.00	106.12	185.92	82.19	75.00	57.45	185.92	148.41	37.50	82.19	106.12	82.19	185.92	106.12	106.12	37.50	82.19	18.35	37.50	0.00	0.00	37.50	51.86	82.19	37.50	82.19	106.12			
16	101.39	130.92	130.92	46.27	92.53	130.92	229.36	101.39	92.53	70.88	229.36	183.09	46.27	101.39	130.92	101.39	229.36	130.92	130.92	46.27	101.39	22.64	46.27	0.00	0.00	46.27	63.98	101.39	46.27	101.39	130.92			
17	179.91	232.30	232.30	82.09	164.19	232.30	406.97	179.91	164.19	125.76	406.97	324.88	82.09	179.91	232.30	179.91	406.97	232.30	232.30	82.09	179.91	40.17	82.09	0.00	0.00	82.09	113.53	179.91	82.09	179.91	232.30			
18	135.28	174.68	174.68	61.73	123.46	174.68	306.03	135.28	123.46	94.57	306.03	244.30	61.73	135.28	174.68	135.28	306.03	174.68	174.68	61.73	135.28	30.21	61.73	0.00	0.00	61.73	85.37	135.28	61.73	135.28	174.68			
19	185.13	239.05	239.05	84.48	168.95	239.05	418.79	185.13	168.95	129.41	418.79	334.31	84.48	185.13	239.05	185.13	418.79	239.05	239.05	84.48	185.13	41.34	84.48	0.00	0.00	84.48	116.83	185.13	84.48	185.13	239.05			
20	118.90	153.53	153.53	54.26	108.51	153.53	268.97	118.90	108.51	83.12	268.97	214.72	54.26	118.90	153.53	118.90	268.97	153.53	153.53	54.26	118.90	26.55	54.26	0.00	0.00	54.26	75.03	118.90	54.26	118.90	153.53			
21	133.87	172.86	172.86	61.09	122.17	172.86	302.83	133.87	122.17	93.58	302.83	241.75	61.09	133.87	172.86	133.87	302.83	172.86	172.86	61.09	133.87	29.89	61.09	0.00	0.00	61.09	84.48	133.87	61.09	133.87	172.86			
22	180.47	233.03	233.03	82.35	164.70	233.03	408.25	180.47	164.70	126.15	408.25	325.90	82.35	180.47	233.03	180.47	408.25	233.03	233.03	82.35	180.47	40.30	82.35	0.00	0.00	82.35	113.89	180.47	82.35	180.47	233.03			
23	99.70	128.73	128.73	45.49	90.99	128.73	225.53	99.70	90.99	69.69	225.53	180.03	45.49	99.70	128.73	99.70	225.53	128.73	128.73	45.49	99.70	22.26	45.49	0.00	0.00	45.49	62.92	99.70	45.49	99.70	128.73			
24	84.59	109.22	109.22	38.60	77.20	109.22	191.35	84.59	77.20	59.13	191.35	152.75	38.60	84.59	109.22	84.59	191.35	109.22	109.22	38.60	84.59	18.89	38.60	0.00	0.00	38.60	53.38	84.59	38.60	84.59	109.22			
25	94.33	121.81	121.81	43.04	86.09	121.81	213.39	94.33	86.09	65.94	213.39	170.34	43.04	94.33	121.81	94.33	213.39	121.81	121.81	43.04	94.33	21.06	43.04	0.00	0.00	43.04	59.53	94.33	43.04	94.33	121.81			
26	106.47	137.49	137.49	48.59	97.17	137.49	240.86	106.47	97.17	74.43	240.86	192.27	48.59	106.47	137.49	106.47	240.86	137.49	137.49	48.59	106.47	23.78	48.59	0.00	0.00	48.59	67.19	106.47	48.59	106.47	137.49			
27	99.84	128.92	128.92	45.56	91.11	128.92	225.85	99.84	91.11	69.79	225.85	180.29	45.56	99.84	128.92	99.84	225.85	128.92	128.92	45.56	99.84	22.29	45.56	0.00	0.00	45.56	63.00	99.84	45.56	99.84	128.92			
28	86.99	112.32	112.32	39.69	79.39	112.32	196.78	86.99	79.39	60.81	196.78	157.08	39.69	86.99	112.32	86.99	196.78	112.32	112.32	39.69	86.99	19.42	39.69	0.00	0.00	39.69	54.89	86.99	39.69	86.99	112.32			
29	102.66	132.56	132.56	46.85	93.69	132.56	232.24	102.66	93.69	71.76	232.24	185.39	46.85	102.66	132.56	102.66	232.24	132.56	132.56	46.85	102.66	22.92	46.85	0.00	0.00	46.85	64.79	102.66	46.85	102.66	132.56			
30	98.43	127.09	127.09	44.91	89.83	127.09	222.65	98.43	89.83	68.80	222.65	177.74	44.91	98.43	127.09	98.43	222.65	127.09	127.09	44.91	98.43	21.98	44.91	0.00	0.00	44.91	62.11	98.43	44.91	98.43	127.09			
31	138.67	179.06	179.06	63.28	126.55	179.06	313.69	138.67	126.55	96.94	313.69	250.42	63.28	138.67	179.06	138.67	313.69	179.06	179.06	63.28	138.67	30.97	63.28	0.00	0.00	63.28	87.51	138.67	63.28	138.67	179.06			
32	57.90	74.76	74.76	26.42	52.84	74.76	130.97	57.90	52.84	40.47	130.97	104.55	26.42	57.90	74.76	57.90	130.97	74.76	74.76	26.42	57.90	12.93	26.42	0.00	0.00	26.42	36.54	57.90	26.42	57.90	74.76			
33	95.04	122.72	122.72	43.37	86.73	122.72	214.99	95.04	86.73	66.43	214.99	171.62	43.37	95.04	122.72	95.04	214.99	122.72	122.72	43.37	95.04	21.22	43.37	0.00	0.00	43.37	59.97	95.04	43.37	95.04	122.72			
34	108.17	139.67	139.67	49.36	98.72	139.67	244.69	108.17	98.72	75.61	244.69	195.33	49.36	108.17	139.67	108.17	244.69	139.67	139.67	49.36	108.17	24.15	49.36	0.00	0.00	49.36	68.26	108.17	49.36	108.17	139.67			
35	137.40	177.42	177.42	62.70	125.39	177.42	310.82	137.40	125.39	96.05	310.82	248.12	62.70	137.40	177.42	137.40	310.82	177.42	177.42	62.70	137.40	30.68	62.70	0.00	0.00	62.70	86.71	137.40	62.70	137.40	177.42			
36	67.78	87.52	87.52	30.93	61.86	87.52	153.33	67.78	61.86	47.38	153.33	122.40	30.93	67.78	87.52	67.78	153.33	87.52	87.52	30.93	67.78	15.14	30.93	0.00	0.00	30.93	42.78	67.78	30.93	67.78	87.52			
37	72.72	93.91	93.91	33.19	66.37	93.91	164.51	72.72	66.37	50.84	164.51	131.33	33.19	72.72	93.91	72.72	164.51	93.91	93.91	33.19	72.72	16.24	33.19	0.00	0.00	33.19	45.89	72.72	33.19	72.72	93.91			
38	85.15	109.95	109.95	38.86	77.71	109.95	192.62	85.15	77.71	59.52	192.62	153.77	38.86	85.15	109.95	85.15	192.62	109.95	109.95	38.86	85.15	19.01	38.86	0.00	0.00	38.86	53.74	85.15	38.86	85.15	109.95			
39	102.38	132.20	132.20	46.72	93.43	132.20	231.60	102.38	93.43	71.57	231.60	184.88	46.72	102.38	132.20	102.38	231.60	132.20	132.20	46.72	102.38	22.86	46.72	0.00	0.00	46.72	64.61	102.38	46.72	102.38	132.20			
40	76.82	99.19	99.19	35.05	70.11	99.19	173.78	76.82	70.11	53.70	173.78	138.72	35.05	76.82	99.19	76.82	173.78	99.19	99.19	35.05	76.82	17.15	35.05	0.00	0.00	35.05	48.48	76.82	35.05	76.82	99.19			
41	75.69	97.74	97.74	34.54	69.08	97.74	171.22	75.69	69.08	52.91	171.22	136.68	34.54	75.69	97.74	75.69	171.22	97.74	97.74	34.54	75.69	16.90	34.54	0.00	0.00	34.54	47.77	75.69	34.54	75.69	97.74			
42	161.41	208.42	208.42	73.65	147.30	208.42	365.12	161.41	147.30	112.83	365.12	291.47	73.65	161.41	208.42	161.41	365.12	208.42	208.42	73.65	161.41	36.04	73.65	0.00	0.00	73.65	101.86	161.41	73.65	161.41	208.42			
43	138.39	178.70	178.70	63.15	126.30	178.70	313.05	138.39	126.30	96.74	313.05	249.91	63.15	138.39	178.70	138.39	313.05	178.70	178.70	63.15	138.39	30.90	63.15	0.00	0.00	63.15	87.33	138.39	63.15	138.39	178.70			
44	98.28	126.91	126.91	44.85	89.70	126.91	222.33	98.28	89.70	68.70	222.33	177.48	44.85	98.28	126.91	98.28	222.33	126.91	126.91	44.85	98.28	21.95	44.85	0.00	0.00	44.85	62.02	98.28	44.85	98.28	126.91			
45	194.31	250.90	250.90	88.67	177.33	250.90	439.55	194.31	177.33	135.83	439.55	350.89	88.67	194.31	250.90	194.31	439.55	250.90	250.90	88.67	194.31	43.39	88.67	0.00	0.00	88.67	122.62	194.31	88.67	194.31	250.90			
46	105.77	136.57	136.57	48.26	96.53	136.57	239.26	105.77	96.53	73.94	239.26	191.00	48.26	105.77	136.57	105.77	239.26	136.57	136.57	48.26	105.77	23.62	48.26	0.00	0.00	48.26	66.75	105.77	48.26	105.77	136.57			
47	73.85	95.37	95.37	33.70	67.40	95.37	167.07	73.85	67.40	51.63	167.07	133.37	33.70	73.85	95.37	73.85	167.07	95.37	95.37	33.70	73.85	16.49	33.70	0.00	0.00	33.70	46.61	73.85	33.70	73.85	95.37			
48	23.16	29.90	29.90	10.57	21.14	29.90	52.39	23.16	21.14	16.19	52.39	41.82	10.57	23.16	29.90	23.16	52.39	29.90	29.90	10.57	23.16	5.17	10.57	0.00	0.00	10.57	14.61	23.16	10.57	23.16	29.90			
49	46.04	59.44	59.44	21.01	42.01	59.44	104.14	46.04	42.01	32.18	104.14	83.13	21.01	46.04	59.44	46.04	104.14	59.44	59.44	21.01	46.04	10.28	21.01	0.00	0.00	21.01	29.05	46.04	21.01	46.04	59.44			
50	52.81	68.20	68.20	24.10	48.20	68.20	119.47	52.81	48.20	36.92	119.47	95.37	24.10	52.81	68.20	52.81	119.47	68.20	68.20	24.10	52.81	11.79	24.10	0.00	0.00	24.10	33.33	52.81	24.10	52.81	68.20			
51	36.86	47.59	47.59	16.82	33.64	47.59	83.37	36.86	33.64	25.76	83.37	66.56	16.82	36.86	47.59	36.86	83.37	47.59	47.59	16.82	36.86	8.23	16.82	0.00	0.00	16.82	23.26	36.86	16.82	36.86	47.59			
52	72.16	93.18	93.18	32.93	65.85	93.18	163.24	72.16	65.85	50.44	163.24	130.31	32.93	72.16	93.18	72.16	163.24	93.18	93.18	32.93	72.16	16.11	32.93	0.00	0.00	32.93	45.54	72.16	32.93	72.16	93.18			
53	36.01	46.50	46.50	16.43	32.86	46.50	81.46	36.01	32.86	25.17	81.46	65.03	16.43	36.01	46.50	36.01	81.46	46.50	46.50	16.43	36.01	8.04	16.43	0.00	0.00	16.43	22.72	36.01	16.43	36.01	46.50			
54	32.90	42.49	42.49	15.01	30.03	42.49	74.43	32.90	30.03	23.00	74.43	59.42	15.01	32.90	42.49	32.90	74.43	42.49	42.49	15.01	32.90	7.35	15.01	0.00	0.00	15.01	20.76	32.90	15.01	32.90	42.49			

Table D2 Non-residential use – water supply trunk infrastructure network for water service

Column 1: Charge area

Column 2: Water supply trunk infrastructure network charge ($ per demand unit)

Non-residential use under the Planning Regulation
Editor's note - see schedule 16, Table 1, column 1 of the Planning Regulation

Charge area	Places of Assembly		Commercial (bulk goods)			Commercial (retail)				Commercial (office)
	Club	Function facility	Agric. Supplies store	Bulk landscape supplies	Outdoor sales	Adult Store	Food & drink outlet		Service Industry	Office
	Community use		Garden Centre			Shop	Fast Food Premises	Other		Sales office
	Funeral parlour		H'ware & trade supplies			Shopping Centre				
	Place of worship		Showroom			Service Station				
Demand unit	m² of GFA		m² of GFA			m² of GFA				m² of GFA
1	12.36	37.07	30.90	6.18	12.36	30.90	185.37	98.87	18.54	30.90
2	10.36	31.09	25.91	5.18	10.36	25.91	155.44	82.90	15.54	25.91
3	8.25	24.76	20.63	4.13	8.25	20.63	123.80	66.02	12.38	20.63
4	9.58	28.74	23.95	4.79	9.58	23.95	143.68	76.63	14.37	23.95
5	5.23	15.69	13.08	2.62	5.23	13.08	78.47	41.85	7.85	13.08
6	3.19	9.58	7.98	1.60	3.19	7.98	47.89	25.54	4.79	7.98
7	8.86	26.58	22.15	4.43	8.86	22.15	132.88	70.87	13.29	22.15
8	5.79	17.38	14.49	2.90	5.79	14.49	86.91	46.35	8.69	14.49
9	5.27	15.80	13.17	2.63	5.27	13.17	79.00	42.13	7.90	13.17
10	9.74	29.23	24.36	4.87	9.74	24.36	146.14	77.94	14.61	24.36
11	7.44	22.32	18.60	3.72	7.44	18.60	111.61	59.52	11.16	18.60
12	4.50	13.49	11.24	2.25	4.50	11.24	67.46	35.98	6.75	11.24
13	15.20	45.61	38.00	7.60	15.20	38.00	228.03	121.62	22.80	38.00
14	10.25	30.75	25.62	5.12	10.25	25.62	153.73	81.99	15.37	25.62
15	9.41	28.24	23.54	4.71	9.41	23.54	141.22	75.32	14.12	23.54
16	19.24	57.71	48.09	9.62	19.24	48.09	288.54	153.89	28.85	48.09
17	17.23	51.70	43.08	8.62	17.23	43.08	258.50	137.86	25.85	43.08
18	16.75	50.25	41.87	8.37	16.75	41.87	251.23	133.99	25.12	41.87
19	39.63	118.88	99.07	19.81	39.63	99.07	594.39	317.01	59.44	99.07
20	10.68	32.03	26.69	5.34	10.68	26.69	160.14	85.41	16.01	26.69
21	8.31	24.93	20.78	4.16	8.31	20.78	124.65	66.48	12.47	20.78
22	11.20	33.59	27.99	5.60	11.20	27.99	167.95	89.57	16.79	27.99
23	9.84	29.51	24.59	4.92	9.84	24.59	147.53	78.68	14.75	24.59
24	3.41	10.24	8.53	1.71	3.41	8.53	51.21	27.31	5.12	8.53
25	8.29	24.87	20.72	4.14	8.29	20.72	124.33	66.31	12.43	20.72
26	8.79	26.36	21.97	4.39	8.79	21.97	131.81	70.30	13.18	21.97
27	9.45	28.35	23.63	4.73	9.45	23.63	141.76	75.60	14.18	23.63
28	5.77	17.32	14.43	2.89	5.77	14.43	86.59	46.18	8.66	14.43
29	5.14	15.42	12.85	2.57	5.14	12.85	77.08	41.11	7.71	12.85
30	8.16	24.48	20.40	4.08	8.16	20.40	122.41	65.28	12.24	20.40
31	1.57	4.70	3.92	0.78	1.57	3.92	23.52	12.54	2.35	3.92
32	7.44	22.32	18.60	3.72	7.44	18.60	111.61	59.52	11.16	18.60
33	3.81	11.44	9.53	1.91	3.81	9.53	57.19	30.50	5.72	9.53
34	44.62	133.87	111.56	22.31	44.62	111.56	669.33	356.98	66.93	111.56

Charge area	Educational facility			Entertainment		Indoor sport & recreation	Other Industry			High impact industry or special industry
	Childcare centre	Educational establishment other than an educational establishment for the Flying Start for Queensland Children program		Hotel	Theatre	Indoor sport & recreation	Low impact industry	Research & tech. ind.	Warehouse	High impact industry
	Community care centre	Primary school	Other	Nightclub entertainment facility			Medium impact industry			Special Industry
							Rural industry			
							Marine industry			
Demand unit	m² of GFA			m² of GFA		m² of GFA	m² of GFA			m² of GFA
1	24.10	24.10	40.16	37.07	12.36	12.36	18.54	30.90	6.18	18.54
2	20.21	20.21	33.68	31.09	10.36	10.36	15.54	25.91	5.18	15.54
3	16.09	16.09	26.82	24.76	8.25	8.25	12.38	20.63	4.13	12.38
4	18.68	18.68	31.13	28.74	9.58	9.58	14.37	23.95	4.79	14.37
5	10.20	10.20	17.00	15.69	5.23	5.23	7.85	13.08	2.62	7.85
6	6.23	6.23	10.38	9.58	3.19	3.19	4.79	7.98	1.60	4.79
7	17.27	17.27	28.79	26.58	8.86	8.86	13.29	22.15	4.43	13.29
8	11.30	11.30	18.83	17.38	5.79	5.79	8.69	14.49	2.90	8.69
9	10.27	10.27	17.12	15.80	5.27	5.27	7.90	13.17	2.63	7.90
10	19.00	19.00	31.66	29.23	9.74	9.74	14.61	24.36	4.87	14.61
11	14.51	14.51	24.18	22.32	7.44	7.44	11.16	18.60	3.72	11.16
12	8.77	8.77	14.62	13.49	4.50	4.50	6.75	11.24	2.25	6.75
13	29.64	29.64	49.41	45.61	15.20	15.20	22.80	38.00	7.60	22.80
14	19.98	19.98	33.31	30.75	10.25	10.25	15.37	25.62	5.12	15.37
15	18.36	18.36	30.60	28.24	9.41	9.41	14.12	23.54	4.71	14.12
16	37.51	37.51	62.52	57.71	19.24	19.24	28.85	48.09	9.62	28.85
17	33.60	33.60	56.01	51.70	17.23	17.23	25.85	43.08	8.62	25.85
18	32.66	32.66	54.43	50.25	16.75	16.75	25.12	41.87	8.37	25.12
19	77.27	77.27	128.78	118.88	39.63	39.63	59.44	99.07	19.81	59.44
20	20.82	20.82	34.70	32.03	10.68	10.68	16.01	26.69	5.34	16.01
21	16.20	16.20	27.01	24.93	8.31	8.31	12.47	20.78	4.16	12.47
22	21.83	21.83	36.39	33.59	11.20	11.20	16.79	27.99	5.60	16.79
23	19.18	19.18	31.96	29.51	9.84	9.84	14.75	24.59	4.92	14.75
24	6.66	6.66	11.09	10.24	3.41	3.41	5.12	8.53	1.71	5.12
25	16.16	16.16	26.94	24.87	8.29	8.29	12.43	20.72	4.14	12.43
26	17.14	17.14	28.56	26.36	8.79	8.79	13.18	21.97	4.39	13.18
27	18.43	18.43	30.71	28.35	9.45	9.45	14.18	23.63	4.73	14.18
28	11.26	11.26	18.76	17.32	5.77	5.77	8.66	14.43	2.89	8.66
29	10.02	10.02	16.70	15.42	5.14	5.14	7.71	12.85	2.57	7.71
30	15.91	15.91	26.52	24.48	8.16	8.16	12.24	20.40	4.08	12.24
31	3.06	3.06	5.10	4.70	1.57	1.57	2.35	3.92	0.78	2.35
32	14.51	14.51	24.18	22.32	7.44	7.44	11.16	18.60	3.72	11.16
33	7.44	7.44	12.39	11.44	3.81	3.81	5.72	9.53	1.91	5.72
34	87.01	87.01	145.02	133.87	44.62	44.62	66.93	111.56	22.31	66.93

Charge area	Low impact rural	High impact rural	Essential services			Other uses				Minor uses
	Animal husbandry	Cultivating, in a confined area, aquatic animals or plants for sale	Correctional facility	Emergency services	Health care service	Crematorium	Major sport, recreation and entertainment facility	Air service, Animal keeping, Car park	Any other use not listed, including a use that is unknown	Advertising device, Cemetery, Home-based business
	Cropping	Intensive animal ind. & horticulture	Hospital		Veterinary service		Outdoor sport and recreation	Motor sport facility, Non-resident accommodation		Landing, Market, Roadside stall
	Permanent plantation	Wholesale nursery	Residential care facility					Port service, Tourist attraction		Telecommunications facility, Park
	Wind farm	Winery						Utility installation, Extractive industry		Temporary use, Outdoor lighting
Demand unit	m² of GFA	m² of GFA	m² of GFA			m² of GFA				n/a
1	0.00	0.00	13.59	18.54	30.90	30.90	12.36	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution is nil. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*
2	0.00	0.00	11.40	15.54	25.91	25.91	10.36			
3	0.00	0.00	9.08	12.38	20.63	20.63	8.25			
4	0.00	0.00	10.54	14.37	23.95	23.95	9.58			
5	0.00	0.00	5.75	7.85	13.08	13.08	5.23			
6	0.00	0.00	3.51	4.79	7.98	7.98	3.19			
7	0.00	0.00	9.74	13.29	22.15	22.15	8.86			
8	0.00	0.00	6.37	8.69	14.49	14.49	5.79			
9	0.00	0.00	5.79	7.90	13.17	13.17	5.27			
10	0.00	0.00	10.72	14.61	24.36	24.36	9.74			
11	0.00	0.00	8.18	11.16	18.60	18.60	7.44			
12	0.00	0.00	4.95	6.75	11.24	11.24	4.50			
13	0.00	0.00	16.72	22.80	38.00	38.00	15.20			
14	0.00	0.00	11.27	15.37	25.62	25.62	10.25			
15	0.00	0.00	10.36	14.12	23.54	23.54	9.41			
16	0.00	0.00	21.16	28.85	48.09	48.09	19.24			
17	0.00	0.00	18.96	25.85	43.08	43.08	17.23			
18	0.00	0.00	18.42	25.12	41.87	41.87	16.75			
19	0.00	0.00	43.59	59.44	99.07	99.07	39.63			
20	0.00	0.00	11.74	16.01	26.69	26.69	10.68			
21	0.00	0.00	9.14	12.47	20.78	20.78	8.31			
22	0.00	0.00	12.32	16.79	27.99	27.99	11.20			
23	0.00	0.00	10.82	14.75	24.59	24.59	9.84			
24	0.00	0.00	3.76	5.12	8.53	8.53	3.41			
25	0.00	0.00	9.12	12.43	20.72	20.72	8.29			
26	0.00	0.00	9.67	13.18	21.97	21.97	8.79			
27	0.00	0.00	10.40	14.18	23.63	23.63	9.45			
28	0.00	0.00	6.35	8.66	14.43	14.43	5.77			
29	0.00	0.00	5.65	7.71	12.85	12.85	5.14			
30	0.00	0.00	8.98	12.24	20.40	20.40	8.16			
31	0.00	0.00	1.72	2.35	3.92	3.92	1.57			
32	0.00	0.00	8.18	11.16	18.60	18.60	7.44			
33	0.00	0.00	4.19	5.72	9.53	9.53	3.81			
34	0.00	0.00	49.08	66.93	111.56	111.56	44.62			

Table D3 Non-residential use – sewerage trunk infrastructure network for wastewater service

Column 1	Column 2																																	
	Sewerage trunk infrastructure network charge ($ per demand unit)																																	
Charge area	Non-residential use under the Planning Regulation Editor's note - see schedule 16, Table 1, column 1 of the Planning Regulation																																	
	Places of Assembly		Commercial (bulk goods)			Commercial (retail)			Commercial (office)	Educational facility			Entertainment		Indoor sport & recreation	Other Industry			High impact industry or special industry	Low impact rural	High impact rural	Essential services			Other uses				Minor uses
	Club	Function facility	Agric. Supplies store	Bulk landscape supplies	Outdoor sales	Adult Store	Food & drink outlet	Service Industry	Office	Childcare centre	Educational establishment other than an educational establishment for the Flying Start for Queensland Children program		Hotel	Theatre	Indoor sport & recreation	Low impact industry	Research & tech. ind.	Warehouse	High impact industry	Animal husbandry	Cultivating, in a confined area, aquatic animals or plants for sale	Correctional facility	Emergency services	Health care service	Crematorium	Major sport, recreation and entertainment facility	Airservice, Animal keeping, Car park	Any other use not listed, including a use that is unknown	Advertising device, Cemetery, Home-based business
	Community use		Garden Centre			Shop	Fast Food Premises	Other	Sales office	Community care centre	Primary school	Other	Nightclub entertainment facility			Medium impact industry			Special Industry	Cropping	Intensive animal ind. & horticulture	Hospital		Veterinary service		Outdoor sport and recreation	Motorsport facility, Non-resident accommodation		Landing, Market, Roadside stall
	Funeral parlour		H'ware & trade supplies			Shopping Centre										Rural industry				Permanent plantation	Wholesale nursery	Residential care facility					Port service, Tourist attraction		Telecommunications facility, Park
	Place of worship		Showroom			Service Station										Marine industry				Wind farm	Winery						Utility installation, Extractive industry		Temporary use, Outdoor lighting
	Demand unit																																	
	m^2 of GFA		m^2 of GFA			m^2 of GFA			m^2 of GFA	m^2 of GFA			m^2 of GFA		m^2 of GFA	m^2 of GFA			m^2 of GFA	m^2 of GFA	m^2 of GFA	m^2 of GFA			m^2 of GFA				n/a
1	14.63	43.90	36.58	7.32	14.63	36.58	219.48	117.05	21.95	36.58	28.53	28.53	47.55	43.90	14.63	14.63	21.95	36.58	7.32	21.95	0.00	0.00	16.09	21.95	36.58	36.58	14.63	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution are those which are applicable to the use that the local government decides should apply for the use. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*	The maximum adopted charge under the Planning Regulation and adopted charges under this resolution is nil. *Editor's note - see schedule 16, Table 1, column 2 of the Planning Regulation*
2	14.00	41.99	34.99	7.00	14.00	34.99	209.96	111.98	21.00	34.99	27.29	27.29	45.49	41.99	14.00	14.00	21.00	34.99	7.00	21.00	0.00	0.00	15.40	21.00	34.99	34.99	14.00				
3	14.88	44.64	37.20	7.44	14.88	37.20	223.22	119.05	22.32	37.20	29.02	29.02	48.36	44.64	14.88	14.88	22.32	37.20	7.44	22.32	0.00	0.00	16.37	22.32	37.20	37.20	14.88				
4	10.73	32.20	26.83	5.37	10.73	26.83	161.00	85.87	16.10	26.83	20.93	20.93	34.88	32.20	10.73	10.73	16.10	26.83	5.37	16.10	0.00	0.00	11.81	16.10	26.83	26.83	10.73				
5	14.50	43.49	36.24	7.25	14.50	36.24	217.44	115.97	21.74	36.24	28.27	28.27	47.11	43.49	14.50	14.50	21.74	36.24	7.25	21.74	0.00	0.00	15.95	21.74	36.24	36.24	14.50				
6	22.67	68.01	56.68	11.34	22.67	56.68	340.06	181.37	34.01	56.68	44.21	44.21	73.68	68.01	22.67	22.67	34.01	56.68	11.34	34.01	0.00	0.00	24.94	34.01	56.68	56.68	22.67				
7	8.62	25.87	21.56	4.31	8.62	21.56	129.36	68.99	12.94	21.56	16.82	16.82	28.03	25.87	8.62	8.62	12.94	21.56	4.31	12.94	0.00	0.00	9.49	12.94	21.56	21.56	8.62				
8	40.26	120.78	100.65	20.13	40.26	100.65	603.91	322.08	60.39	100.65	78.51	78.51	130.85	120.78	40.26	40.26	60.39	100.65	20.13	60.39	0.00	0.00	44.29	60.39	100.65	100.65	40.26				
9	11.06	33.18	27.65	5.53	11.06	27.65	165.92	88.49	16.59	27.65	21.57	21.57	35.95	33.18	11.06	11.06	16.59	27.65	5.53	16.59	0.00	0.00	12.17	16.59	27.65	27.65	11.06				
10	12.57	37.72	31.43	6.29	12.57	31.43	188.58	100.58	18.86	31.43	24.52	24.52	40.86	37.72	12.57	12.57	18.86	31.43	6.29	18.86	0.00	0.00	13.83	18.86	31.43	31.43	12.57				
11	28.88	86.64	72.20	14.44	28.88	72.20	433.18	231.03	43.32	72.20	56.31	56.31	93.86	86.64	28.88	28.88	43.32	72.20	14.44	43.32	0.00	0.00	31.77	43.32	72.20	72.20	28.88				
12	34.59	103.76	86.47	17.29	34.59	86.47	518.81	276.70	51.88	86.47	67.45	67.45	112.41	103.76	34.59	34.59	51.88	86.47	17.29	51.88	0.00	0.00	38.05	51.88	86.47	86.47	34.59				
13	13.33	40.00	33.34	6.67	13.33	33.34	200.02	106.68	20.00	33.34	26.00	26.00	43.34	40.00	13.33	13.33	20.00	33.34	6.67	20.00	0.00	0.00	14.67	20.00	33.34	33.34	13.33				
14	16.73	50.20	41.84	8.37	16.73	41.84	251.01	133.87	25.10	41.84	32.63	32.63	54.39	50.20	16.73	16.73	25.10	41.84	8.37	25.10	0.00	0.00	18.41	25.10	41.84	41.84	16.73				
15	11.33	34.00	28.33	5.67	11.33	28.33	169.98	90.66	17.00	28.33	22.10	22.10	36.83	34.00	11.33	11.33	17.00	28.33	5.67	17.00	0.00	0.00	12.47	17.00	28.33	28.33	11.33				
16	10.89	32.67	27.23	5.45	10.89	27.23	163.35	87.12	16.34	27.23	21.24	21.24	35.39	32.67	10.89	10.89	16.34	27.23	5.45	16.34	0.00	0.00	11.98	16.34	27.23	27.23	10.89				
17	15.18	45.54	37.95	7.59	15.18	37.95	227.71	121.44	22.77	37.95	29.60	29.60	49.34	45.54	15.18	15.18	22.77	37.95	7.59	22.77	0.00	0.00	16.70	22.77	37.95	37.95	15.18				
18	17.70	53.09	44.24	8.85	17.70	44.24	265.45	141.57	26.54	44.24	34.51	34.51	57.51	53.09	17.70	17.70	26.54	44.24	8.85	26.54	0.00	0.00	19.47	26.54	44.24	44.24	17.70				
19	12.17	36.50	30.41	6.08	12.17	30.41	182.49	97.33	18.25	30.41	23.72	23.72	39.54	36.50	12.17	12.17	18.25	30.41	6.08	18.25	0.00	0.00	13.38	18.25	30.41	30.41	12.17				
20	42.38	127.15	105.96	21.19	42.38	105.96	635.76	339.07	63.58	105.96	82.65	82.65	137.75	127.15	42.38	42.38	63.58	105.96	21.19	63.58	0.00	0.00	46.62	63.58	105.96	105.96	42.38				
21	31.47	94.40	78.66	15.73	31.47	78.66	471.99	251.73	47.20	78.66	61.36	61.36	102.26	94.40	31.47	31.47	47.20	78.66	15.73	47.20	0.00	0.00	34.61	47.20	78.66	78.66	31.47				
22	32.71	98.14	81.78	16.36	32.71	81.78	490.69	261.70	49.07	81.78	63.79	63.79	106.32	98.14	32.71	32.71	49.07	81.78	16.36	49.07	0.00	0.00	35.98	49.07	81.78	81.78	32.71				
23	7.50	22.49	18.74	3.75	7.50	18.74	112.46	59.98	11.25	18.74	14.62	14.62	24.37	22.49	7.50	7.50	11.25	18.74	3.75	11.25	0.00	0.00	8.25	11.25	18.74	18.74	7.50				
24	10.19	30.57	25.48	5.10	10.19	25.48	152.87	81.53	15.29	25.48	19.87	19.87	33.12	30.57	10.19	10.19	15.29	25.48	5.10	15.29	0.00	0.00	11.21	15.29	25.48	25.48	10.19				
25	8.61	25.83	21.52	4.30	8.61	21.52	129.14	68.88	12.91	21.52	16.79	16.79	27.98	25.83	8.61	8.61	12.91	21.52	4.30	12.91	0.00	0.00	9.47	12.91	21.52	21.52	8.61				
26	10.99	32.97	27.47	5.49	10.99	27.47	164.85	87.92	16.48	27.47	21.43	21.43	35.72	32.97	10.99	10.99	16.48	27.47	5.49	16.48	0.00	0.00	12.09	16.48	27.47	27.47	10.99				
27	18.88	56.64	47.20	9.44	18.88	47.20	283.19	151.04	28.32	47.20	36.81	36.81	61.36	56.64	18.88	18.88	28.32	47.20	9.44	28.32	0.00	0.00	20.77	28.32	47.20	47.20	18.88				
28	11.80	35.41	29.51	5.90	11.80	29.51	177.03	94.42	17.70	29.51	23.01	23.01	38.36	35.41	11.80	11.80	17.70	29.51	5.90	17.70	0.00	0.00	12.98	17.70	29.51	29.51	11.80				
29	11.22	33.65	28.04	5.61	11.22	28.04	168.27	89.74	16.83	28.04	21.87	21.87	36.46	33.65	11.22	11.22	16.83	28.04	5.61	16.83	0.00	0.00	12.34	16.83	28.04	28.04	11.22				
30	12.77	38.31	31.93	6.39	12.77	31.93	191.57	102.17	19.16	31.93	24.90	24.90	41.51	38.31	12.77	12.77	19.16	31.93	6.39	19.16	0.00	0.00	14.05	19.16	31.93	31.93	12.77				
31	11.89	35.66	29.72	5.94	11.89	29.72	178.32	95.10	17.83	29.72	23.18	23.18	38.64	35.66	11.89	11.89	17.83	29.72	5.94	17.83	0.00	0.00	13.08	17.83	29.72	29.72	11.89				
32	8.40	25.19	20.99	4.20	8.40	20.99	125.93	67.16	12.59	20.99	16.37	16.37	27.29	25.19	8.40	8.40	12.59	20.99	4.20	12.59	0.00	0.00	9.24	12.59	20.99	20.99	8.40				
33	10.47	31.41	26.17	5.23	10.47	26.17	157.04	83.76	15.70	26.17	20.42	20.42	34.03	31.41	10.47	10.47	15.70	26.17	5.23	15.70	0.00	0.00	11.52	15.70	26.17	26.17	10.47				
34	9.59	28.76	23.96	4.79	9.59	23.96	143.79	76.69	14.38	23.96	18.69	18.69	31.15	28.76	9.59	9.59	14.38	23.96	4.79	14.38	0.00	0.00	10.54	14.38	23.96	23.96	9.59				
35	25.21	75.62	63.02	12.60	25.21	63.02	378.12	201.67	37.81	63.02	49.16	49.16	81.93	75.62	25.21	25.21	37.81	63.02	12.60	37.81	0.00	0.00	27.73	37.81	63.02	63.02	25.21				
36	45.98	137.93	114.94	22.99	45.98	114.94	689.64	367.81	68.96	114.94	89.65	89.65	149.42	137.93	45.98	45.98	68.96	114.94	22.99	68.96	0.00	0.00	50.57	68.96	114.94	114.94	45.98				
37	8.39	25.17	20.97	4.19	8.39	20.97	125.83	67.11	12.58	20.97	16.36	16.36	27.26	25.17	8.39	8.39	12.58	20.97	4.19	12.58	0.00	0.00	9.23	12.58	20.97	20.97	8.39				
38	34.63	103.89	86.58	17.32	34.63	86.58	519.45	277.04	51.95	86.58	67.53	67.53	112.55	103.89	34.63	34.63	51.95	86.58	17.32	51.95	0.00	0.00	38.09	51.95	86.58	86.58	34.63				
39	39.90	119.71	99.76	19.95	39.90	99.76	598.56	319.23	59.86	99.76	77.81	77.81	129.69	119.71	39.90	39.90	59.86	99.76	19.95	59.86	0.00	0.00	43.89	59.86	99.76	99.76	39.90				
40	54.36	163.09	135.91	27.18	54.36	135.91	815.47	434.92	81.55	135.91	106.01	106.01	176.69	163.09	54.36	54.36	81.55	135.91	27.18	81.55	0.00	0.00	59.80	81.55	135.91	135.91	54.36				
41	7.51	22.54	18.78	3.76	7.51	18.78	112.68	60.09	11.27	18.78	14.65	14.65	24.41	22.54	7.51	7.51	11.27	18.78	3.76	11.27	0.00	0.00	8.26	11.27	18.78	18.78	7.51				
42	14.87	44.62	37.19	7.44	14.87	37.19	223.11	118.99	22.31	37.19	29.00	29.00	48.34	44.62	14.87	14.87	22.31	37.19	7.44	22.31	0.00	0.00	16.36	22.31	37.19	37.19	14.87				
43	9.31	27.92	23.27	4.65	9.31	23.27	139.62	74.46	13.96	23.27	18.15	18.15	30.25	27.92	9.31	9.31	13.96	23.27	4.65	13.96	0.00	0.00	10.24	13.96	23.27	23.27	9.31				
44	19.28	57.84	48.20	9.64	19.28	48.20	289.18	154.23	28.92	48.20	37.59	37.59	62.66	57.84	19.28	19.28	28.92	48.20	9.64	28.92	0.00	0.00	21.21	28.92	48.20	48.20	19.28				
45	13.36	40.09	33.41	6.68	13.36	33.41	200.45	106.91	20.04	33.41	26.06	26.06	43.43	40.09	13.36	13.36	20.04	33.41	6.68	20.04	0.00	0.00	14.70	20.04	33.41	33.41	13.36				
46	12.31	36.92	30.77	6.15	12.31	30.77	184.62	98.47	18.46	30.77	24.00	24.00	40.00	36.92	12.31	12.31	18.46	30.77	6.15	18.46	0.00	0.00	13.54	18.46	30.77	30.77	12.31				
47	12.78	38.34	31.95	6.39	12.78	31.95	191.68	102.23	19.17	31.95	24.92	24.92	41.53	38.34	12.78	12.78	19.17	31.95	6.39	19.17	0.00	0.00	14.06	19.17	31.95	31.95	12.78				
48	15.36	46.08	38.40	7.68	15.36	38.40	230.38	122.87	23.04	38.40	29.95	29.95	49.92	46.08	15.36	15.36	23.04	38.40	7.68	23.04	0.00	0.00	16.89	23.04	38.40	38.40	15.36				
49	14.85	44.54	37.11	7.42	14.85	37.11	222.68	118.76	22.27	37.11	28.95	28.95	48.25	44.54	14.85	14.85	22.27	37.11	7.42	22.27	0.00	0.00	16.33	22.27	37.11	37.11	14.85				
50	10.94	32.82	27.35	5.47	10.94	27.35	164.10	87.52	16.41	27.35	21.33	21.33	35.55	32.82	10.94	10.94	16.41	27.35	5.47	16.41	0.00	0.00	12.03	16.41	27.35	27.35	10.94				
51	12.76	38.27	31.89	6.38	12.76	31.89	191.36	102.06	19.14	31.89	24.88	24.88	41.46	38.27	12.76	12.76	19.14	31.89	6.38	19.14	0.00	0.00	14.03	19.14	31.89	31.89	12.76				
52	9.26	27.77	23.14	4.63	9.26	23.14	138.87	74.06	13.89	23.14	18.05	18.05	30.09	27.77	9.26	9.26	13.89	23.14	4.63	13.89	0.00	0.00	10.18	13.89	23.14	23.14	9.26				
53	9.94	29.83	24.86	4.97	9.94	24.86	149.13	79.54	14.91	24.86	19.39	19.39	32.31	29.83	9.94	9.94	14.91	24.86	4.97	14.91	0.00	0.00	10.94	14.91	24.86	24.86	9.94				
54	12.02	36.05	30.04	6.01	12.02	30.04	180.24	96.13	18.02	30.04	23.43	23.43	39.05	36.05	12.02	12.02	18.02	30.04	6.01	18.02	0.00	0.00	13.22	18.02	30.04	30.04	12.02				
55	10.75	32.24	26.87	5.37	10.75	26.87	161.21	85.98	16.12	26.87	20.96	20.96	34.93	32.24	10.75	10.75	16.12	26.87	5.37	16.12	0.00	0.00	11.82	16.12	26.87	26.87	10.75				
56	8.31	24.93	20.78	4.16	8.31	20.78	124.65	66.48	12.47	20.78	16.20	16.20	27.01	24.93	8.31	8.31	12.47	20.78	4.16	12.47	0.00	0.00	9.14	12.47	20.78	20.78	8.31				
57	10.18	30.55	25.46	5.09	10.18	25.46	152.77	81.48	15.28	25.46	19.86	19.86	33.10	30.55	10.18	10.18	15.28	25.46	5.09	15.28	0.00	0.00	11.20	15.28	25.46	25.46	10.18				

Schedule 3 Applicable uses under the Ipswich planning scheme and Springfield structure plan

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
Residential uses		
Dwelling house	Single residential	Detached house
Dual occupancy	Dual occupancy	Dual occupancy dwelling; Relatives' flat
Caretaker's accommodation	Caretaker residential	Caretakers' residence
Multiple dwelling	Multiple residential	Apartment building; Attached house (per dwelling)
Accommodation (short-term)		
Tourist park	Temporary accommodation (camping ground, caravan park)	Camping ground; Caravan park (short term accommodation)
Hotel	No defined use	Hotel
Short-term accommodation	Temporary accommodation (boarding house, motel)	Backpackers' hostel; Motel
Resort complex		
Accommodation (long-term)		
Relocatable home park	Multiple residential (caravan park, if providing permanent accommodation)	Caravan park (permanent occupancy)
Community residence	No defined use	No defined use
Retirement facility	Multiple residential (retirement community)	Retirement community
Rooming accommodation	Multiple residential (boarding house, if providing permanent accommodation); Student accommodation	Student accommodation; Tenement building
Places of assembly		
Club	Entertainment use (club)	Club

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
Community use	Community use (community centre, community hall, cultural centre, gallery, information centre, library, meeting rooms, museum, neighbourhood centre, senior citizens centre, transit centre, youth centre)	Community building (art and craft centre, information centre, senior citizens centre, youth centre, meeting room, welfare centre, library, neighbourhood centre); Passenger terminal
Function facility		Reception and function rooms
Funeral parlour	Business use (funeral premises)	Funeral parlour
Place of worship	Community use (place of worship)	Place of public worship
Commercial (bulk goods)		
Agricultural supplies store	Business use (farm supply outlet, produce/craft market)	Produce/craft market; Produce store
Bulk landscape supplies		Landscape supply outlet
Garden centre	Business use (garden centre)	Garden centre
Hardware and trade supplies		
Outdoor sales		Plant sales and hire yard
Showroom	Business use (auction depot, vehicle sales premises, bulky goods sales)	Auction depot, Retail warehouse; Motor showroom
Commercial (retail)		
Adult store		
Food and drink outlet	Catering shop; Business use (cafe, restaurant, fast food premises, cake shop, snack bar, takeaway food premises, hot bread shop, food delivery service)	Fast food premises; Catering business; Restaurant; Community building (kiosk centre)
Service industry	Business use (laundromat)	Service industry
Service station	Business use (service station)	Service station
Shop	General store; Business use (shop)	General store; Local shops; Sale of automotive parts and accessories; Commercial

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
		Premises (business or commercial purpose, other than for a business office or a purpose specified in the Springfield structure plan)
Shopping centre	Shopping centre	Major shopping centre; Neighbourhood shopping centre; Neighbourhood centre
Commercial (office)		
Office	Business use (office, professional office)	Professional office; Commercial premises (business office); Public building
Sales office	Temporary sales office; Display housing	Real estate display/sales office
	Broadcasting station	Radio station; Television station
Educational facility		
Childcare centre	Community use (child care centre)	Child care centre
Community care centre		
Educational establishment other than an educational establishment for the Flying Start for Queensland Children program	Community use (school); primary school; secondary school; tertiary use	Educational establishment
Educational establishment for the Flying Start for Queensland Children program		
Entertainment		
Hotel	Business use (hotel); Entertainment use (licensed club)	Hotel; Tavern; Licensed club
Nightclub entertainment facility	Entertainment use (cabaret, night club)	Night club

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
Theatre	Entertainment use (theatre, cinema, concert hall, dance hall)	Indoor entertainment (theatre, cinema, concert hall, dance hall, public hall)
Resort complex		
Indoor sport and recreation		
Indoor sport and recreation	Recreation use (indoor recreation); Entertainment use (amusement parlour); Indoor entertainment	Indoor recreation; Indoor entertainment (amusement parlour); Sports complex (indoor)
High impact industry or special industry		
High impact industry		Concrete batching plant; Dangerous goods store; Fuel depot; Junk yard; Special industry; Vehicle wrecking yard
Special industry	Special industry; Nuclear industry	
Other Industry		
Low impact industry	Service/Trades use	Automatic car wash; Car repair station; Light industry
Medium impact industry	General industry	Freight depot; General industry; Milk depot; Transport depot; Transport terminal; Truck depot
Research and technology industry		Research and associated technology activities
Rural industry		
Warehouse	Service/Trades use (warehouse or storage)	Mini storage complex; Warehouse; Bulk store; Storage yard
Marine industry		
High impact rural		
Cultivating, in a confined area, aquatic animals or	Intensive Animal Husbandry (aquaculture)	

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
plants for sale		
Intensive animal industry	Intensive animal husbandry (feedlot, riding establishment, piggery, stock sales market)	Animal establishment; Riding school; stable; Stock sales yard
Intensive horticulture		
Wholesale nursery	Plant nursery (wholesale)	Plant nursery (wholesale)
Winery	Wine making	
Low impact rural		
Animal husbandry	Animal husbandry; Intensive animal husbandry (dairy)	Animal husbandry
Cropping	Agriculture	Agriculture; Turf farm
Permanent plantation	Forestry	Forestry
Wind farm		
Essential services		
Correctional facility	Correctional centre	Reformative institution
Emergency services	Community use (emergency service depot)	Emergency services depot
Health care service	Business use (medical centre)	Community building (health centre); Medical centre
Hospital	Community use (hospital)	Hospital
Residential care facility	Institutional residential; Multiple Residential (nursing home)	Institutional residence
Veterinary service	Business use (veterinary clinic)	Veterinary clinic; Veterinary hospital
Minor uses		
Advertising device		Advertising structure
Cemetery	Community use (cemetery)	Cemetery
Home-based business	Home based activity	Family day care centre; Home business; Home industry; Home occupation

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
Landing		
Market		
Outdoor lighting	Night court	Night tennis court
Park	Park	Environmental facility; Park; Community building; restrooms
Roadside stall		Roadside stall
Telecommunications facility	Minor utility	Local utility
Temporary use	Temporary use	
Other uses		
Air service	Aviation use	
Animal keeping	Intensive animal husbandry (cattery, kennels, stable)	Animal establishment; Stable
Car park	Car park	Car park
Crematorium	Community use (crematorium)	Crematorium
Extractive industry	Extractive industry	Extractive industry
Major sport, recreation and entertainment facility	Recreation use (equestrian and coursing sports); Entertainment use (exhibition, trade fair)	Exhibition; Trade fair
Motor sport facility	Recreation use (motor sports)	Motor sports complex
Non-resident workforce accommodation		
Outdoor sport and recreation	Entertainment use (drive in theatre); Recreation use (outdoor recreation)	Outdoor entertainment; Outdoor recreation; Sports complex
Port service		
Tourist attraction	Tourist facility	Tourist facility; Zoo
Utility installation	Major utility	Public utility; Special use
Other uses		Clearing of timber or

Column 1 **Use pursuant to the Planning Regulation** *Editor's note—See schedule 16, Table 1, column 1, of the Planning Regulation.*	**Column 2** **Use or activity under the Ipswich planning scheme** *Editor's note—See Ipswich Planning Scheme 2006.*	**Column 3** **Use under the Springfield structure plan** *Editor's note—See Springfield Structure Plan.*
		vegetation; earth works
Any other use not listed in column 1, including a use that is unknown		

Schedule 4 Applied local government adopted charges for particular uses

The local government may apply discounted adopted charges for those particular uses that comply with:

(a) the criteria outlined in the following Implementation Guidelines in the Ipswich Planning Scheme:

(i) Implementation Guideline No. 1;

(ii) Implementation Guideline No. 11;

(iii) Implementation Guideline No. 26; and

(b) other Council policies as adopted by Council from time to time.

Schedule 5 Deemed demand for the deemed demand area

Column 1 **Deemed demand area under the Ipswich planning scheme**	**Column 2** **Assumed demand (m^2GFA per hectare for use under the Planning Regulation)** *Editor's note—See schedule 16, Table 1, column 1 and column 2 of the Planning Regulation.*
Major centres zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Commercial (retail) – Shop
Local retail and commercial zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Commercial (retail) – Shop
Local business and industry zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Other Industry – Low impact industry
Regionally significant business and industry zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Other Industry – Low impact industry
CBD north secondary business zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Other Industry – Low impact industry
CBD residential high density zone—where the land is shaded in the deemed demand area in schedule 12	3000 for Other Industry – Low impact industry
Character mixed use zone	3000 for Commercial (retail) – Shop
Business incubator zone	3000 for Other Industry – Low impact industry
CBD primary retail zone	40,000 for Commercial (retail) – Shop
CBD primary commercial zone—where the land is not shaded in the deemed demand area in schedule 12	40,000 for Commercial (office) – Office
CBD primary commercial zone—where the land is shaded in the deemed demand area in schedule 12	10,000 for Commercial (office) – Office
CBD top of town zone	10,000 for Commercial (office) – Office
CBD medical services zone	10,000 for Commercial (office) – Office
Rosewood—Town centre primary business area and town square sub area	3000 for Commercial (retail) – Shop
Rosewood—Town centre secondary business area	3000 for Commercial (office) – Office
Rosewood—Service trades/showgrounds zone	3000 for Other Industry – Low impact industry

Schedule 6 Amount of levied charge relief

Column 1 **Category of prescribed community development**	**Column 2** **Percentage of levied charge relief (%)**	
	Transport trunk infrastructure network	**Public parks and community facilities trunk infrastructure networks**
Citywide	50	100
District	75	100
Neighbourhood	100	100
Local	100	100

Schedule 7 Identified trunk infrastructure criteria

Column 1 **Local government trunk infrastructure networks**	**Column 2** **Identified trunk infrastructure criteria**
Transport trunk infrastructure network	Transport trunk infrastructure network comprises the following: (a) arterial roads; (b) sub-arterial roads; (c) within an arterial or a sub-arterial road land and works for, an associated interchange, intersection, road drainage, kerb and channel, culverts, bridges, pedestrian and cyclist pathways, lighting and landscaping. Transport trunk infrastructure network does not comprise the following: (a) major collector, collector and access streets linking a development area with an arterial or sub-arterial road; (b) land and works for an arterial road or a sub-arterial road that is primarily related to providing access to and from a development area such as an acceleration or deceleration lane, turn lanes, traffic signals and roundabouts.
Public parks trunk infrastructure network	Public parks trunk infrastructure network comprises the following: (a) citywide parks—land, works and embellishments for citywide recreation parks, waterside parks, linear parks and sport ground and courts; (b) district parks—land, works and embellishments for district recreation parks and waterside parks; (c) local parks—land, works and embellishments for local recreation parks, linear parks and sport ground and courts. Trunk infrastructure for existing and future parks is restricted to the standard as set out in the local government infrastructure plan extrinsic material for the public parks trunk infrastructure network. *Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.*

Community facilities trunk infrastructure network	Community facilities trunk infrastructure network comprises the following: (a) citywide community facilities—land and basic works associated with the clearing of land and connection to services for citywide community facilities; (b) district community facilities—land and basic works associated with the clearing of land and connection to services for district community facilities; (c) local community facilities—land and basic works associated with the clearing of land and connection to services for local community facilities. Trunk infrastructure for existing and future community facilities land is restricted to the standard as set out in the local government infrastructure plan extrinsic material for the community facilities trunk infrastructure network. *Editor's note—See Part 13—Local Government Infrastructure Plan, which forms part of the Ipswich planning scheme.*

Schedule 8 Planned cost for local government trunk infrastructure networks

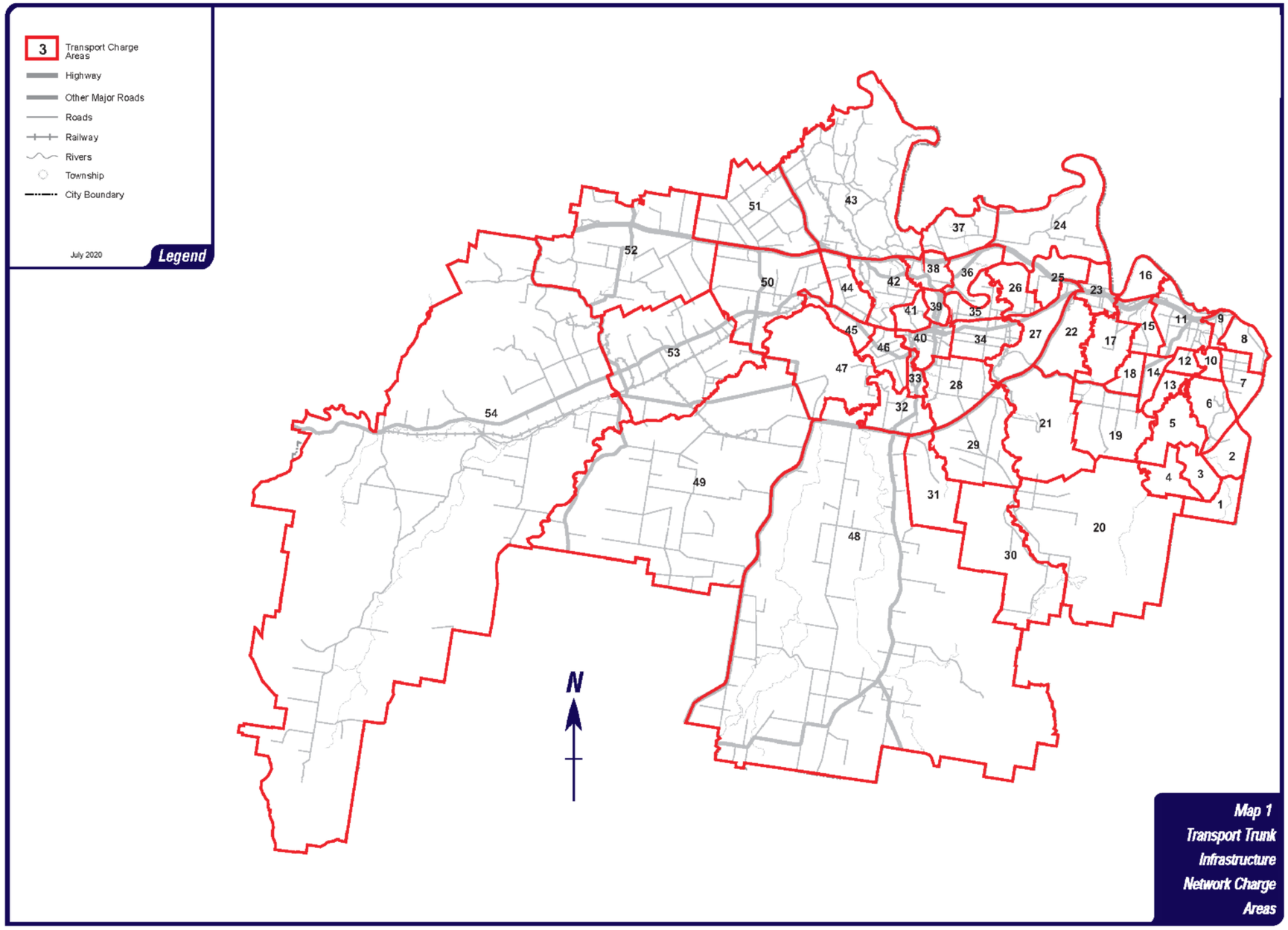
Column 1 **Local government trunk infrastructure networks**	**Column 2** **Land**	**Column 3** **Work**
Transport trunk infrastructure network		
Transport network	The value of the land cost stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the transport network.	The value of the following stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the transport network: (a) construction cost; (b) construction on cost.
Public parks trunk infrastructure network		
Public parks network	The value of the land cost stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the public parks network.	The value of the embellishment cost stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the public parks network.
Community facilities trunk infrastructure network		
Land for community facilities network	The value of the land cost stated in the Ipswich Planning Scheme 2006 Local government infrastructure plan extrinsic material for the community facilities network.	Not applicable.

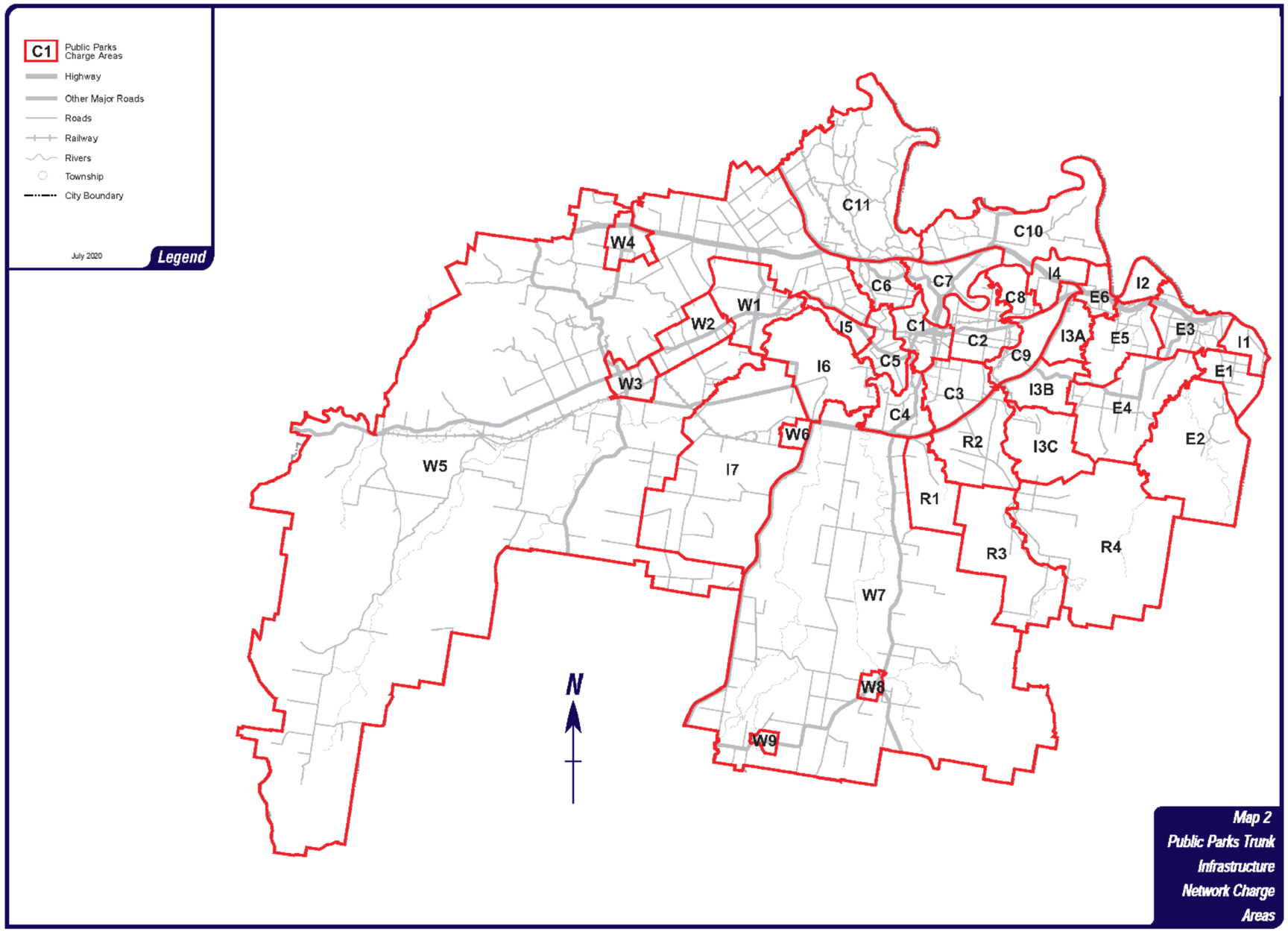
Schedule 9 Maximum construction on costs for work

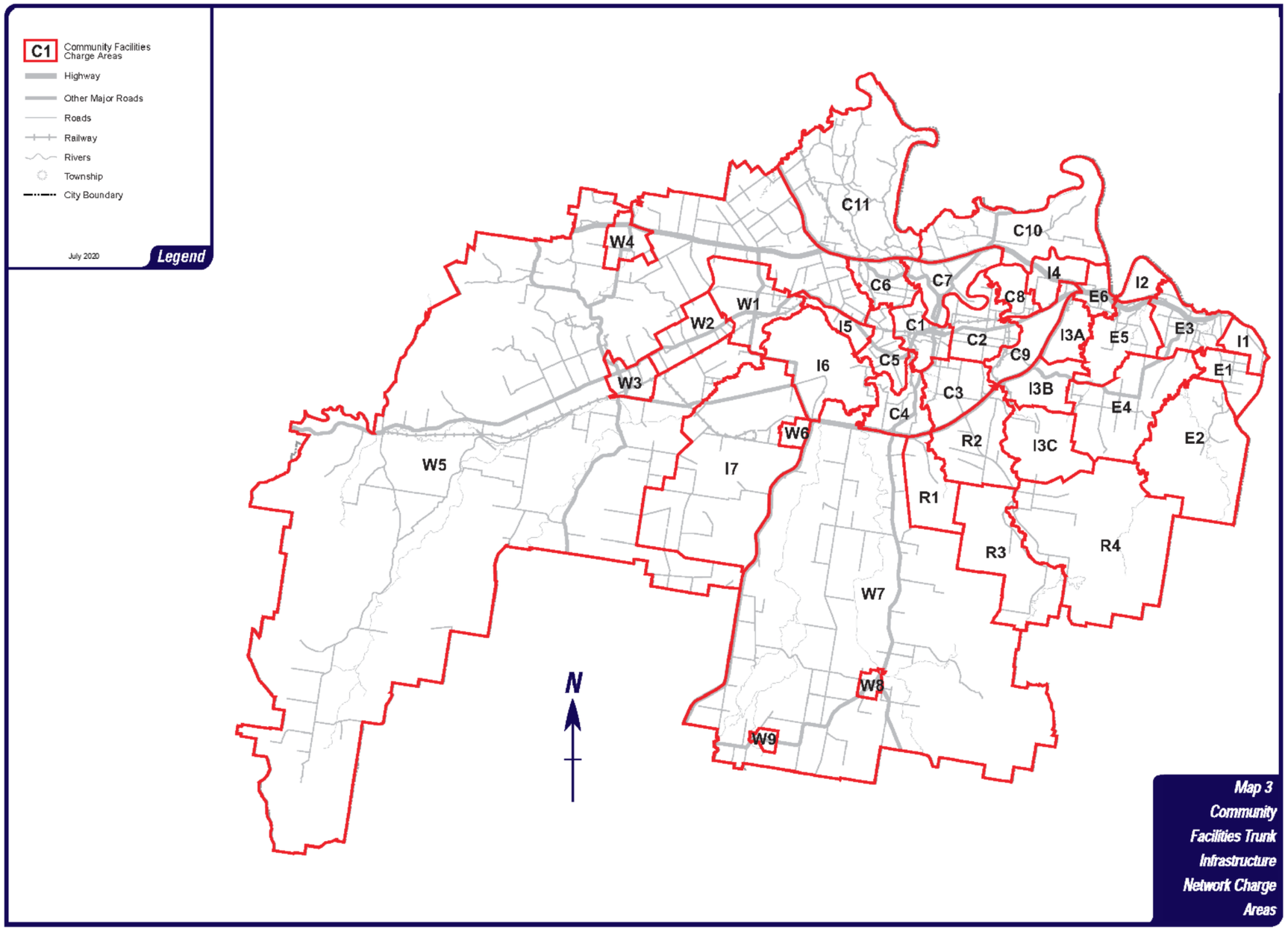
Column 1 **Trunk infrastructure network**	**Column 2** **Maximum construction on costs for work** **(Percentage of the construction cost for the work)**
Transport trunk infrastructure network	
Transport network	23%
Public parks trunk infrastructure network	
Public parks network	8% (included in embellishment cost)
Community facilities trunk infrastructure network	
Land for community facilities network	Not applicable

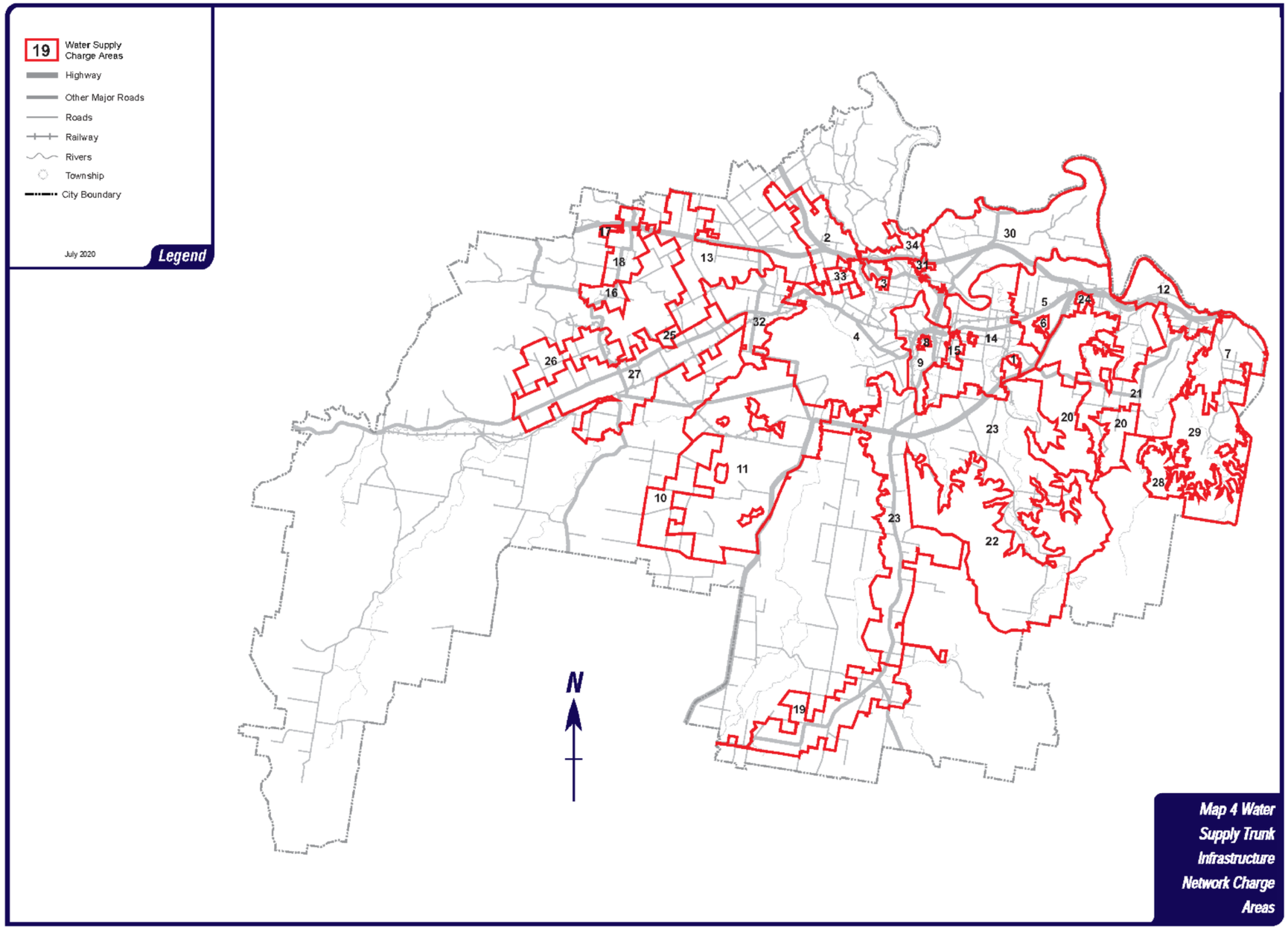
Schedule 10 Infrastructure trunk network Charge areas maps

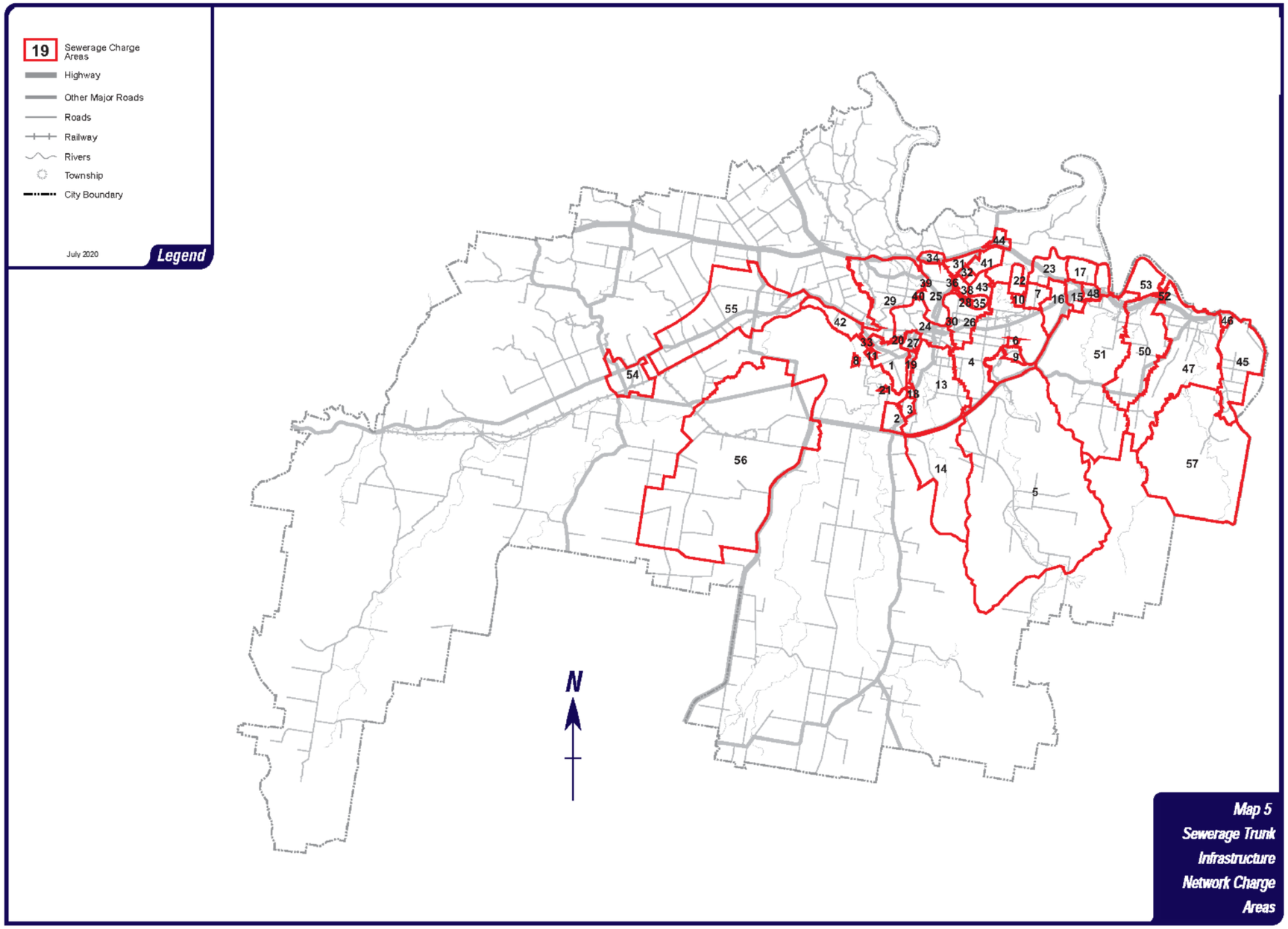
Column 1 Map no.	Column 2 Description
1.	Transport trunk infrastructure network charge areas
2.	Public parks trunk infrastructure network charge areas
3.	Community facilities trunk infrastructure network charge areas
4.	Water supply trunk infrastructure network charge areas
5.	Sewerage trunk infrastructure network charge areas


3 Transport Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 2020
Legend
N
Map 1
Transport Trunk
Infrastructure
Network Charge
Areas


C1
Public Parks Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 2020
Legend
C11
C10
W4
C6
C7
I4
I2
C8
E6
W1
W2
I5
C1
C2
I3A
E5
E3
I1
C9
C5
I6
E1
W3
C3
I3B
C4
E4
W6
R2
I3C
E2
W5
I7
R1
R3
R4
W7
N
W8
W9
Map 2
Public Parks Trunk
Infrastructure
Network Charge
Areas


C1
Community Facilities Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 2020
Legend
C11
C10
W4
C6
C7
C8
I4
E6
I2
W1
W2
I5
C1
C2
I3A
E5
E3
I1
C9
C5
I6
E1
W3
C3
I3B
E4
C4
W6
R2
I3C
E2
W5
I7
R1
R3
R4
W7
N
W8
W9
Map 3
Community
Facilities Trunk
Infrastructure
Network Charge
Areas

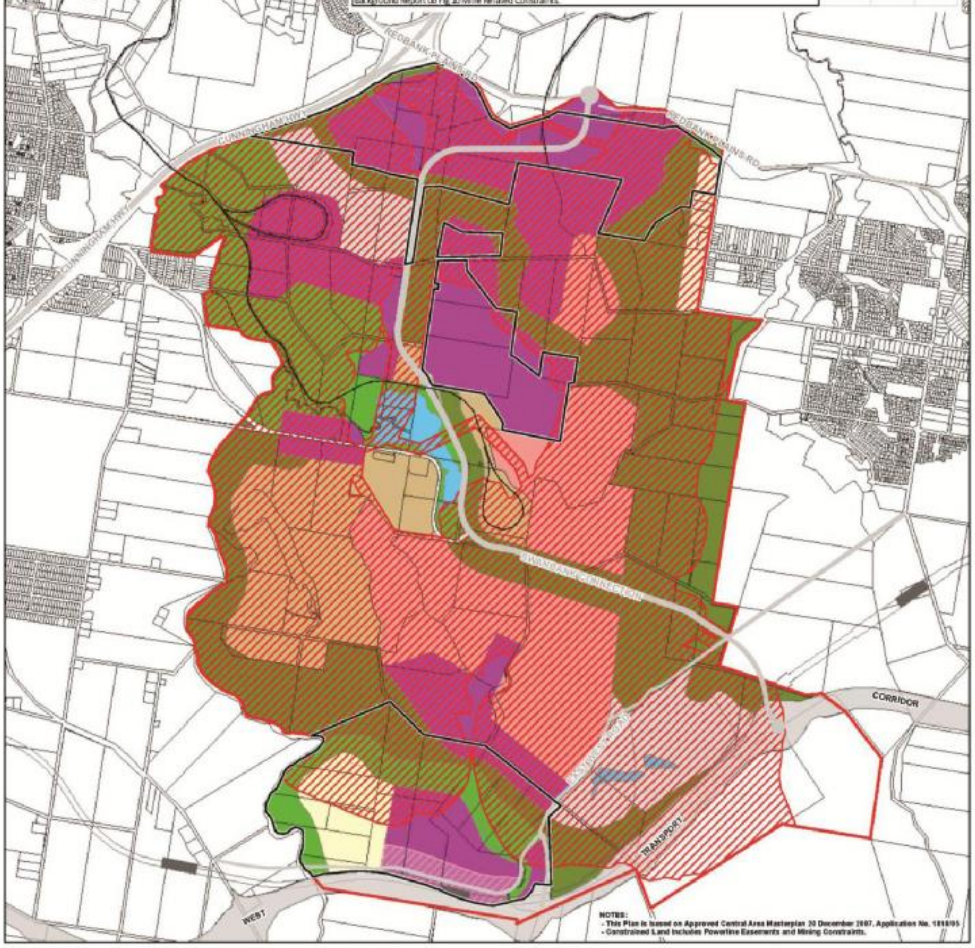

19 Water Supply Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 2020
Legend
N
Map 4 Water Supply Trunk Infrastructure Network Charge Areas


19 Sewerage Charge Areas
Highway
Other Major Roads
Roads
Railway
Rivers
Township
City Boundary
July 2020
Legend
N
Map 5
Sewerage Trunk Infrastructure Network Charge Areas

Schedule 11 Constrained land map

Landuse Areas	TOTAL			CONSTRAINED* LAND			UN-CONSTRAINED LAND		
	Sector 21	Investa	Other	Sector 21	Investa	Other	Sector 21	Investa	Other
Business Park	41	41	0	21	21	0	21	20	1
General Business & Industry	460	248	212	307	128	179	154	120	34
Low Impact Business & Industry	39	39	0	0	0	0	39	39	0
Regional Business and Industry Investigation	116	4	112	116	4	112		0	0
SUB-TOTAL	637	313	324	444	153	291	194	160	34
Energy Infrastructure	182	0	181	146	0	146	37	0	36
Special Uses	0	0	0	0	0	0	0	0	0
Waste Recycling / Future Rehabilitation Area	279	0	279	270	0	270	9	0	9
Special Opportunity (SA11)	17	4	13	17	4	14	0	0	0
SUB-TOTAL	478	5	473	433	4	429	46	1	45
Lake, Wetlands & Other Feature	25	0	25	14	0	14	11	0	11
Buffer Greenspace Precinct	562	60	498	505	65	441	58	4	54
Recreational Greenspace Precinct	233	36	198	178	35	143	37	21	16
Roads	0	0	0	3	0	3	2	0	2
SUB-TOTAL	802	125	677	701	100	601	109	25	84
TOTAL AREA (Hectares)	1917	442	1475	1578	256	1322	349	186	163

* Constrained Land includes Powerline Easements and Mining Constraints. Mining Constraints sourced from SMCEP Background Report 06 Fig 30 Mine Related Constraints.



Investa Owned Land
ICC Roadworks Contribution Area 21
Constrained Lands*

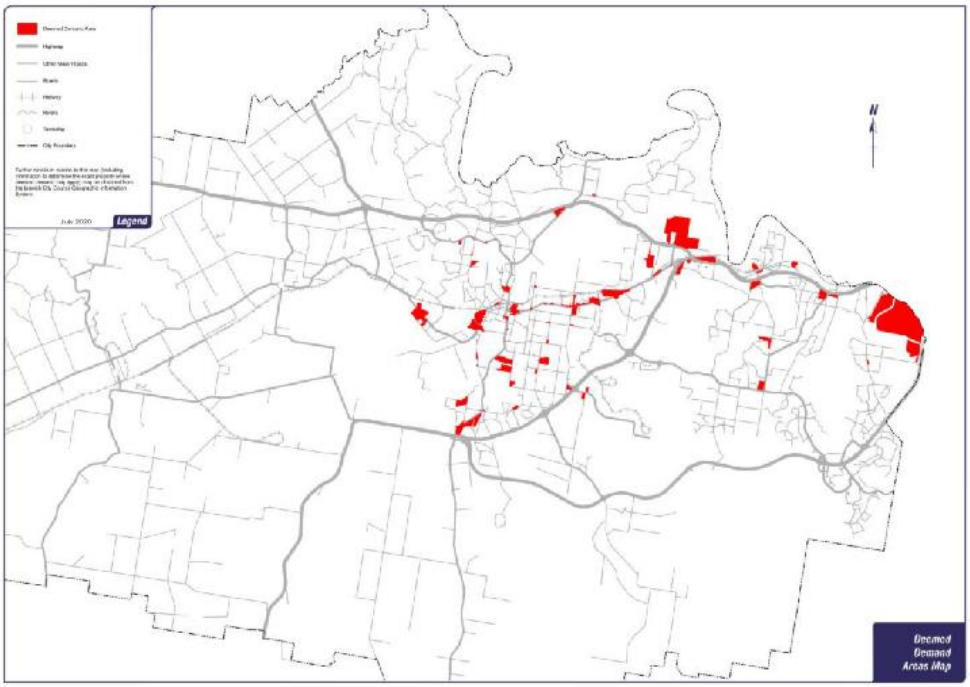
Approved Masterplan 2007
Special Opportunity (SA11)
Business Park
Energy Infrastructure
Special Uses (Local Government)
General Business and Industry
Low Impact Business and Industry
Regional Business and Industry Investigation
Lake, Wetlands & Other Feature
Buffer Greenspace Precinct
Recreational Greenspace Precinct
Waste Recycling / Future Rehabilitation Area

SECTOR 21 CONSTRAINED LAND ANALYSIS

1:25,000 @ A3

Drawing Number: 2855-00-342c
Date: 4 August 2010

Schedule 12 Deemed demand areas map



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ITEM: 16

SUBJECT: RATES TIMETABLE FOR 2020-2021

AUTHOR: TREASURY ACCOUNTING MANAGER

DATE: 7 JUNE 2020

EXECUTIVE SUMMARY

This is a report concerning the issuance date, discount and due date for payment for the quarterly rates for the 2020-2021 year.

RECOMMENDATION/S

That the Rates Timetable, including issue dates and due dates, for the 2020-2021 year as detailed in Table 1, be adopted:

Table 1

Period	Issue Date	Discount and Due Date	Period Since last Due Date
July – Sept 2020	Friday 10 July 2020	Thursday 13 August 2020	8 weeks
Oct – Dec 2020	Friday 9 October 2020	Thursday 12 November 2020	13 weeks
Jan – March 2021	Friday 15 January 2021	Thursday 18 February 2021	14 weeks
April – June 2021	Friday 16 April 2021	Thursday 20 May 2021	13 weeks

RELATED PARTIES

There are no related party matters associated with this report.

ADVANCE IPSWICH THEME

PURPOSE OF REPORT/BACKGROUND

Council adopts a timetable for the issue of rate notices and the discount and due date for payments each financial year. Where practical, a 13 week cycle between due dates in

successive quarters is maintained. Due to the extension of the discount and due date for payment of the April-June 2020 quarter, there will only be 8 weeks between the discount and due dates for the successive quarters. Due to the New Year's Day public holiday falling on Friday 1 January 2021, the issue date for the January-March 2021 quarter is proposed to be 15 January 2021, resulting in a 14 week period between the due dates for the October-December 2020 and January-March 2021 rates notices.

The rate notices need to be issued at least 30 days before the due date.

The following is the proposed timetable for the 2020-2021 financial year and takes into account sufficient time to print and issue rate notices as well as *"regular post"* postage service times and costs.

Period	**Issue Date**	**Discount and Due Date**	**Period Since last Due Date**
July – Sept 2020	Friday 10 July 2020	Thursday 13 August 2020	8 weeks
Oct – Dec 2020	Friday 9 October 2020	Thursday 12 November 2020	13 weeks
Jan – March 2021	Friday 15 January 2021	Thursday 18 February 2021	14 weeks
April – June 2021	Friday 16 April 2021	Thursday 20 May 2021	13 weeks

For the benefit of ratepayers, each quarterly rate notice includes the issue date as well as the discount date and due date for payment for the following quarter's rate notice.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

RISK MANAGEMENT IMPLICATIONS

There are no significant risk management implications associated with this report, however Council is required to adopt the discount date and due date payment for each quarter.

FINANCIAL/RESOURCE IMPLICATIONS

There are no specific financial or resource implications associated with this report.

COMMUNITY AND OTHER CONSULTATION

No community consultation has been undertaken in relation to this report.

CONCLUSION

Issue date, discount date and due date for payment for the quarterly rate notices continue to be timed around an approximate 13 week cycle.

Paul Mollenhauer
TREASURY ACCOUNTING MANAGER

I concur with the recommendations contained in this report.

Jeffrey Keech
MANAGER, FINANCE

I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"

Doc ID No: A6253724

ITEM: 17

SUBJECT: MONTHLY FINANCE PERFORMANCE REPORT - APRIL 2020

AUTHOR: MANAGER, FINANCE

DATE: 25 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning Council's financial performance for the period ending 30 April 2020, submitted in accordance with section 204 of the *Local Government Regulation 2012*.

RECOMMENDATION/S

> **That the report on Council's financial performance for the period ending 30 April 2020, submitted in accordance with section 204 of the *Local Government Regulation 2012* be considered and noted by Council.**

RELATED PARTIES

There are no related party matters associated with this report.

ADVANCE IPSWICH THEME

Strengthening our local economy and building prosperity

PURPOSE OF REPORT/BACKGROUND

The attached reports show the financial results for Ipswich City Council as at 30 April 2020.

The total Net Result as at 30 April 2020 (including capital revenues) is $108.3 million compared to the year to date (YTD) budget of $115.8 million. Council's YTD operating deficit (excluding capital revenue) is approximately $4.8 million compared to the YTD budget deficit of $2.8 million. The full year target budget surplus adopted as part of the budget amendment is $3.2 million.

The YTD actual operating deficit is being impacted by the write off of assets YTD of approximately $2.6 million. These are assets that are disposed of when assets are replaced and street lighting assets identified that are not Council owned. The Finance Branch is considering the classification of this expenditure to ensure consistent treatment with the audited financial statements which would align the YTD result closer to budget.

Capital expenditure including the Ipswich Central Business District (CBD) Redevelopment as at 30 April 2020 is $17.9 million below the YTD budget. Approximately $222.8 million has been expended or donated to 30 April 2020 compared to the current YTD capital budget of $240.7 million.

While it is difficult to accurately quantify the financial impact of the COVID-19 Pandemic at this stage, there are a number of Council's revenue streams that have been impacted by the economic uncertainty created. Council's COVID-19 response and recovery initiatives for individuals and organisations in financial difficulties have also impacted revenue in the areas of rental income, permit and licence fees. Offsetting some of the reduced revenue is that Council has not incurred expenditure in providing some planned services. For example, a number of City Events have either been cancelled or deferred.

Further detailed commentary and analysis of the results is included in the attached report. A summary of key items is set out below:

- Rates and utilities charges revenue remains slightly below budget YTD which has been impacted by reduced growth.

- There was a further reduction in fees and charges revenue in the April month which was under budget by approximately $1 million. As mentioned above Council processed refunds and waived certain fees and charges as a result of its COVID-19 response of approximately $250k in the month and town planning and regulatory fees were substantially below budget. Ipswich Waste Services revenue also continues to be under budget YTD with additional service cancellations as a result of COVID-19. Fees and charges revenue continues to be at risk due to reduced development activity, the impact of the waste levy on the commercial aspects of the waste business and the economic uncertainty created by COVID-19.

- Commercial rents and venue / facility hires were below budget in the month as a result of cancellations due to COVID-19 or required reduced rental negotiations.

- While donated assets from developers are above forecast; cash contributions are below budget by over $2million in the month of April. It is likely that developer contributions could be materially reduced over the coming months due to the economic impacts on the community as a result of COVID-19.

- Consistent with previous months, employee expenses including labour contracts continue to exceed budget, specifically in overtime and contract labour. Analysis and current weekly expenditure patterns show it is likely the annual budget for employee costs will be exceeded, when including labour contracts. Management are currently reviewing employee and contract labour costs and have implemented a Workforce Review Committee to review and approve the filling of vacancies only where critical or high priority to ensure service delivery.

  YTD employee costs have been higher than budgeted due to Council engaging a number of temporary labour contract staff directly and incurring additional overtime to self-deliver required mowing operations rather than the services being performed

by an external contractor (budgeted under materials and services), due to the reduced availability of contractor resources. In May the budget has been reallocated from materials and services to labour contracts, and this will be reflected in the May 2020 Report.

- Materials and services expenditure continues to be below forecast YTD and was under budget $1.4 million for the month of April. There were a number of Council's programs that have been cancelled or delayed as a result of COVID-19, for example City Events, which will have resulted in reduced expenditure in April and is likely to continue for the remainder of the financial year. Other underspends relate to service contracts due to earlier weather conditions, works not commencing as expected and lower than expected maintenance costs.

  In May a portion of the underspent budget has been reallocated to cover additional expenditure in labour contracts as discussed above and will be reflected in the May 2020 Report.

- Although April capital spending was above target, capital expenditure continues to be below budget YTD, particularly across the CBD Redevelopment and Infrastructure Program projects. The capital expenditure program is continuing to be monitored with the Infrastructure and Environment Department currently forecasting additional expenditure before financial year end.

- Considering the results above, cash currently held is slightly above forecasted cash balances.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

The implications of the financial results YTD are being carefully monitored by management as financial year end approaches.

The financial implications of the COVID-19 Pandemic are being collated and assessed as part of the monitoring and management process.

FINANCIAL/RESOURCE IMPLICATIONS

There are no specific implications as a result of this report.

COMMUNITY AND OTHER CONSULTATION

The contents of this report did not require any community consultation. Analysis and explanations of the variances is undertaken in conjunction with the various Departments.

CONCLUSION

The monthly performance report for April 2020 is included at Attachment 1.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Monthly Financial Performance Report - April 2020

Jeffrey Keech
MANAGER, FINANCE

I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"

Ipswich City Council

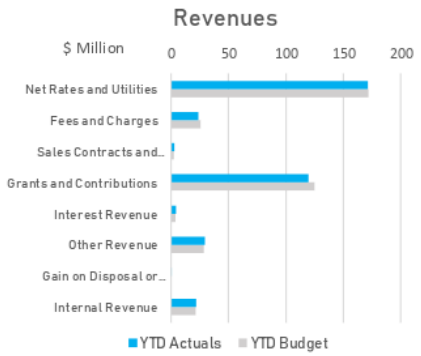
Performance Report

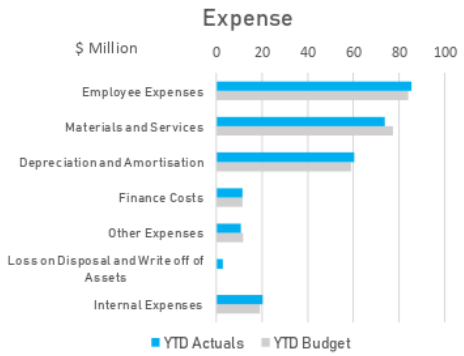
APRIL 2020

FINANCIAL EXECUTIVE SUMMARY

APRIL 2020

	Annual		YTD				
	Original Budget $'000s	Current Budget $'000s	Current Budget $'000s	Actuals $'000s	Variance $'000s	Variance %	Trend from MAR 2020
Operating Revenue	322,435	323,192	259,613	259,830	217	0.1%	▼
Operating Expense	319,336	319,970	262,456	264,673	(2,217)	(0.8%)	▲
Operating Surplus/(Deficit)	3,099	3,222	(2,843)	(4,843)	(2,000)	70.3%	▼
Capital Revenue	104,398	164,985	118,689	113,173	(5,516)	(4.6%)	▼
Net Result	107,497	168,207	115,846	108,330	(7,516)	(6.5%)	▼
Construction Program and Asset Purchase	131,008	101,807	87,231	71,644	15,587	17.9%	▼
CBD	111,608	84,948	65,353	61,404	3,948	6.0%	▼
Donated Assets	69,732	129,732	88,104	89,739	(1,635)	(1.9%)	▲
Total Capital Expenditure	312,348	316,487	240,688	222,788	17,900	7.4%	▲





Net Result

The total Net Result (including capital revenues) for Ipswich City Council as at 30 April 2020 is $108.3 million compared to the YTD budget of $115.8 million. Council's operating deficit (excluding capital revenue) is approximately $4.8 million compared to the YTD budget deficit of $2.8 million.

Operating revenue is $217k above the YTD Budget

The $1.6 million variance is made up of: rates and utilities revenue $646k under budget, fees and charges $1.6 million under budget, operational grant revenue $182k over budget, other revenue $1.6 million over budget, Sales Contracts and Recoverable Works $235k over budget and internal revenue $417k over budget. These items are discussed further in this report.

Operating expenses is $2.2 million above the YTD Budget

The $2.2 million variance is made up of: employee expenses including labour contracts $1.4 million over budget, materials and services under budget $3.6 million due to savings in IE and event delays in CE, other expenses $3.4 million over budget primarily due to the write off of assets in IE and additional depreciation and $975k over budget in internal expenses relating to IWS due to lower utilisation of assets. These items are discussed further in this report.

Capital Expenditure

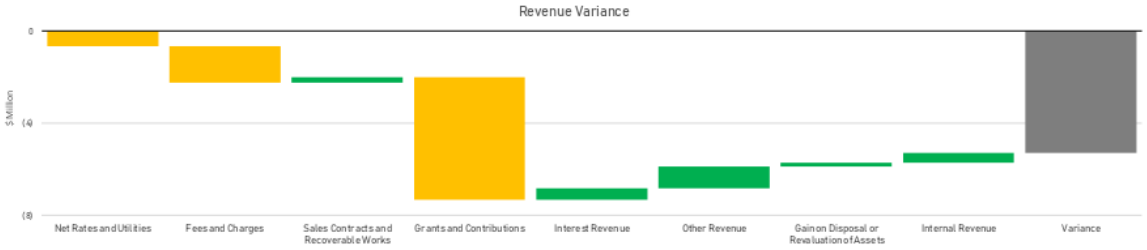
Capital expenditure including CBD as at 30 April is $17.9 million below the YTD budget. Approximately $222.8 million has been expended to 30 April compared to the current YTD capital expenditure budget of $240.7 million.

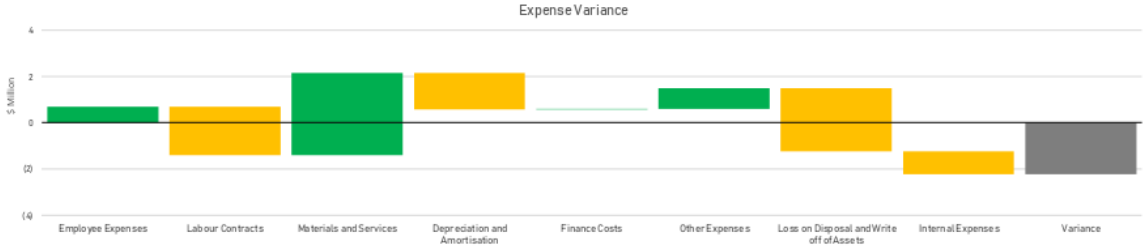
- *The Infrastructure Program actual April expenditure was on the revised forecast for the month (approx $6m) and is approximately $11 million under the YTD Budget. Actual costs are $56.2 million compared to the current YTD budget of $67.2 million.*
- *Corporate Services Department is $2.3 million under budget. Actual costs are $3.8 million compared to the YTD budget of $6.1 million.*
- *CBD under budget approx. $3.9 million. Actual costs are $61.4 million compared to the YTD budget of $65.4 million.*

FINANCIAL EXECUTIVE SUMMARY

APRIL 2020

	Annual		YTD						Variance $'000s by Department					
	Original Budget $'000s	Current Budget $'000s	Current Budget $'000s	Actuals $'000s	Variance $'000s	Variance %	Trend from MAR 2020	Note	CP	CS	CE	IE	IWS	PR
Revenue														
Net rates and utilities charges	208,482	206,882	171,910	171,264	(646)	(0.4%)	▼	1	N/A	(331)	N/A	(33)	(142)	(140)
Fees and charges	32,563	31,764	25,434	23,851	(1,583)	(6.2%)	▼	2	N/A	(173)	5	(126)	(329)	(959)
Gov't grants and subsidies	18,260	19,468	13,942	12,314	(1,628)	(11.7%)	▲	3	N/A	8	(70)	(1,606)	N/A	38
Internal revenue	25,613	25,613	21,379	21,796	417	2.0%	▲	4	N/A	(191)	104	(68)	572	0
Other revenue (incl. Donated Assets & Cash Contributions)	141,915	204,451	145,635	143,779	(1,856)	(1.3%)	▼	5	7	1,274	(2,259)	(370)	(234)	(275)
Total Revenue	426,833	488,178	378,300	373,004	(5,296)	(1.4%)	▼		7	587	(2,220)	(2,203)	(133)	(1,336)
Expense														
Employee expenses	97,438	99,204	81,976	81,281	695	0.8%	▼	6	135	430	(163)	172	252	(130)
Labour contracts	2,070	2,469	2,081	4,189	(2,108)	(101.3%)	▼	6	37	(495)	273	(1,048)	(700)	(175)
Materials and services	97,302	96,988	77,375	73,816	3,559	4.6%	▲	7	115	(561)	1,384	2,381	50	190
Internal expense	22,963	22,963	19,161	20,136	(975)	(5.1%)	▼	8	(27)	18	(49)	(767)	(173)	24
Other expenses	99,563	98,345	81,862	85,252	(3,390)	(4.1%)	▼	9	56	(286)	49	(3,842)	620	12
Total Expenses	319,336	319,969	262,455	264,674	(2,219)	(0.8%)	▲		316	(894)	1,494	(3,104)	49	(79)
Net Result	107,497	168,209	115,845	108,330	(7,515)	(6.5%)	▼		323	(307)	(726)	(5,307)	(84)	(1,415)





Revenue

1. Following the Budget Amendment in February in which rates and utilities charges annual budget was reduced as a result of lower growth, YTD revenue is now on target and will continue to be monitored.

2. Fees and charges variance is primarily in PR relating to planning and development and regulatory fees. April actual revenue for the Department was under budget $754k including approximately $250k of refunds of food licences and other fees. YTD CS fees and charges are below bduget by $173k relating to change of ownership fees. Also under budget $329k YTD in IWS relating to skip services and recycling refuse.

3. Capital grants revenue approximately $1.6 million below budget with variance relating to grants budgeted for but not received in IE including $536k for Redbank Plains Road (Stage 3) TIDS, $575k for Strategic Bikeways, $306k for install of traffic signals and $275k for Limestone Park Netball facilities.

4. Internal revenue over budget in IWS relates to SLA recovery for domestic services carried out by the commercial trucks and CE relating to increased demand for the Civic Centre. This is partially offset in CS due to lower than expected tax equivalents revenue.

5. Other revenue over budget relates to higher than expected QUU Tax Revenue ($737k), Dividends ($89k) and interest ($401k) in CS and donated assets in IE. This is partially offset by under budget in cash contributions in CE which are developer driven.

Expenses

6. Employee expenses including Labour contracts over budget $1.4 million or 1.7% YTD April. As mentioned in previous months, after excluding the impact of redundancy payments of $113k in the month, our current weekly employee costs exceed budget (including allowances) and are forecast to be over the annual budget by year end by approximately $2.6 million. Analysis on weekly employee costs will continue to be undertaken.

7. Materials and services (excluding labour contracts) under budget $3.6 million. As part of the February budget amendment the materials and services budget was rephased, moving some of the previous months underspend to June to reflect forecast expenditure patterns. The variance of $2.4 million in IE includes permanent savings of $1.7 million relating to park maintenance ($550k), buildings and facilities maintenance ($350k), road maintenance ($225k) and other savings across the Department ($575k). $1.4 million underspend in CE primarily relates to delayed and cancelled events due to COVID-19 closures.

8. Internal trading expense variance relates to fleet cost recovery and indicates a lower utilisation of assets compared to budgeted expectations.

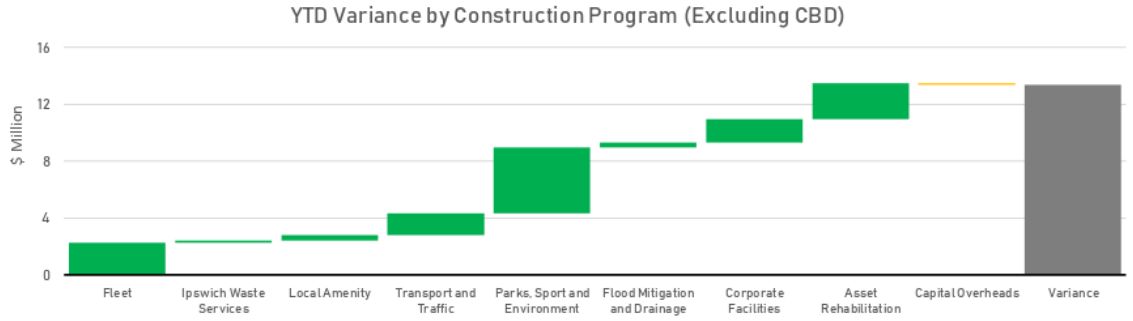
9. Other expenses over budget in IE primarily relates to depreciation ($866k) and the loss on disposal of assets ($2.7m). In February a loss on write off of assets of $952k was recorded for lighting assets that were not owned by Council.

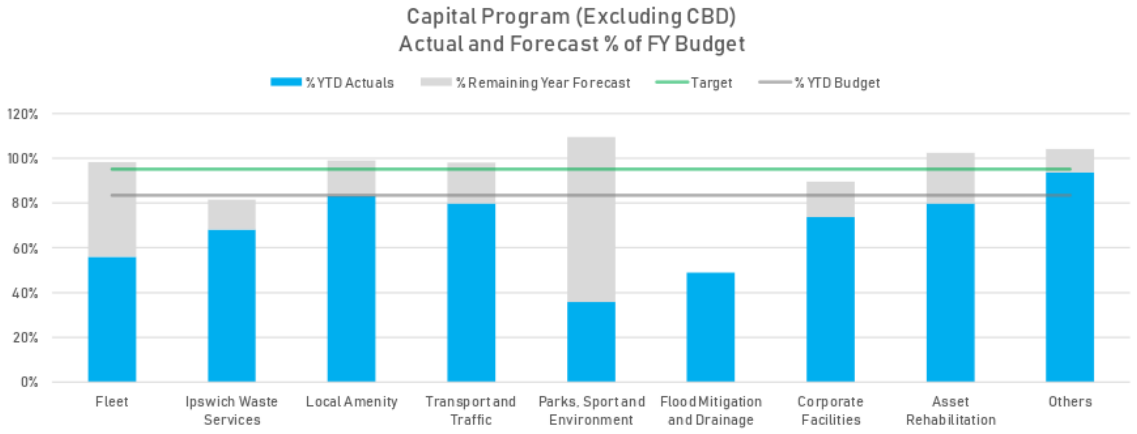
FINANCIAL EXECUTIVE SUMMARY

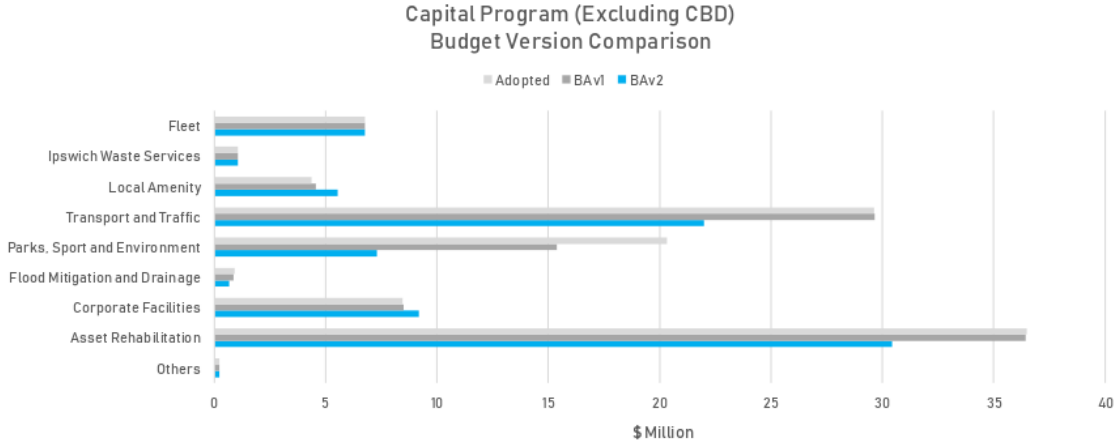
APRIL 2020

Capital

	Annual		YTD				
	Original Budget $'000s	Current Budget $'000s	Current Budget $'000s	Actuals $'000s	Variance $'000s	Variance %	Trend from MAR 2020
Coordination and Performance	111,608	89,698	70,103	66,875	3,228	4.6%	▼
Corporate Services	17,255	9,255	6,082	3,759	2,323	38.2%	▲
Community, Cultural and Economic Development	5,067	4,567	2,092	1,431	661	31.6%	▲
Infrastructure and Environment	108,156	83,147	74,247	60,920	13,326	17.9%	▼
Planning and Regulatory Services	530	87	61	65	(4)	(5.9%)	-
Net Result	242,616	186,755	152,584	133,049	19,535	12.8%	▼







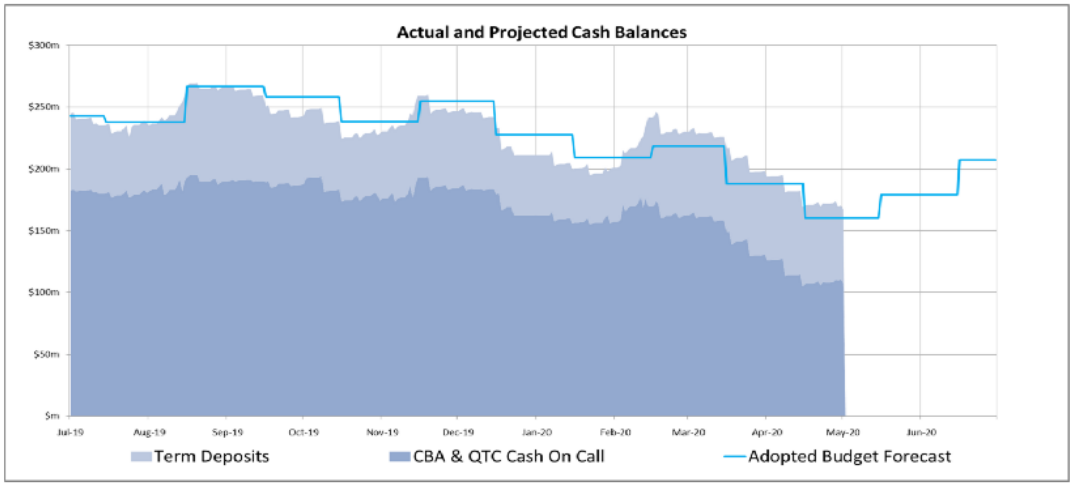
CAPITAL SUMMARY AS AT APRIL 2020

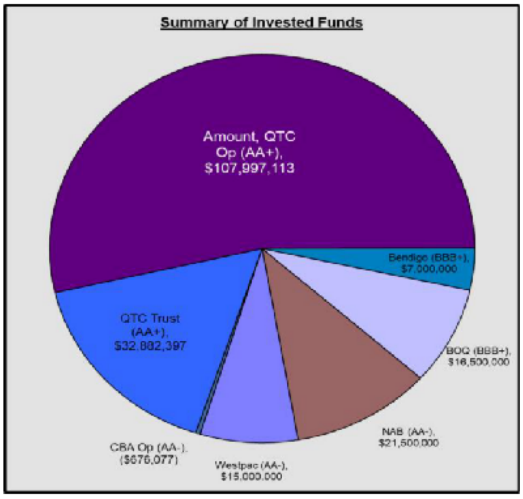
	MTD Actual $'000s	MTD Budget $'000s	MTD Variance $'000s	YTD Actual $'000s	YTD Budget $'000s	YTD Variance $'000s	Full Year Budget $'000s	EOY Forecast $'000s	Comments
Whole of Council									
Construction Program and Asset Purchase	19,281	17,926	(1,355)	133,049	152,584	19,535	186,755	186,108	
Donated Assets	2,537	5,809	3,272	89,739	88,104	(1,635)	129,732	129,732	
Total Capital Expenditure	**21,817**	**23,735**	**1,918**	**222,788**	**240,688**	**17,900**	**316,487**	**315,840**	
Coordination and Performance									
Construction Program and Asset Purchase	943	0	(943)	5,470	4,750	(720)	4,750	4,750	**CBD** - Underspend in CBD Development is being reviewed.
CBD Development	10,314	9,027	(1,287)	61,404	65,353	3,948	84,948	84,948	
Total Capital Expenditure	**11,257**	**9,027**	**(2,230)**	**66,875**	**70,103**	**3,228**	**89,698**	**89,698**	
Corporate Services									
Construction Program and Asset Purchase	622	1,551	930	3,759	6,082	2,323	9,255	9,255	**ICT** - A reduction of $8 million was approved as part of BAv2. Currently forecast to be under budget by the end of the year. ICT may need to utilse part of the remaining forecast underspend for the purchase of hardware.
Total Capital Expenditure	**622**	**1,551**	**930**	**3,759**	**6,082**	**2,323**	**9,255**	**9,255**	
Community, Cultural and Economic Development									
Construction Program and Asset Purchase	748	800	52	1,431	2,092	661	4,567	4,567	**Library** - was slightly over budget due to assets arriving earlier than expected, expected to be on budget in May 2020. **Civic Centre** - No issues **Art Gallery** - No issues **Community Safety and Innovation** - Under budget approximately $290k relating to delays in access control and $240k relating to delays in CBD fibre relocation.
Total Capital Expenditure	**748**	**800**	**52**	**1,431**	**2,092**	**661**	**4,567**	**4,567**	
Infrastructure and Environment									
Infrastructure Program	6,094	6,014	(80)	56,217	67,181	10,963	75,112	74,761	**IE** - was slightly over target for the month in line with forecast increased expenditure, but still under budget by $13.3 million against the revised BAv2 budget. IED is forecasting to be approximately $650k under budget by the end of the year.
Equipment	(12)	0	12	206	165	(41)	220	229	
Waste	70	83	13	716	871	155	1,050	856	
Fleet	502	450	(52)	3,781	6,030	2,249	6,765	6,654	
Total Capital Expenditure	**6,654**	**6,547**	**(107)**	**60,920**	**74,247**	**13,326**	**83,147**	**82,500**	
Planning and Regulatory Services									
Construction Program and Asset Purchase	0	0	0	65	61	(4)	87	87	**Cemeteries** - No issues
Total Capital Expenditure	**0**	**0**	**0**	**65**	**61**	**(4)**	**87**	**87**	
Donated Assets									
Coordination and Performance	0	0	0	0	0	0	0	0	
Corporate Services	0	0	0	0	0	0	0	0	
Community, Cultural and Economic Development	0	0	0	128	14	(114)	28	28	
Infrastructure and Environment	2,537	5,809	3,272	89,611	88,090	(1,521)	129,704	129,704	
Planning and Regulatory Services	0	0	0	0	0	0	0	0	
Total Donated Assets	**2,537**	**5,809**	**3,272**	**89,739**	**88,104**	**(1,635)**	**129,732**	**129,732**	

FINANCIAL EXECUTIVE SUMMARY

APRIL 2020

Cash and Investments





Investments and Earnings Summary	Margin	% Return	$
CBA Operating Account	0.006	0.75%	($676,077)
Term Deposit Investments	0.014	1.56%	$60,000,000
QTC Trust Fund Account	0.018	1.93%	$32,882,397
QTC Operating Account - CBD	0.018	1.93%	$26,519,903
QTC Operating Account - General	0.018	1.93%	$81,477,210
QTC Operating Account - Total	0.018	1.93%	**$107,997,113**
Total Invested funds (W.Avg return)	0.017	1.82%	$200,203,433
Total Operating Funds (Ex Trust)	0.017	1.80%	**$167,321,037**

Cashflow

Council's cash and cash equivalents balance as at 30 April 2020 was $167.3 million. The end of period cash holdings includes $27 million of carried forward unspent loan funds invested with QTC. Council's investments are made in accordance with Council's Investment Policy (adopted as part of the annual budget) with an average return percentage of 1.8%.

Doc ID No: A6288843

ITEM: 18

SUBJECT: MONTHLY FINANCE PERFORMANCE REPORT - MAY 2020

AUTHOR: MANAGER, FINANCE

DATE: 11 JUNE 2020

EXECUTIVE SUMMARY

This is a report concerning Council's financial performance for the period ending 31 May 2020, submitted in accordance with section 204 of the *Local Government Regulation 2012*.

RECOMMENDATION/S

> **That the report on Council's financial performance for the period ending 31 May 2020, submitted in accordance with section 204 of the *Local Government Regulation 2012* be considered and noted by Council.**

RELATED PARTIES

There are no related party matters associated with this report.

ADVANCE IPSWICH THEME

Strengthening our local economy and building prosperity

PURPOSE OF REPORT/BACKGROUND

The attached report shows the financial results for Ipswich City Council as at 31 May 2020.

The total Net Result as at 31 May 2020 (including capital revenues) is $127.6 million compared to the year to date (YTD) budget of $133 million. Council's YTD operating surplus (excluding capital revenue) is approximately $931k compared to the YTD budget deficit of $3.8 million. The full year target budget surplus adopted as part of the budget amendment is $3.3 million.

The first instalment of the 2020-21 Financial Assistance Grant of $4m was received in May however was budgeted to be received in June. The early receipt of the grant has resulted in operational revenue being above budget and the difference between the YTD actual and budgeted overall operating position.

During May Finance Branch confirmed that the loss on disposal of assets and other asset write offs should not be included in the operating surplus / (deficit), consistent with the

treatment of these items with the audited financial statements. These accounts have been removed from the operating surplus / (deficit) in the attached Performance Report for May 2020.

Capital expenditure including the Ipswich Central Business District (CBD) Redevelopment as at 31 May 2020 is $14.6 million below the YTD budget. Approximately $259.7 million has been expended or donated to 31 May 2020 compared to the current YTD capital budget of $274.3 million.

The impact of the COVID-19 Pandemic on the YTD results and end of year forecast is difficult to quantify fully. A number of Council's revenue streams have been impacted by the current economic uncertainty and Council's decision to provide refunds of permits and licence fees, to support organisations directly impacted by the Pandemic. The reduction in revenue has been partially offset by Council not incurring some expenditure in providing planned services, for example delayed and cancelled events.

Further detailed commentary and analysis of the results is included in the attached report. A summary of key items is set out below:

- Rates and utilities charges revenue remains slightly below budget YTD which has been impacted by reduced growth.

- There was a further reduction in fees and charges revenue in May of approximately $300k (12%) which is now $1.9 million under budget YTD. The variance continues to relate primarily to town planning and regulatory fees ($1 million below budget YTD) resulting from economic uncertainty and refunds. YTD Ipswich Waste Services continues to remain below budget as a result of lower skip services revenue. This is attributed to customer loss and rationalisation of services since the introduction of the waste levy.

- As mentioned above, the first Financial Assistance Grant instalment of $4m was received early in May when budgeted to be received in June, and has resulted in grant revenue being above budget YTD. This timing difference will adjust in June.

- Developer Cash Contributions appears to be materially impacted by the economic uncertainty due to COVID-19, with receipts in May being $1.4 million below budget. YTD contributions are $6.7 million below budget and will impact cash availability for capital projects.

- Consistent with previous months, employee expenses including labour contracts continue to exceed budget, specifically in allowances and contract labour, and is $1.5 million (1.6%) over budget YTD. It is expected that employee expenses will further exceed budget by the end of the year. During the month of May, $510k budget was reallocated from materials and services to labour contracts due to contingent workers performing services that are normally performed by service providers. This has resulted in an improvement in the YTD variance for employee expenses.

Management is continuing to review employee and contract labour costs and have implemented a Workforce Review Committee to review and approve the filling of vacancies only where critical or high priority, to ensure service delivery.

- Materials and services expenditure continues to be below forecast by approximately $4 million YTD and was under budget approximately $470k for the month of May. There were a number of Council's programs that have been cancelled or delayed as a result of COVID-19, for example City Events, which has resulted in reduced expenditure in May and is likely to continue for the remainder of the financial year. Other underspends relate to service contracts due to earlier weather conditions, works not commencing as expected and lower than expected maintenance costs. Whilst June's expenditure is often higher as Council approaches financial year end and good and services receipts are processed, materials and services are still expected to be underspent by 30 June.

  In May a portion of the underspent budget has been reallocated to cover additional expenditure in labour contracts, as discussed above, which has resulted in an improvement in the YTD variance for materials and services.

- Although May capital spending was above target, capital expenditure continues to be below budget YTD, particularly across the CBD Redevelopment and Infrastructure Program projects. The capital expenditure program is continuing to be monitored with the Infrastructure and Environment Department currently forecasting additional expenditure before financial year end, however an underspend is expected by 30 June.

- Depreciation is over budget approximately $2.3 million which is affecting the overall operating position. This is a non-cash expense.

- Considering the results above, cash currently held is slightly above forecasted cash balances.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

The implications of the financial results YTD are being carefully monitored by management as financial year end approaches.

The financial implications of the COVID-19 Pandemic are being collated and assessed as part of the monitoring and management process.

FINANCIAL/RESOURCE IMPLICATIONS

There are no specific implications as a result of this report.

COMMUNITY AND OTHER CONSULTATION

The contents of this report did not require any community consultation. Analysis and explanations of the variances is undertaken in conjunction with the various Departments.

CONCLUSION

The monthly performance report for May 2020 is included at Attachment 1.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Monthly Financial Performance Report - May 2020

Jeffrey Keech
MANAGER, FINANCE

I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"

Ipswich City Council

Performance Report

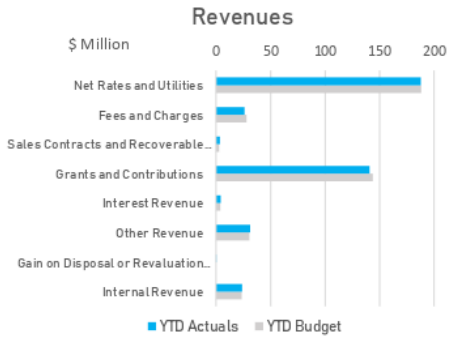
MAY 2020

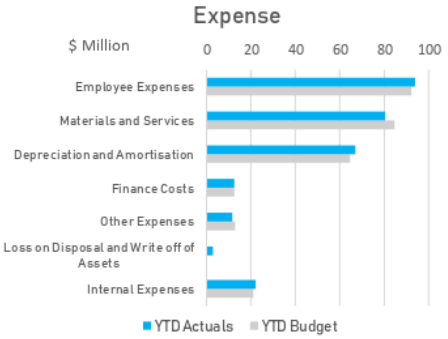
FINANCIAL EXECUTIVE SUMMARY

MAY 2020

	Annual		YTD				
	Original Budget $'000s	Current Budget $'000s	Current Budget $'000s	Actuals $'000s	Variance $'000s	Variance %	Trend from APR 2020
Operating Revenue	322,494	323,251	284,152	288,486	4,334	1.5%	▲
Operating Expense	319,336	319,970	287,929	287,555	374	0.1%	▼
Operating Surplus/(Deficit)	3,158	3,281	(3,777)	931	4,708	(124.6%)	▲
Capital Revenue	104,339	164,926	136,748	129,198	(7,550)	(5.5%)	▼
Other Capital Income (Asset disposals)	0	0	0	142	142	N/A	▲
Capital Loss (Asset write-off)	0	0	0	2,657	(2,657)	N/A	▼
Net Result	107,497	168,207	132,971	127,614	(5,357)	(4.0%)	▲

Construction Program and Asset Purchase	131,008	101,807	95,593	83,712	11,881	12.4%	▼
CBD	111,608	84,948	74,765	72,435	2,330	3.1%	▼
Donated Assets	69,732	129,732	103,913	103,545	368	0.4%	▲
Total Capital Expenditure	312,348	316,487	274,271	259,693	14,578	5.3%	▼





Net Result

The total Net Result (including capital revenues) for Ipswich City Council as at 31 May 2020 is $127.6 million compared to the YTD budget of $133 million. Council's operating surplus (excluding capital revenue) is approximately $931k compared to the YTD budget deficit of $3.8 million.

Operating revenue is $4.3 million above the YTD Budget

The $4.3 million variance is made up of: rates and utilities revenue $529k under budget, fees and charges $1.9 million under budget, operational grant revenue $4.4 million over budget, other revenue $1.3 million over budget, Sales Contracts and Recoverable Works $633k over budget and internal revenue $418k over budget. These items are discussed further in this report.

Operating expenses is $374k below the YTD Budget

The $374k variance is made up of: employee expenses including labour contracts $1.5 million over budget, materials and services under budget $4 million due to savings in IE and event delays in CE, other expenses $1 million over budget primarily due to additional depreciation and $1.1 million over budget in internal expenses relating to IWS due to lower utilisation of assets. These items are discussed further in this report.

Capital Revenue & Expenditure

Capital Revenue in relation to cash developer contributions are below budget in May and the YTD and appear to be heavily impacts by the COVID-19 pandemic.

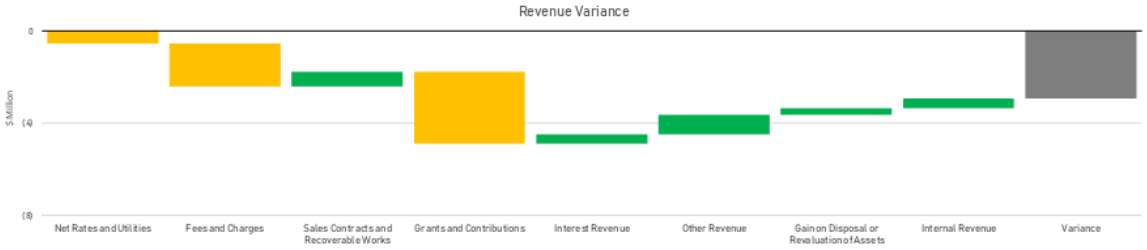
Capital expenditure including CBD as at 31 May is $14.6 million below the YTD budget. Approximately $259.7 million has been expended to 31 May compared to the current YTD capital expenditure budget of $274.3 million.

- *The Infrastructure Program actual May expenditure was above forecast for the month (approx $4.5m) and is approximately $6.4 million under the YTD Budget. Actual costs are $65.7 million compared to the current YTD budget of $72.1 million.*
- *Corporate Services Department is $3.3 million under budget. Actual costs are $4.3 million compared to the YTD budget of $7.6 million.*
- *CBD under budget approx. $2.3 million. Actual costs are $72.4 million compared to the YTD budget of $74.8 million.*

FINANCIAL EXECUTIVE SUMMARY

MAY 2020

	Annual		YTD						Variance $'000s by Department					
	Original Budget $'000s	Current Budget $'000s	Current Budget $'000s	Actuals $'000s	Variance $'000s	Variance %	Trend from APR 2020	Note	CP	CS	CE	IE	IWS	PR
Revenue														
Net rates and utilities charges	208,482	206,882	188,330	187,801	(529)	(0.3%)	▲	1	N/A	(112)	N/A	(30)	(232)	(156)
Fees and charges	32,563	31,764	27,927	26,054	(1,873)	(6.7%)	▼	2	N/A	(200)	(50)	(144)	(307)	(1,172)
Gov't grants and subsidies	18,260	19,468	14,894	18,339	3,445	23.1%	▲	3	N/A	2,354	(70)	1,042	N/A	118
Internal revenue	25,613	25,613	23,578	23,996	418	1.8%	▲	4	N/A	(148)	96	(189)	657	0
Other revenue (incl. Donated Assets & Cash Contributions)	141,915	204,451	166,171	161,782	(4,389)	(2.6%)	▼	5	13	1,260	(2,490)	(2,692)	(226)	(253)
Total Revenue	426,833	488,178	420,900	417,972	(2,928)	(0.7%)	▲		13	3,154	(2,514)	(2,013)	(108)	(1,463)
Expense														
Employee expenses	97,438	99,204	89,526	89,248	278	0.3%	▼	6	78	341	(127)	(21)	188	(182)
Labour contracts	2,070	2,979	2,774	4,556	(1,782)	(64.2%)	▲	6	48	(564)	307	(670)	(726)	(177)
Materials and services	97,302	96,478	84,543	80,515	4,028	4.8%	▲	7	56	(845)	2,649	2,047	(89)	210
Internal expense	22,963	22,963	21,024	22,167	(1,143)	(5.4%)	▼	8	(30)	20	(22)	(863)	(276)	29
Other expenses	99,563	98,345	90,061	93,872	(3,811)	(4.2%)	▼	9	127	(209)	109	(4,519)	667	15
Total Expenses	319,336	319,969	287,928	290,358	(2,430)	(0.8%)	▼		279	(1,257)	2,916	(4,026)	(236)	(105)
Net Result	107,497	168,209	132,972	127,614	(5,358)	(4.0%)	▲		292	1,897	402	(6,039)	(344)	(1,568)



Revenue

1. *Rates and utilities charges are still below YTD budget by approximately $500k (0.3%) due to lower than expected growth.*
2. *Fees and charges variance is primarily in PR relating to planning and development and regulatory fees. May actual revenue for the Department was under budget $213k including refunds of food licences and other fees. YTD CS fees and charges are below budget by $200k relating to change of ownership fees. Also under budget $304k YTD in IWS relating to skip services and recycling refuse.*
3. *Operational grants revenue over budget approximately $4.4 million primarily relating to Financial Assistance Grants in the CS and IE Departments received earlier than budgeted. Capital grants revenue approximately $934k below budget with variance relating to grants budgeted for but not received in IE including $536k for Redbank Plains Road (Stage 3) TIDS, $575k for Strategic Bikeways and $306k for install of traffic signals.*
4. *Internal revenue over budget in IWS relates to SLA recovery for domestic services carried out by the commercial trucks and CE relating to increased demand for the Civic Centre. This is partially offset in CS due to lower than expected tax equivalents revenue.*
5. *Other revenue under budget in cash contributions in CE and IE Departments which are developer driven. This is partially offset by over budget in CS relating to higher than expected QUU Tax Revenue ($874k), Dividends ($88k) and interest ($333k).*

Expenses

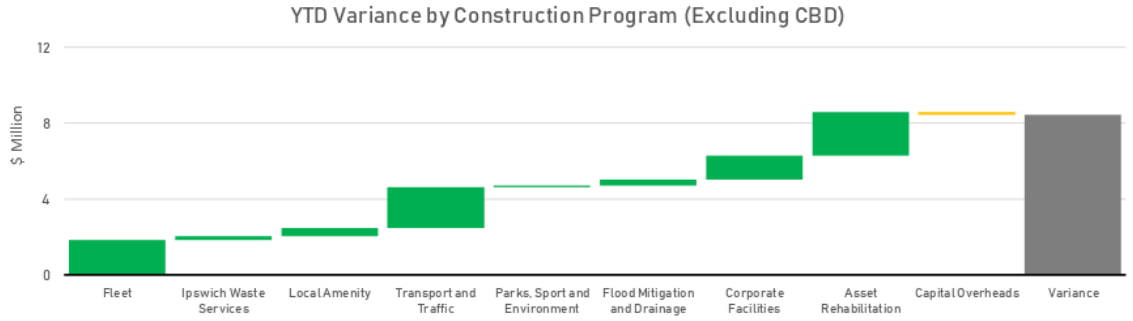
6. *Employee expenses including Labour contracts over budget $1.5 million or 1.6% YTD May. As mentioned in previous months, our current weekly employee costs exceed budget (including allowances and leave entitlments) and are forecast to be over the annual budget by year end by approximately $2.0 million. $510k budget was reallocated from service contracts to labour contracts in May 2020 due to service providers being unable to provide services, this has resulted in an improvement in the YTD variance for both employee expenses and materials and services. Analysis on weekly employee costs will continue to be undertaken.*
7. *Materials and services (excluding labour contracts) under budget $4 million. As part of the February budget amendment the materials and services budget was rephased, moving some of the previous months underspend to June to reflect forecast expenditure patterns. The variance in IE includes permanent savings of $2.1 million by year end relating to park maintenance ($900k), buildings and facilities maintenance ($350k), road maintenance ($390k) and other savings across the Department ($460k). $2.6 million underspend in CE primarily relates to delayed and cancelled events, and closure of facilities, due to the COVID-19 Pandemic.*
8. *Internal trading expense variance relates to fleet cost recovery and indicates a lower utilisation of assets compared to budgeted expectations.*
9. *Other expenses over budget in IE primarily relates to depreciation ($1.5 million) and the loss on disposal of assets ($2.8m). In February a loss on write off of assets of $952k was recorded for lighting assets that were not owned by Council.*

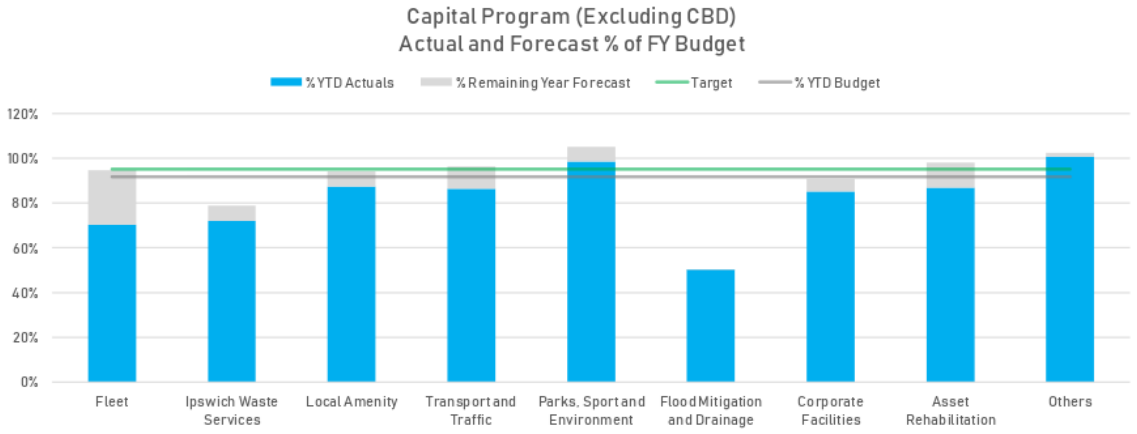
FINANCIAL EXECUTIVE SUMMARY

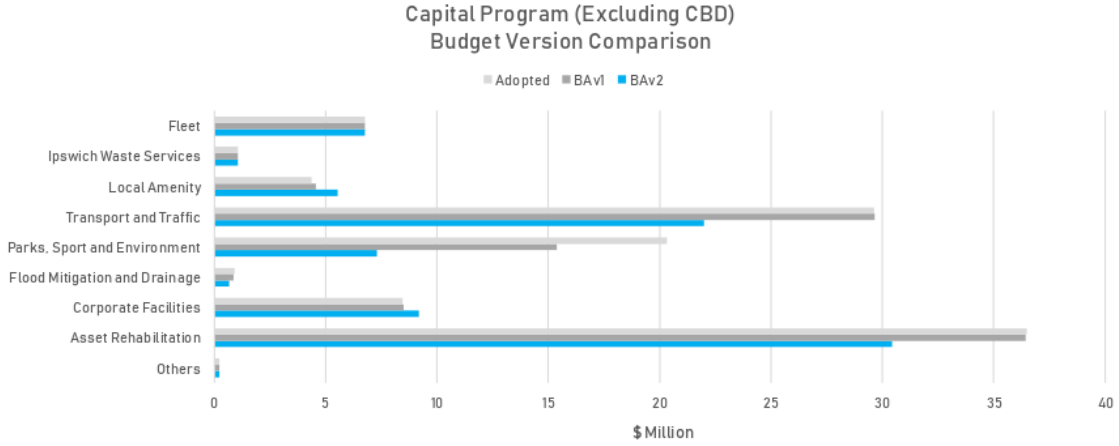
MAY 2020

Capital

	Annual		YTD				
	Original Budget $'000s	Current Budget $'000s	Current Budget $'000s	Actuals $'000s	Variance $'000s	Variance %	Trend from APR 2020
Coordination and Performance	111,608	89,698	79,515	78,648	866	1.1%	▼
Corporate Services	17,255	9,255	7,599	4,270	3,328	43.8%	▲
Community, Cultural and Economic Development	5,067	4,567	3,321	1,684	1,636	49.3%	▲
Infrastructure and Environment	108,156	83,147	79,846	71,466	8,380	10.5%	▼
Planning and Regulatory Services	530	87	78	78	0	0.3%	▲
Net Result	242,616	186,755	170,358	156,147	14,211	8.3%	▼







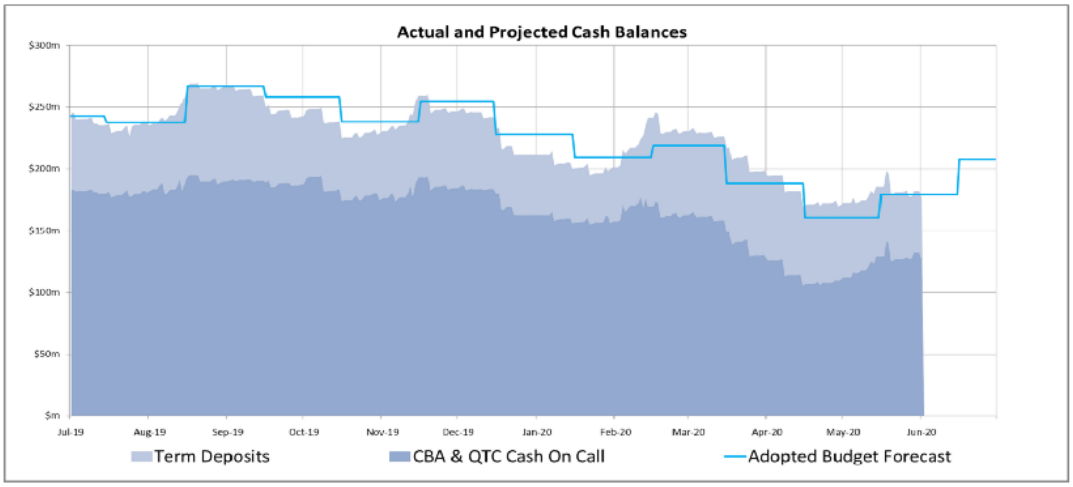
CAPITAL SUMMARY AS AT MAY 2020

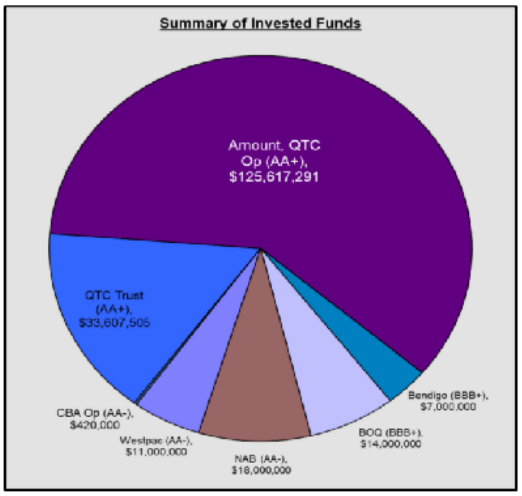
	MTD Actual $'000s	MTD Budget $'000s	MTD Variance $'000s	YTD Actual $'000s	YTD Budget $'000s	YTD Variance $'000s	Full Year Budget $'000s	EOY Forecast $'000s	Comments
Whole of Council									
Construction Program and Asset Purchase	23,099	17,774	(5,324)	156,147	170,358	14,211	186,755	183,667	
Donated Assets	13,806	15,809	2,003	103,545	103,913	368	129,732	129,732	
Total Capital Expenditure	**36,905**	**33,583**	**(3,322)**	**259,693**	**274,271**	**14,578**	**316,487**	**313,399**	
Coordination and Performance									
Construction Program and Asset Purchase	743	0	(743)	6,213	4,750	(1,463)	4,750	4,750	**CBD** - Underspend in CBD Development relates to various delays leading to Extension of Time's being awarded by Council to Civic Project Contract Hutchinson Builders due to the effects of inclement weather beyond that allowed for in the Contract. While this has pushed out the official construction program, it is acknowledged that Hutchinson Builders are targeting earlier completion dates, meaning an expected accelerated construction program for the remainder of the Project.
CBD Development	11,031	9,412	(1,619)	72,435	74,765	2,330	84,948	84,948	
Total Capital Expenditure	**11,774**	**9,412**	**(2,362)**	**78,648**	**79,515**	**866**	**89,698**	**89,698**	
Corporate Services									
Construction Program and Asset Purchase	512	1,517	1,005	4,270	7,599	3,328	9,255	9,255	**ICT** - A reduction of $8 million was approved as part of BAv2. Currently forecast to be under budget by the end of the year approximately $2.2 million. This includes $1.5 million for Platform of the Future.
Total Capital Expenditure	**512**	**1,517**	**1,005**	**4,270**	**7,599**	**3,328**	**9,255**	**9,255**	
Community, Cultural and Economic Development									
Construction Program and Asset Purchase	254	1,229	975	1,684	3,321	1,636	4,567	4,567	**Library** - Under budget $107k relating to delays in procuring assets. **Civic Centre** - Under budget $170k relating to goods expected to be delivered in June 2020. **Art Gallery** - Under budget $86k YTD. Acquisition of artworks is expected to take place in June 2020. **Community Safety and Innovation** - Under budget approximately $252k relating to delays in access control, $246k relating to delays in CBD fibre relocation and $250k relating to the Key System Upgrade. There will likely be an underspend this financial year with some works now falling in 2020-21.
Total Capital Expenditure	**254**	**1,229**	**975**	**1,684**	**3,321**	**1,636**	**4,567**	**4,567**	
Infrastructure and Environment									
Infrastructure Program	9,519	4,966	(4,553)	65,736	72,146	6,410	75,112	72,605	**IE** - was over target by $4.9 million for the month in line with forecast increased expenditure, but still under budget by $8.4 million against the revised BAv2 budget. IED is forecasting to be approximately $3.1 million under budget by the end of the year with some works expected to be extended into the 2020-21 financial year.
Equipment	15	0	(15)	221	165	(56)	220	225	
Waste	41	83	42	757	954	197	1,050	827	
Fleet	970	550	(420)	4,751	6,580	1,829	6,765	6,402	
Total Capital Expenditure	**10,546**	**5,599**	**(4,947)**	**71,466**	**79,846**	**8,380**	**83,147**	**80,059**	
Planning and Regulatory Services									
Construction Program and Asset Purchase	14	17	4	78	78	0	87	87	**Cemeteries** - No issues
Total Capital Expenditure	**14**	**17**	**4**	**78**	**78**	**0**	**87**	**87**	
Donated Assets									
Coordination and Performance	0	0	0	0	0	0	0	0	
Corporate Services	0	0	0	0	0	0	0	0	
Community, Cultural and Economic Development	168	0	(168)	295	14	(281)	28	28	
Infrastructure and Environment	13,639	15,809	2,170	103,250	103,899	649	129,704	129,704	
Planning and Regulatory Services	0	0	0	0	0	0	0	0	
Total Donated Assets	**13,806**	**15,809**	**2,003**	**103,545**	**103,913**	**368**	**129,732**	**129,732**	

FINANCIAL EXECUTIVE SUMMARY

MAY 2020

Cash and Investments





Investments and Earnings Summary	Margin	% Return	$
CBA Operating Account	0.007	0.75%	$420,000
Term Deposit Investments	0.015	1.55%	$50,000,000
QTC Trust Fund Account	0.014	1.45%	$33,607,505
QTC Operating Account - CBD	0.014	1.45%	$17,166,862
QTC Operating Account - General	0.014	1.45%	$108,450,429
QTC Operating Account - Total	0.014	1.45%	**$125,617,291**
Total Invested funds (W.Avg return)	0.014	1.47%	$209,644,797
Total Operating Funds (Ex Trust)	0.014	1.48%	**$176,037,291**

Cashflow

Council's cash and cash equivalents balance as at 31 May 2020 was $176 million. The end of period cash holdings includes $17 million of carried forward unspent loan funds invested with QTC. Council's investments are made in accordance with Council's Investment Policy (adopted as part of the annual budget) with an average return percentage of 1.48%.

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ITEM: 19

SUBJECT: QUEENSLAND AUDIT OFFICE 2020 INTERIM AUDIT REPORT

AUTHOR: PRINCIPAL FINANCIAL ACCOUNTANT

DATE: 25 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning the Queensland Audit Office (QAO) observations and recommendations from the 2020 interim audit of Ipswich City Council. The report details the results of QAO's interim work performed to 29 February 2020 and includes QAO's assessment of Council's internal controls and whether they are operating effectively.

RECOMMENDATION/S

> **That the report concerning the Queensland Audit Office 2020 Interim Audit Report as detailed in Attachment 1 of the report by the Principal Financial Accountant dated 25 May 2020 be received and noted.**

RELATED PARTIES

Queensland Audit Office

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

This is a report concerning the Queensland Audit Office (QAO) observations and recommendations from the 2020 interim audit of Ipswich City Council. The Auditor-General has written to the Mayor providing a copy of the 2020 Interim Audit Report comprising a summary of issues formally reported to management relating to internal controls, summary of significant deficiencies, control deficiencies, financial reporting and other matters for attention.

Section 213 of the *Local Government Regulation 2012* provides as follows:

(1) This section applies if the auditor-general gives the mayor of a local government a copy of the auditor-general's observation report about an audit of the local government's financial statements.

(2) An auditor-general's observation report, about an audit of a local government's financial statements, is a report about the audit prepared under section 54 of the *Auditor-General Act 2009* that includes observations and suggestions made by the auditor-general about anything arising out of the audit.
(3) The mayor must present a copy of the report at the next ordinary meeting of the local government.

During the interim audit QAO assessed the design and implementation of Council's internal controls for revenue, expenditure and payroll and whether they are operating effectively.

The report notes that two new deficiencies and one other new matter are raised, and states that this is a notable improvement from previous years.

The report also notes that the Council has continued to improve its overall control environment and the appropriateness of its systems and processes and that Council has made significant progress in addressing previous audit issues. However, the report details three significant deficiencies relating to the SAP HR payroll system which have been re-raised from the prior year.

As detailed in the report, Council's Management team has considered and agreed with QAO's recommendations. Council's responses are detailed in the report which also outlines Council's corrective plan of action to comply with QAO's recommendations.

A draft of the report was presented by the QAO at the Audit and Risk Management Committee meeting held on 20 May 2020.

LEGAL/POLICY BASIS
This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009
Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

The QAO has raised internal control and reporting issues that require action and implementation by management to ensure effective controls, processes and procedures and continued improved governance, to minimise the risk of misstatement in the financial statements, non-compliance with policies and procedures or inappropriate use of public resources.

FINANCIAL/RESOURCE IMPLICATIONS

There are no budget implications as a result of this report.

COMMUNITY AND OTHER CONSULTATION

Community consultation has not been undertaken in relation to this report.

CONCLUSION

That the QAO 2020 Interim Audit Report as detailed in Attachment 1 to be received and noted.

The Interim Audit Report includes observations and recommendations made by the Auditor-General about anything arising out of the interim audit. Council is currently in the process of implementing corrective action that complies with QAO's recommendations.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Queensland Audit Office 2020 Interim Audit Report

Barbara Watson
PRINCIPAL FINANCIAL ACCOUNTANT

I concur with the recommendations contained in this report.

Jeffrey Keech
MANAGER, FINANCE

I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"

Item 19 / Attachment 1.

Ipswich City Council

2020 Interim report

21 May 2020

Queensland Audit Office
Better public services

Queensland Audit Office
Better public services

Our ref: 2020-4167
Patrick Flemming 3149 6041

21 May 2020

Ms T Harding
Mayor
Ipswich City Council
PO Box 191
IPSWICH QLD 4305

Dear Ms Harding

2020 Interim report

We present to you our interim report for Ipswich City Council for the financial year ending 30 June 2020. This report details the results of our interim work performed to 29 February 2020. In this phase we assess the design and implementation of your internal controls, and whether they are operating effectively. To date our work has not identified any new significant deficiencies in your internal controls, however we have re-raised three significant deficiencies from the prior year. These relate to a lack of reporting from the SAP HR payroll system; insufficient segregation of duties between the HR and payroll functions; and inadequate processes and oversight in managing SAP systems.

This report also includes our assessment of your internal control framework; and a summary of significant deficiencies, control deficiencies, financial reporting and other matters identified to date. As per section 213 of the Local Government Regulation, you must present this report at the next ordinary meeting of the Council.

COVID-19 is testing the resilience and agility of entities as they tackle multiple challenges, such as looking after their staff, the community, changes to their internal controls and managing sustainable operations.

Council should continue to assess the impact of COVID-19 on its financial results and internal control environment. Key areas that the Council should consider, if not already assessed, are highlighted in our report.

The Auditor-General Act 2009 requires the auditor-general to report to parliament on an issue raised during an audit if he considers it to be significant.

If you have any questions or would like to discuss the audit report, please contact me on 3149 6041 or Lisa Fraser, Senior Manager, on 3149 6132.

Yours sincerely

Patrick Flemming
Assistant Auditor-General

Enc.

cc. Mr D Farmer, Chief Executive Officer, Ipswich City Council
Mr R Jones, Chair of the Audit and Risk Committee

Queensland Audit Office
Level 14, 53 Albert Street, Brisbane Qld 4000
PO Box 15396, City East Qld 4002

Phone 07 3149 6000
Email qao@qao.qld.gov.au
Web www.qao.qld.gov.au
Queensland Audit Office (QAO)

1. Summary

Audit progress

Internal control assessment and issues	Issues identified

We have tested the operating effectiveness of internal controls for the period 1 July 2019 to 29 February 2020 for revenue, expenditure and payroll.

We raised two new deficiencies and one new other matter, which is a notable improvement from previous years.

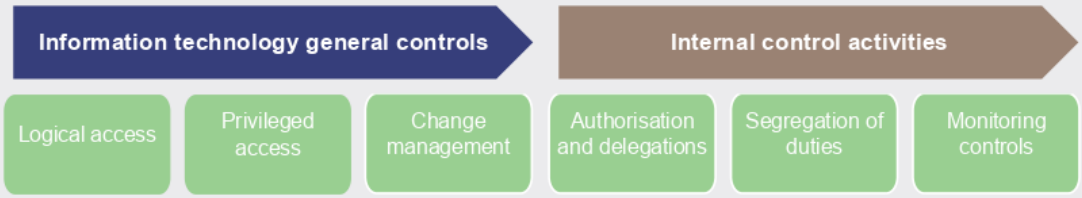
The council has continued to improve its overall control environment and the appropriateness of its systems and processes. Much of this has been achieved through work completed in various Transformational Projects across council. The council has also made significant progress in addressing previous audit issues.

While there have been improvements made to the payroll area, the lack of relevant and useful reporting from the new SAP HR system continues to be a problem, as does the lack of segregation of duties between the payroll and HR functions. We have re-raised issues in relation to this area in Section 3.

As detailed above, we have identified two new deficiencies during our interim testing. These were in relation to review of the calculations for infrastructure charge notices and inaccurate delegations in relation to corporate card holders. These issues are described in more detail in Section 3.

There are also six significant deficiencies and five deficiencies raised in prior years which are in the process of being resolved by management. Further details in relation to these are included in Section 5.

We have also commenced our testing over IT general and application controls over the SAP system. Our areas of focus include logical access, privileged access and change management.



We have re-raised one significant deficiency in relation to inadequate processes and oversight in managing SAP systems. Further details and the status of the previous IT audit recommendations are provided in Section 5 of this report.

We will continue our controls testing for the intervening period until the year end as part of our June 2020 visit and provide you further updates in our closing report at the conclusion of the final audit testing.

Financial reporting issues and other matters	Continue to monitor

One other matter in relation to considering the inclusion of police checks in HR recruitment policies and procedures has been raised. Refer to Section 4 for further details.

One prior year financial reporting matter with a due date of 30 June 2020 is still in the process of being resolved by management. Further details in relation to this matter are included in Section 5.

Emerging Risks	Continue to monitor

COVID-19 poses several risks and challenges to entities globally and the Queensland local government sector is no different. It is hard to determine the longevity of this pandemic, as is the financial impact this may have. In Section 2 we have provided a summary of what these challenges may be for your organisation and what this means for your financial statements.

Some of these challenges also heighten the risk of fraud. Management should enhance the controls in place to detect any fraudulent activities that entities may be exposed to. As auditors, we consider fraud risk to be pervasive to the financial statements and will increase our professional scepticism in carrying out the audit of the financial statements of council.

1. Summary (cont.)

Areas of audit significance (continued)	On track

- **Valuation and/or depreciation of property, plant and equipment -** Our testing over valuations is planned for June 2020 on receipt of the valuation reports from management. We are satisfied with the methodology that management will be adopting to determine the fair value of land, buildings and structures, artworks and infrastructure assets.
- **Revenue recognition of infrastructure charges and contributions of physical assets** - We have completed our interim testing over developer cash contributions, development application fees, developer contributions of physical assets and fee variations processed on development applications. We have raised one deficiency in this area as detailed in Section 3 below. No other exceptions were identified from the procedures performed. We have planned further testing over these revenue streams as part of our June visit.
- **Payroll transactions and system implementation –** During our interim testing we performed targeted analytics over payroll, verified that salaries are in accordance with awards and contractual arrangements, and tested termination payments. The audit findings were satisfactory with no exceptions identified from our testing. As stated above, however, we have re-raised three significant deficiencies from the prior year regarding payroll and the SAP system implementation that have not yet been resolved (detailed in Section 3 below). Further audit testing over this area of audit significance will be performed throughout the remaining phases of the audit.
- **Expenditure, including major contracts and projects –** We have commenced our review over the expenditure, procurement, and contract management areas. We selected significant contracts for testing to ensure compliance with legislative requirements. No exceptions were identified from the procedures performed. We also reviewed the effectiveness of controls over the credit card process and the vendor masterfile change process. We have raised one new deficiency in relation to credit card delegations as detailed in Section 3 below. We note that the new centralised procurement model and processes have a revised implementation date of 30 June 2020. We will follow up on the implementation of this new model during the remaining phases of the audit.
- **Classification of capital and operating expenses –** During our interim testing we have performed analytics over contract expenditure, scrutinised operating expenditure accounts, and reviewed the application of cost allocation models for selected projects. We have also selected a sample of purchase orders and direct invoices and ensured they have been capitalised or expensed appropriately. The audit findings were satisfactory with no exceptions identified from our testing. Further audit testing over this area of audit significance will be performed throughout the remaining phases of the audit.
- **Management override of controls and risk of fraud in revenue recognition -** We have assessed the design and implementation of key controls over manual journals and completed our preliminary analytical reviews to identify any anomalies that would require further audit consideration. We have also commenced the evaluation of IT general controls and application controls over relevant system generated reports. Further audit testing over this area of audit significance will be performed throughout the remaining phases of the audit.

1. Summary (cont.)

Milestones—financial reporting and audit deliverables	On track

We have reviewed management's position paper and calculations on the impact of the new accounting standard AASB 16 *Leases*. We agree with the general approach taken by management and to date we have not detected any significant deficiencies, material errors or non-compliance with prescribed requirements in this area.

We are yet to finalise our review in relation to the implementation of AASB 15 *Revenue from Contracts with Customers* and AASB1058 *Income of Not-for-Profit Entities*. Management is due to provide an updated position paper and analysis to us by 31 May 2020 with our feedback to be provided by 30 June 2020.

To date, all milestones have been met. Whilst milestones have been agreed at the planning phase of the audit, we understand that the current situation with COVID-19 may impact in achieving some of these milestones. The health and wellbeing of our clients, the community and our people is our number one priority during these difficult times. We are working with management on how we can best tackle these challenges together over the coming months.

Additional Matters	Continue to monitor

Managing Compliance Requirements

The regulatory and compliance responsibilities of those charged with governance of Queensland councils encompasses over 4,500 different legislative requirements.

From enquiries with council, we understand ICC currently does not have a centralised register or mechanism for recording its legislative requirements. The absence of a centralised legislative compliance register may impact the council's ability to effectively manage and monitor its legislative obligations. This includes identifying, reporting, and resolving breaches where required, and providing appropriate and targeted training to staff on legislation relevant to their role. This appears to be an issue for most, if not all, Queensland councils.

2. Emerging Risks

COVID-19 is testing QAO and our clients as we all adapt to working remotely. We are endeavouring to find solutions with and for you. COVID-19 challenges will continue for months, so our aim is to do what we can now, without putting undue pressure on you. The effect of COVID-19 has evolved to become a major economic crisis and has impacted many entities' financial results and internal control environments. The table below summarises what these risks and challenges may be for your Council.

Area of concerns and associated risk	What to consider
Financial sustainability A councils' financial statements are prepared assuming it will remain a 'going concern'. Accordingly, we must understand your council's future financial state as part of our audit. Issues of medium to longer term financial sustainability are therefore important audit considerations.	Consider any changes made to your council's revenue and expenditure policies due to COVID-19 and communicate these changes with us. Consider the accounting impacts of any relief or community support packages that the council is proposing or has initiated and keep us informed of these arrangements. Model short, medium and long-term cash flows to determine the impact that the above changes may have on your financial sustainability.
'Everyday' internal controls Most entities have expanded to working from home to support social distancing. With any change in working arrangements comes an increased risk of controls failing, particularly manual controls and where controls previously operated with a high level of management oversight within an office environment.	Remain vigilant with your monitoring of internal controls during this time. This could mean new controls may need to be implemented or current controls need to be revised to accommodate the new work environment. Where changes in controls are sanctioned, this should be documented. We have recently issued a blog on the impact of operational controls under new working arrangements. Please visit our website for a copy of this blog.
Information technology and cyber security Entities' exposure to cyber security risks increases in vulnerable and uncertain times as their resources are focused on being re-deployed to address critical matters. There is also a risk that identifying cyberattacks may be potentially delayed causing financial and/or reputational risks. Security organisations have observed an increase in COVID-19 related scams and phishing attempts	Council will need to periodically remind everyone of the increased cyber security risks in these times so their staff remain vigilant. Multi-factor authentication, if not already in place, should be activated immediately. Information technology staff should maintain visibility across the network. This will allow council to proactively monitor the cyber environment and respond quickly if potential attack is in progress.
Valuation of property, plant and equipment Economic uncertainty and physical access restrictions may impact the ability of valuers to accurately perform comprehensive valuations and meet the fair value measurement requirements of AASB 13.	Assess where you are in your revaluation cycle. Where the valuation impact could be material, determine how best to obtain sufficient evidence to support the fair value of your assets. We have recently issued a blog on the impact of COVID-19 on valuation considerations. Please visit our website for a copy of this blog and fact sheet.
Impairment of receivables There is an increased likelihood that debtors may take longer to pay and, in some instances, not be able to pay their obligations at all.	Based on reasonable and supportable information, reassess whether there has been a change in the risk of default by the debtor. If it is deemed that the risk of default does exist, determine the probability of default and the loss that is likely to arise.
Financial statement disclosure Impact on disclosures in the financial statements	• Consider disclosures for any relief measures and community support provided and the projected impact of these on the operation of the council. • Consider the appropriateness of the classification of debts between current and non-current. • Consider disclosing additional information about significant judgement and estimates.

3. Internal control issues

The following table summarises our reporting on deficiencies in internal controls.

	Number of significant deficiencies		Number of deficiencies		Rating
	Current year issues	Prior year unresolved issues	Current year issues	Prior year unresolved issues	
Control environment Structures, policies, attitudes and values that influence daily operations	-	-	-	1	
Risk assessment Processes for identifying, assessing and managing risk	-	-	-	-	
Control activities Implementation of policies and procedures to prevent or detect errors and safeguard assets	3	3	2	4	
Information and communication Systems to capture and communicate information to achieve reliable financial reporting	-	-	-	-	
Monitoring activities Oversight of internal controls for existence and effectiveness	-	-	-	-	

Effective
No significant deficiencies identified.

Generally effective
One significant deficiency identified.

Ineffective
More than one significant deficiency identified.

3. Internal control issues (cont.)

Significant deficiencies and deficiencies

The following table details deficiencies identified from testing of controls as at 9 April 2020. It includes a response from management.

Our risk ratings are as follows—refer to Our rating definitions for more detail.

Significant deficiency	Deficiency	Other matters

Significant Deficiencies

20IR-1 Absence of System Generated Payroll Reports (Re-raised)

Control Activities

In November 2018, council moved from its previous Oracle based payroll system to a SAP system. Due to time limitations and competing priorities (including a new Enterprise Bargaining Agreement), the reporting functionality within the system was not set up as part of the system implementation.

At the time of the interim audit in March 2020, we noted that a payroll master data audit report is now able to be produced. However, this report contains a vast amount of data and has not been tailored to enable an effective review. Due to the lack of a usable report, no independent review of payroll masterfile changes has been implemented.

The key control of verifying masterfile amendments to supporting documentation cannot be performed by the Manager, People and Culture, with the system's inability to run a tailored report.

Implication

The continued absence of an independent review process over all payroll masterfile changes detracts from the accountability of those processing changes, decreases the likelihood of errors being detected, and increases the risk of unauthorised or fraudulent transactions being processed without detection.

QAO recommendation

We recommend that as a matter of priority, council implement effective reporting from the new payroll system and ensure controls are implemented to provide sufficient review over key reports.

Management response

QAO recommendation is accepted.

The Ipswich City Council Manager, People and Culture has specified the required reports which the new Payroll Coordinator and Information and Communication Technologies Branch are working with the service provider to finalise into production. A dashboard that has been produced to report changes is currently being refined.

The payroll master data audit report displays more data than required and did not allow for an effective review over changes to be performed. However, from early May, an additional report detailing all variances from the previous week's audit report is now provided. This report allows for a focused and efficient review to be performed. The Payroll Coordinator is using the payroll master data audit report to perform reviews to ensure Pay Team are not transacting on their own records or persons of interest (i.e. family members) records.

All payroll maintenance is filed and commented with the person who entered and the person who checked. Every transaction has a two-point check plus a final audit overview from the Payroll Coordinator, currently from the existing audit report. The process is continuing to be refined and improved.

Responsible officer:	Manager, People and Culture
Status:	Work in Progress
Action date:	20 April 2020

3. Internal control issues (cont.)

Significant Deficiencies

20IR-2 Insufficient segregation of duties between the HR and payroll functions (Re-raised)

Control Activities

During the prior year audit, we identified that there was no segregation of duties between the HR and Payroll functions. Payroll staff were responsible for:

- maintaining employee masterfiles (including new starters, terminations and changes to bank account details);
- processing and uploading the weekly payruns; and
- processing EBA adjustments.

At the time of the interim audit in March 2020, we noted significant improvements and changes in the segregation of duties between the HR and Payroll functions have been made. However, these changes have not been enforced or reflected within the SAP payroll system. Payroll and HR staff system's access still remain the same as when the initial issue was raised.

This risk is significantly increased due to the absence of system generated reports from the new SAP payroll system which could provide compensating controls (refer to issue 20IR-1).

Implication

The lack of effective segregation of duties between payroll processing and employee master file maintenance activities within the SAP payroll system increases the risk of erroneous or fraudulent transactions going undetected.

QAO recommendation

We recommend that council review the current control environment for HR and payroll processing and ensure effective segregation of duties is implemented between payroll processing and employee masterfile maintenance within the SAP payroll system.

Management response

QAO recommendation is accepted.

In addition to the response above, the following measures have been introduced:

Employee bank accounts:

Following the implementation of E-Hub, there were some system configuration details identified that meant that employees could not modify or delete their payment information (bank details).

The ICT Branch has addressed these issues and the following changes to Payment Information (Bank Details) have been applied to E-Hub Production from March 2020:

- Added the ability for all Employees to modify/add/delete their own bank accounts
- Removed the ability for Payroll and HR Admin to modify other employee Payment Information (Bank Details).

Terminating Employees

The Payroll Coordinator provides figures to Human Resources Team based on requests from Business Partnering and Employee Relations Team including pay rates, any applicable redundancy calculations and leave payout figures.

Once approval has been provided to Payroll Team from HR Team, processing officers in the Payroll Team only process the payment, they are not involved in the calculation and approval process.

3. Internal control issues (cont.)

Significant Deficiencies

20IR-2 Insufficient segregation of duties between the HR and payroll functions (Re-raised)

Management response (cont.)

Segregation of Duties

There was previously an overlap in responsibilities of Payroll, which has been reviewed and amended to enable better segregation of tasks to reduce risk. Previously, Payroll would move a new employee from on-boarding in E-Hub to "manage pending recruits" step and checking/adding job and employment details. They would then add the new employee's substantive salary details.

To support segregation of duties, the hiring process has now been broken into two parts:

1. The recruitment team move the new employee from on-boarding in E-Hub to "manage pending recruits" step, check/add job and employment details. The substantive salary details are then entered. In most cases, this process is completed on a Monday i.e. prior to Tuesday induction. All documentation relating to the new hire will be passed on to the payroll team.

2. On Tuesday, the recruitment team provides payroll with all documentation relating to the new hire (as confirmation that they have attended corporate induction and commenced work). Following the weekly pay run, the payroll team will check the new employee's details in E-Hub, enter the employee's Kronos schedule and any licences required, and enter superannuation and tax details to finalise the hire.

Payroll team members no longer have access to "manage pending recruits".

The Branch will be mapping end-to-end core People and Culture functions as part of the Council's Promapp business process mapping project. This will allow us to document process frequency, dependencies and efficiencies relating to the life-cycle of the employee and identify further opportunities to address segregation of duties between the recruitment and payroll teams.

Responsible officer:	Manager, People and Culture
Status:	Work in progress
Action date:	20 April 2020

3. Internal control issues (cont.)

Significant Deficiencies

20IR-3 Processes and oversight in managing SAP system (Re-raised)

Control Activities

During the prior year audit, we identified that the Council has not defined or formalised the processes for managing system changes, user access and security oversight.

At the time of the interim audit in March 2020, we noted that the Council had implemented some processes, but the following components require improvement or remain outstanding:

- System changes:

  Council has a process to approve requests to implement changes to the SAP system. It maintains the record of the approval in Service Now system. All changes implemented in SAP, however, do not include references to the Council's approval (i.e. approved change request or incident number in Service Now). As a result, we are unable to test the effectiveness of this process as it is difficult for Council to verify or cross reference its approval for the changes in Service Now to the actual changes implemented in SAP system.

- User access:

  The Council has implemented a user access process for the service organisation to notify the Council when they add new users. However, the approval is currently retained in a personal mailbox rather than on a helpdesk or group mailbox.

  The external service organisation also has not promptly removed access when support staff no longer work for them.

- Security oversight:

  The Council has yet to define critical and high-risk system and user administration functions requiring logging and monitoring in SAP.

Implication

There is an increased risk of unauthorised changes and access to systems and information. This could result in a security breach, unauthorised transactions in the systems or fraud.

QAO recommendation

We recommend that the Council:

- ensures all changes implemented in SAP include a reference to approved change requests and incident numbers.
- maintains approval of system access in the Council's helpdesk system rather than in personal mailboxes
- requests the external service organisation to promptly notify the Council and remove council access when support staff no longer work for them.
- defines and implements processes oversight functions for system security.

Management response

Acknowledged - the associated processes will be updated to cover the points raised in the recommendation, including by the external service provider where required.

Responsible officer:	Business Systems Coordinator
Status:	Work in progress
Action date:	30 June 2020

3. Internal control issues (cont.)

Deficiencies

20IR-4 Independent review of Infrastructure Charges Notice calculation

Control Activities

During our interim testing of infrastructure charges, we identified that an incorrect rate was applied in the calculation of one infrastructure charges notice (ICN) dated 7 December 2019. This resulted in a client being overcharged $15,346.

We noted from further enquiry into the infrastructure charges process that a new decision checklist has been implemented. This checklist includes a prompt for infrastructure charges to be verified using the ICN calculator by the preparer. This check is then evidenced by the initials and date of the preparing officer who performed the verification. The checklist does not, however, mandate that a second independent party check the recalculation before it is issued.

Implication

Undetected errors in infrastructure charges could lead to revenue from cash contributions being inaccurate or incomplete and potential non-compliance with legislation.

QAO recommendation

We recommend council implement a secondary review of the ICN calculation and amend the checklist to include the initials and date of the independent checking officer to evidence review of the ICN calculation, to help strengthen the processes and controls in this area.

Management response

Council agrees there was an error in the development assessment as identified.

As noted by QAO, since the time of this DA calculation error, improvements have already been made over the last 18 months to the infrastructure charges processes including the implementation of the checklist, introduction of the ICN calculator and peer reviews of the infrastructure calculation.

Council agrees to amend the checklist to include a section to be initialled / signed by the second officer undertaking the peer review to evidence the process currently implemented in which the delegate is different to the drafter.

Responsible officer:	Manager, Development Planning
Status:	Not started
Action date:	31 May 2020

3. Internal control issues (cont.)

Deficiencies

20IR-5 Corporate credit cards issued to card holders with no approved financial delegation assigned to their positions

Control Activities

We compared all corporate card holders to the approved financial delegations listing. We noted 12 exceptions where card holders did not have any approved financial delegations assigned to their position. As per the Corporate Card Policy, each application for a corporate card by an officer requires that officer to have an appropriate financial delegation assigned.

Exceptions identified included:

- Ten instances of employees having been issued a corporate card where that employee's position did not have any financial delegation as per the approved delegation listing. Two of these instances have since had the appropriate delegations approved for the employee position but this was only after our query.
- One instance of an employee who was seconded to a position and issued a corporate card in line with the delegations for that position. However, at the end of the secondment period when the employee returned to their original position, the corporate card was not returned or cancelled. We note that this card has since had its limit reduced to $1 after our query and is in the process of being cancelled by council.
- One instance of an employee who was redeployed to a position which did not have the appropriate delegation to hold a corporate card. The employee's original issued card was not returned or cancelled. We have confirmed there have been no transactions made on this card since redeployment of the employee.

Implication

Issuing of corporate cards to employees without approved financial delegation could lead to potential fraud and misuse of the corporate card.

QAO recommendation

We recommend that:

- a review of all corporate cards be performed to ensure that all cardholders have approved financial delegations relevant to their position
- all inaccurate delegations be corrected, and corporate cards be returned and cancelled for people who do not have the correct delegation.

Management response

Management notes the exceptions identified by QAO that at the time of testing the specific position numbers that appropriate delegations did not align to credit cards issued. Staff will review records to ensure all delegations are up to date or if credit cards are not required they are returned and cancelled.

Management however believes that the issue behind the non-alignment of delegations with current staff positions were as a result of position numbers changing through the recent restructure, staff moving to a new position or staff acting in / seconded to new roles, and the central credit card team had not been notified or aware of the changes to ensure records are amended or delegations put in place for the new role.

Management has been assured that at the time the credit cards were issued to the officers', appropriate delegations were in place for their role at the time and the officer went through appropriate training and sign off to receive their credit card.

The central accounts team that manages credit cards will work with People and Culture to improve processes to ensure they are made aware of staff movements and appropriate changes are made to delegations or cards returned and cancelled.

Responsible officer:	Manager, Finance
Status:	Work in progress
Action date:	30 June 2020

4. Other matters

Other matters

The following table details other matters identified through our audit as at 9 April 2020. It includes a response from management.

Our risk ratings are as follows—refer to Our rating definitions for more detail.

Other matters

20IR-6 Recruitment policies and procedures
Control Environment

From our enquiries and review of the 'Recruitment and Selection Administrative Directive' and the 'Recruitment Procedure' we believe there is an opportunity for Ipswich City Council to further strengthen its recruitment practices.

The current process does not mandate police clearance for new commencements. By performing police checks the council can mitigate risks such as employee misconduct, damages, mishaps or injuries caused by employees.

QAO recommendation

We recommend Council:

- update policies and procedures to include police checks in the recruitment process
- ensure staff know their obligations regarding advertising for job vacancies and sending information to applicant and employment agencies.

Management response

QAO recommendation is accepted.

The Recruitment Strategic Plan 2020 is an outcome of the People and Culture Strategic Plan action to improve practices for the attraction and selection of employees. One of the focus areas for 2020 within this plan, relating to making better hiring decisions includes a review of Council's pre-employment screening including criminal history checking, background checking and qualifications verification. Criminal history checks will be carefully considered and introduced for key and critical roles in Council.

The Recruitment Strategic Plan also includes a review of the Recruitment and Selection Training and Recruitment Manual and the development of resources for Hiring Managers which will improve the hiring manager's understanding of their role and responsibilities in recruitment.

Responsible officer:	Manager, People and Culture
Status:	Work in progress
Action date:	August 2020

5. Prior year issues

Status

The following table summarises the status of issues and other matters reported by audit in prior years.

Ref.	Issue	Status / Comment Action Date
	Significant deficiencies	
19IR-2	Absence of system generated payroll reports *(Control activities)*	**Re-raised** see Section 3 above.
19IR-1	Insufficient segregation of duties between the HR and payroll functions (Control activities)	**Re-raised** see Section 3 above.
19IR-5	Processes and oversight in managing SAP system *(Control activities)*	**Re-raised** see Section 3 above.
18IR-4	Lack of automated controls surrounding financial delegations for purchase orders raised *(Control activities)* Current system design and workflow practices allow for a combination of previously authorised purchase requisitions to form a single purchase order to a vendor, where the combined value of the purchase order had exceeded the delegation level of the highest approving officer.	**Work in progress** Expected to be resolved once the new procurement process is fully implemented in June 2020. Revised action date: 30 June 2020
19IR-3	Insufficient segregation of duties in maintaining the SAP system *(Control activities)* Twenty-six user accounts have privileged access. These users have access to all functions, including maintaining the system, managing user access and changing system security and data.	**Work in progress** Original action date: 30 November 2019 Revised action date: 28 February 2020 Revised action date: 31 May 2020
19IR-4	Critical security settings are not enabled in SAP system *(Control activities)* Council has not enabled the critical security settings in SAP to protect the system against overwriting, prevent accidental loss of data and password settings are weaker than council's directive.	**Partially completed** Original action date: 30 November 2019 Revised action date: 31 January 2020 Revised action date for uncompleted component: 31 May 2020
19CR-1	Guarantees provided by ICC – approval and monitoring of financial arrangement (Information and Communication)	**Resolved** Council has spoken and written to the Department of Local Government outlining the breach and guarantees provided. Retrospective approval cannot be given.
19IR-6	Privileged user activities not monitored for Pathway and Oracle eBusiness systems (Monitoring)	**Resolved**
18FR-2	Reconciliation of ICN Register to Pathway for outstanding developer infrastructure contributions (Control activities)	**Resolved**

5. Prior year issues (cont.)

Ref.	Issue	Status / Comment Action Date
	Deficiencies	
19CR-4B	Improvements required to the stocktake process for plant and equipment *(Control activities)* The stocktake memorandum (or other documentation) did not identify the number of assets that were unable to be located or specific details in relation to the individual assets or their value. Assets unable to be located were not followed up.	**Not yet started** Original action date: 31 December 2019 Revised action date: 31 May 2020
18FR-9	Untimely processing of disposals when renewing an asset *(Control activities)*	**Work in progress** (to be confirmed during year end testing)
19CR-3	Valuation of Contributed Assets *(Control activities)* Council does not perform a detailed review or reasonableness check over the unit rates and valuations provided by the developer engaged engineer.	**Work in progress** Action date: 31 March 2020 Revised action date: 30 June 2020
19IR-7	Incorrect coding of expenses – corporate credit cards *(Control activities)* Instance of corporate card expenditure being incorrectly capitalised.	**Work in progress** Action date: 30 September 2019 Revised action date: 30 June 2020
18FR-6	Payments made to a community organisation *(Control environment)* Council is providing financial support to a community organisation for the funding of their annual budget deficit. The structure of this agreement may unnecessarily expose council to increased financial and reputational risks. Potential or perceived conflicts of interest could exist.	**Work in progress** Revised action date: 30 June 2020
19IR-9	Lack of effective controls when changing employee bank account *(Control activities)*	**Resolved pending audit clearance**
18FR-4	Enterprise Risk Management *(Risk Assessment)*	**Resolved** The final outstanding item, being the Fraud Risk Register, was approved by Executive Leadership Team on 10 February 2020.
19IR-8	Independent verification of vendor bank details not documented *(Control activities)*	**Resolved**
19IR-10	Managing access to Pathway and SAP systems *(Control activities)*	**Resolved**

5. Prior year issues (cont.)

Ref.	Issue	Status / Comment Action Date
	Deficiencies	
19CR-6	Reconciliation between SAP HR and Oracle (Control activities)	**Resolved**
18IR-11	Internal audit plan requires updating (Monitoring)	**Resolved**
	Other matters	
18IR-15	Current contract management reporting may not readily assist in analysing and reporting over procurement	**Work in progress** Expected to be resolved once the new procurement process is fully implemented in June 2020. Original action date: 31 December 2019 Revised action date: 30 June 2020
18IR-16	Procurement planning and risk treatment could be improved	**Work in progress** Expected to be resolved once the new procurement process is fully implemented in June 2020. Original action date: 31 December 2019 Revised action date: 30 June 2020
19CR-7	Restructure of Ipswich Arts bodies	**Work in progress** Significant progress has been made in this area with management currently working on the new policies and procedures for IA Foundation Limited with a view to bringing this new entity out of dormancy prior to 30 June 2020. All steps to wind up the previous Ipswich Arts Foundation have been completed. Action date: 30 June 2020
19CR-8	IMP bank accounts still open	**Resolved**

Financial reporting issues

Ref.	Rating	Issue	Status / Comment Action Date
19CR-10		Insufficient evidence supporting a formal impairment assessment	**Work in progress** Action date: 30 June 2020
19CR-9		Inadequate year-end accrual process	**Resolved pending audit clearance** (to be confirmed during year end testing)

5. Appendix A—Our rating definitions

Internal rating definitions

	Definition	Prioritisation of remedial action
Significant deficiency	A significant deficiency is a deficiency, or combination of deficiencies, in internal control that requires immediate remedial action. Also, we increase the rating from a deficiency to a significant deficiency based on: • the risk of material misstatement in the financial statements • the risk to reputation • the significance of non-compliance with policies and applicable laws and regulations • the potential to cause financial loss including fraud, or • where management has not taken appropriate timely action to resolve the deficiency.	This requires immediate management action to resolve.
Deficiency	A deficiency arises when internal controls are ineffective or missing, and are unable to prevent, or detect and correct, misstatements in the financial statements. A deficiency may also result in non-compliance with policies and applicable laws and regulations and/or inappropriate use of public resources.	We expect management action will be taken in a timely manner to resolve deficiencies.
Other matter	An other matter is expected to improve the efficiency and/or effectiveness of internal controls, but does not constitute a deficiency in internal controls. If an other matter is not resolved, we do not consider that it will result in a misstatement in the financial statements or non-compliance with legislative requirements.	Our recommendation may be implemented at management's discretion.

Financial reporting issues

	Potential effect on the financial statements	Prioritisation of remedial action
High	We assess that there is a high likelihood of this causing a material misstatement in one or more components (transactions, balances and disclosures) of the financial statements, or there is the potential for financial loss including fraud.	This requires immediate management action to resolve.
Medium	We assess that there is a medium likelihood of this causing a material misstatement in one or more components of the financial statements.	We expect management action will be taken in a timely manner.
Low	We assess that there is a low likelihood of this causing a material misstatement in one or more components of the financial statements.	We recommend management action to resolve; however, a decision on whether any action is taken is at management's discretion.

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ITEM: 20

SUBJECT: REPEAL OF PREVIOUS COUNCIL DECISION FOR PROPOSED NEW TELECOMMUNICATIONS LEASE TO OPTUS MOBILE PTY LTD LOCATED AT 102 CHAMPIONS WAY, WILLOWBANK

AUTHOR: SENIOR PROPERTY OFFICER (TENURE)

DATE: 14 MAY 2020

EXECUTIVE SUMMARY

This is a report requesting the repeal of a previous decision of the Growth and Infrastructure Committee, item No. 7 on the 9 July 2019 and adopted at the Council Ordinary meeting of 16 July 2019 to allow for a reduced term of the proposed Optus lease located at 102 Champions Way, Willowbank (Lot 1 on SP308694).

RECOMMENDATION

A. That Council's previous decision of the Growth and Infrastructure Committee, item No. 7 on 9 July 2019 and adopted at the Council Ordinary meeting of 16 July 2019, to enter into an eight (8) year lease with Optus Mobile Pty Limited for an equipment shelter commencing on 1 July 2019 and expiring 30 June 2027, be repealed.

B. That Council enter into a seven (7) year lease with a revised lease term commencing on 1 July 2020 and expiring 30 June 2027.

C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the proposed new lease arrangement as detailed in Recommendation A and B of this report and do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

RELATED PARTIES

Telstra Corporation Limited (Telstra) have an adjoining lease on the Council site that is improved with a telecommunications tower. The proposed Optus site will co-locate some of their telecommunications equipment on the Telstra facility.

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure

PURPOSE OF REPORT/BACKGROUND

Optus is an infrastructure owner and provider to the wireless telecommunications industry and approached Council about leasing land for a telecommunications equipment shelter at Willowbank.

Telstra has an existing lease for two tower sites (Lease TC and TD) constructed on the same Council site at 102 Champions Way, Willowbank (Lot 1 on SP308694). The existing Telstra lease expires 30 June 2027.

Optus proposes to co-locate their services on Telstra's existing telecommunications infrastructure via a private tenure arrangement. As such Optus proposes an additional Council lease for their equipment shelter to adjoin the existing Telstra lease area TC and to also have the same expiry date as Telstra's lease (30 June 2027).

This lease proposal was put to Council and adopted at the Council Ordinary meeting of 16 July 2019 based on the following terms:

Term of Lease:	8 years
Commencement Date:	1 July 2019
Expiry Date:	30 June 2027
Option:	Nil
Commencing Rent:	$12,000.00 (excluding GST) per annum
Fixed Increase Dates:	Annual indexation of 2.5% on each anniversary of the Commencement Date

As part of due diligence in preparing the lease document, it was deemed appropriate to seek a new Council resolution to allow for a reduced lease term, but maintaining an expiration date of 30 June 2027. Additional negotiations with Optus have delayed the execution of the proposed lease that had a specified term of 8 years commencing 1 July 2019.

For this reason Council is now seeking endorsement of a reduced term with a future expiry date of 30 June 2027. If endorsed, a lease commencement date of 1 July 2020 with a term of seven (7) years is proposed. Currently a revised lease document based on a seven (7) year term has been signed by Optus and received by Council. Optus is aware that without further Council endorsement the lease document will not be registered.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009
Local Government Regulation 2012
Planning Act 2016

It is also consistent with the appropriate due diligence for document preparation.

RISK MANAGEMENT IMPLICATIONS

If the recommendation for the new lease is not resolved this may cause disruptions or delays in Optus providing reliable telecommunications coverage to the area.

Council officers have negotiated $90,230 (excl GST) in rent revenue based over a seven (7) year term.

FINANCIAL/RESOURCE IMPLICATIONS

Council plays an integral role in providing support to telecommunications providers in helping them to deliver their mobile network to the community. The mobile network provides a valuable service to members of the public and businesses in this part of Ipswich.

If Council resolves to enter into the proposed seven (7) year lease arrangement with Optus, Council will receive a total income of $90,230 (excl GST).

COMMUNITY AND OTHER CONSULTATION

The Infrastructure and Environment Department has advised that it received no objections to entering into a new lease with Optus for an equipment shelter over the property.

It is appropriate that Council make a new resolution to allow for a lease with a reduced term.

CONCLUSION

It is recommended that Council proceed to repeal its prior decision to enter into an eight (8) year lease with Optus and now enter into a seven (7) year lease over part of 102 Champions Way, Willowbank, described as Lot 1 on SP308694.

Paul Lee
SENIOR PROPERTY OFFICER (TENURE)

I concur with the recommendations contained in this report.

Brett McGrath
PRINCIPAL PROPERTY OFFICER

I concur with the recommendations contained in this report.

Tony Dunleavy
MANAGER LEGAL AND GOVERNANCE (GENERAL COUNSEL)

I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"

Doc ID No: A6275750

ITEM: 21

SUBJECT: UPDATE ON LIBRARY SERVICES STRATEGY AND POLICY

AUTHOR: ACTING MANAGER LIBRARY AND CUSTOMER SERVICES

DATE: 4 JUNE 2020

EXECUTIVE SUMMARY

This is a report providing an update of Council's Library Services strategy and policy including a to-date summary of the Karalee Library Pod prototype deployment for consideration of future actions of Council.

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

There are no known related party matters associated with this report.

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure.

PURPOSE OF REPORT/BACKGROUND

This report an update of Council's Library Services strategy and policy including a to-date summary of the Karalee Library Pod prototype deployment for consideration of future actions of Council.

For context it is important to note that the integration of Council's Customer Services section and Library Services section into one branch following the organisational restructure of 2019 has led to a postponement and potential recalibration of the most recent Libraries Strategy proposal following a review of the new Libraries and Customer Services branch function.

The existing current Library Services Policy is included and briefly discussed.

A summary of usage performance for the Karalee Library Pod prototype is also included.

1. Strategy Update

In March 2009, Ipswich City Council adopted the ***Ipswich Library and Information Service Coping with Growth 2008-2026 Strategy*** (Attachment 1) as the basis for forward planning of library facilities. In 2018 the Library Services Branch engaged an external consultant to review the Library strategy, producing the ***Ipswich Libraries Strategy 2019-2024*** document (Attachment 2). As part of the review, Ipswich City Council Community Research and Engagement team undertook community consultation. The ***Libraries Strategy Review – Focus Group and Community Engagement Repor****t* (Attachment 3) sought to identify community priorities regarding Library facilities and services.

Since the report was finalised in March 2019, Council has progressed significant infrastructure projects and undergone a whole of organisation restructure which has resulted in substantive changes to the Library's operating model. Library Services has been combined with Council's Customer Services function to offer Ipswich residents and visitors an integrated approach for delivery of customer services from multiple locations including Libraries.

The new operating model will impact significantly on forward planning for library facilities and for the delivery of the broader range of services at libraries. The recommendations of the ***Ipswich Libraries Strategy 2019-2024*** require review in the context of the new operational model.

A **Key Findings Report** received by Council's Communities Committee in October 2019 identified the key findings of the strategy and community engagement which would inform facilities and services planning for libraries and customer services (Attachment 4).

Since the submission of that report the Branch has been undertaking a Systems and Business Process Review (SBPR) with a view to developing the most effective operational and systems model for delivery of Libraries and Customer Services for the community. The Libraries and Customer Services Branch is now moving into the final phases of the review process and will incorporate the findings of the Project into the development of an integrated branch strategy document.

To be directly considered in any Strategic Plans will be the current iteration of integrated services through the "Council Connect" service points, currently being delivered at Springfield; at the Rosewood Interim Library and Council Connect facility and in the soon to open Rosewood Library.

The new Strategy will provide a vision and roadmap for how the Branch will proceed into the future, both with our delivery of core traditional Library business and how we will best achieve the integration of physical Customer Service touch points within our Libraries.

2. Policy

The Ipswich City Council **Library Services Policy** was adopted on 19 November 2019.

The document, along other libraries policies, is available online on Council's policy page: https://www.ipswich.qld.gov.au/about_council/corporate_publications/council-policies (Attachment 5)

The Library Service Policy covers:

- Library Service Foundations Statement
- Purpose and Principles
- Censorship
- Copyright
- Privacy statement
- Community Access to Library Facilities
- Library Lending
- Content Development and Fulfilment (Collections)
- Reference and Research Service
- Local History Information
- Library Technology Program
- Library Volunteer Program
- Literacy Programs
- Literature Programs

Within the document you will also find links to our Strategic Plan along with the list of relevant Regulatory Authorities which inform how Public Libraries operate in Queensland and Australia and details of our Cooperation and Reciprocity obligations with other Libraries.

The policy is set for review in November 2023.

3. Karalee Library Pod

3.1. Background

The Karalee Library Pod is a self-service, 24/7 library service prototype launched in October 2019. The Pod allows Library members to browse and borrow from RFID-enabled book-cases at any time.

The **Coping with Growth 2008-2026** strategy called for the development and integration of remote service points, referred to in the strategy as kiosks or Library Links. The purpose of this offering was to extend the collection and presence of the library service into areas identified as remote to the core city-sized Libraries at retail locations of high growth and traffic potential to better connect with residents who may not go to a Library branch but may engage with the service if it is located at a main shopping centre.

Provision was made in the 2017-2018 Library Services capital budget to develop a prototype pod and install it within a shopping centre with high traffic and growth projections. Initial approaches to the originally specified location of choice, Riverlink Shopping Centre, failed to yield any prospective kiosk site. Alternative sites were explored with two sites offering alignment to the strategic growth of the library service.

Of the two proposed sites, Ripley Town Centre and Karalee Shopping Village, Council elected to proceed with an installation at Karalee. (Attachment 6).

3.2. Usage

Since the launch the unmanned Pod has been responsible for over 15,000 transactions (8,389 loans and 6,740 book returns). For comparison, the Redbank Plains Branch had 36,581 transactions over the same period (19,572 loans and 17,009 returns).

The Karalee Library Pod has seen use from 887 members since the launch. Again, for comparison, the Redbank Plains Branch loaned to 1,290 borrowers over the same periods.

Usage of the Pod happens at all hours with loans recorded around the clock, most occurring around the middle of the day, but some borrowing activity recorded between midnight and dawn.

3.3. Cost

The Library Hub prototype cost a total $320,657 to design, construct and deploy with RFID technology.

Duplication of the Library Hub at the full specification of the prototype, including three RFID cabinets, could be done at a reduced cost realising efficiencies in reproduction of design and construction.

Also, the Library Hub has been purposely designed to be deployed in a variety of configurations. Any future Library Hub could be constructed with reduced specifications (less RFID cabinets, seating and storage space) to reduce unit costs.

3.4. Assessment

The Karalee Library Pod has only been in operation for eight months including a quarter of this time under COVID-19 restrictions.

The pandemic effects on performance notwithstanding, the Karalee Library Pod has so far outperformed expectations. The Libraries and Customer Services Branch will complete a review of the prototype in the months ahead which will inform the potential planning, deployment and functionality of any future Pods to be delivered for Council.

The Karalee Library Pod prototype has generated significant interest from over thirty Councils nationally. The provision of unmanned, self-service kiosks has been attempted by other services across the country, but the performance of the Karalee Library Pod has seen our Council emerge as an industry leader in innovation and customer-focus.

The Karalee Library Pod was one of the few library services in Australia that was able to continue its business as usual offering uninterrupted during COVID-19.

Since the deployment of the Karalee Library Pod, two Ipswich shopping centres have made direct enquiries to Council regarding the potential installation of Pods at their venues.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Not applicable

RISK MANAGEMENT IMPLICATIONS

There are no anticipated risks associated with the receiving of this update of Council's Library Services strategy and policy.

FINANCIAL/RESOURCE IMPLICATIONS

There are no specific financial implications associated with the receiving of this update of Council's Library Services strategy and policy

COMMUNITY AND OTHER CONSULTATION

Libraries Strategy Review – Focus Groups Community Engagement Report (Attachment 3)

CONCLUSION

The Libraries and Customer Services Branch has been working to develop a renewed strategic intent that appropriately incorporates both core functions of the newly established branch and delivers a plan to serve Council and the community well into the future.

Supporting the strategic intent will be the Library Services Policy as a clear enunciation of the ethical, collaborative and regulatory operational foundations that Library Services work upon when deliver our services and resources and is set for regular review.

The Karalee Library Pod prototype in its first eight months of deployment is viewed to be delivering on the strategic objectives as laid out in the I***pswich Library and Information Service Coping with Growth 2008-2026 Strategy.*** The overall performance of the prototype project is set for review later in 2020 and the results of this report will inform the possible rollout of future Pods for the city.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Coping with Growth 2008-2026 Strategy
2.	Ipswich Libraries Strategy 2019-2024
3.	Libraries Strategy Review - Focus Groups Community Engagement Report
4.	Communities Committee - 22.10.2019 - Libraries Strategy 2019-2024 - Key Findings Report
5.	Library Services Policy
6.	Libraries & Tourism Committee - 18.06.18 - Council Adopted 26.06.18 - Pages 297 & 298

Matt Pascoe
ACTING MANAGER LIBRARY AND CUSTOMER SERVICES

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

"Together, we proudly enhance the quality of life for our community"

Ipswich Library and Information Service
Coping with Growth
2008–2026

November 2008

Version 3.0

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THE CONTEXT

[PLEASE NOTE THAT THE DATA AND INFORMATION IN THIS DOCUMENT REPRESENTS A SNAPSHOT IN TIME AND WILL BE REVIEWED AS REQUIRED AS CHANGES OF SIGNIFICANCE OCCUR]

THE LIBRARY VISION, IPSWICH 2020 AND IPSWICH CITY COUNCIL'S CORPORATE PLAN 2007-2012 AND THE LIBRARY STRATEGY: COPING WITH GROWTH

The Ipswich Library and Information Service is an Ipswich City Council service that operates within Council's corporate framework whilst also aligning with the public libraries framework under the leadership of the State Library of Queensland. The Library's Vision as stated below has been informed by Ipswich City Council's Corporate Plan 2008–2012, the Library and Archives Act 1995 and the State Library of Queensland strategy "Expanding Horizons."

THE LIBRARY VISION

The Ipswich Library and Information Service:

- Encourages exploration and the challenge of new futures;
- Promotes the joy of reading, the development of literacy and learning and activities critical to self-improvement and employability to develop lifelong learners;
- Provides an environment for the pursuit of knowledge for people of all ages and backgrounds, beginning with the very young; and
- Provides opportunities for lifelong learning and the development of a knowledge-based economy.

As a key community resource, the Library connects people to each other, to their community and to essential information and ideas.

The Library's rich resources provide the opportunity for everyone to treasure the past and to create an optimistic future.

The Library promotes and enriches the democratic, cultural, educational, recreational and economic life of our diverse and evolving city.

ALIGNMENT OF KEY LIBRARY PRIORITIES AND THE CORPORATE PLAN

The following key Library priorities contribute to Council's Corporate Plan whilst progressing the realisation of the Library Vision:

Advocacy and Awareness

- to increase awareness, visibility and the community value of library services;
- to develop new library users and retain those who are already library users;
- members of the community have equitable access to a comprehensive range of education, learning, training and enrichment opportunities; and

- residents have ready access to a range of cultural facilities, programs and initiatives to express and develop their creativity and cultural values.

Corporate Priorities and Goals
Community Spirit and Well-being: Identity and inclusion; Participation and community capacity.

Collections

- Manage and maintain a vibrant and useful library collection in all formats;
- Ensure adequate storage, shelving and display space is available to safely house the collection;
- Ensure that the library collections map community needs; and
- All residents have access to the library collections including those with special needs.

Corporate Priorities and Goals
Community Spirit and Well-being: Participation and Community capacity;
A strong diverse economy: A knowledge-based economy.

Cultural Development and Cultural heritage

- Contribute to the cultural framework of Ipswich;
- Provide access to and to encourage an appreciation of Ipswich's rich history;
- Encourage and promote participation in the generation of new ideas and new thinking;
- Extend the library's reach into the community to reflect the community diversity of Ipswich;
- Promote an appreciation of literature in all forms and for all ages; and
- Provide a program for young people that promotes and encourages reading, literacy and a love of libraries that creates a community of readers.

Corporate Priorities and Goals
Community Spirit and Well-being: Sense of belonging and culture, participation and community capacity, The Ipswich identity.

Customer Service

- Provide equitable access to relevant Library resources;
- Develop programs that empower the community to participate in community life;
- Empower customers to become confidant, independent users of library collections and services;
- Develop and deliver customer-centric library services;
- Maximise value to constituents through the provision of efficient and effective product and service delivery; and
- Exploit innovative technologies to provide e-products and e-services to customers.

Corporate priorities and Goals
Community Spirit and Well-being: Participation and community capacity, identity and inclusion,
Excellence in Customer Service: Product and service delivery.

Information and Knowledge Management

- Provide access to a range of information resources to meet the diverse learning needs of the Ipswich community;
- Provide community training in the use of the latest relevant technologies to ensure individuals have the skills and knowledge to participate in the information economy;
- Provide programs that develop the information literacy skills of all sectors of the community to ensure informed decision making on matters of community interest; and
- Develop and provide a range of literacy programs so that all sectors of the community can participate in the economic growth of the city.

Corporate Priorities and Goals
A Strong Diverse Economy: A knowledge based economy.

Resource Management - Facilities

- Effectively manage library infrastructure to ensure a safe environment for staff and customers;
- Provide an accessible and inviting library environment for all sectors of the Ipswich community;
- Provide library spaces that encourage community interaction and individual study;
- Communities have a central hub whereby they can conduct activities of recreation, socialising, shopping and accessing community services in an attractive, vibrant and safe environment; and
- Library facilities and services cater to all residents, including the specific needs of people with disabilities.

Corporate Priorities and Goals
Growth Management: A network of centres and unique communities.
Community Spirit and well-being: participation and community capacity.

Resource Management – Human

- Effectively manage Library volunteers through the development and implementation of a program of participation for volunteers and work experience in consultation with interested schools and community members;
- Manage and coordinate staff to ensure an effective and efficient delivery of library services;
- Develop staff capacity by developing and maintaining a library staff training framework relevant to the current and future skills required within the Library industry;

- Monitor and manage staff performance in line with Council policy and procedures; and
- Align people, processes and systems to meet current and future business needs.

Corporate Priorities and Goals
Our Workforce: a capable, flexible, productive and committed workforce, learning and development.

Resource Management – Financial

- Prepare, manage and forecast library budgetary requirements;
- Develop and implement a library fees and charges structure in line with relevant legislation and Council policies and procedures;
- Undertake a timely stock take of relevant resources including the library collection and portable and attractive items in line with Council policy and procedures; and
- Continuously seek out and access relevant alternative sources of funding.

Corporate Priorities and Goals
Governance and Financial Management: Financial Management, Strategic and business management.
Asset Management: Effective Asset Management.

Strategic and Business Management

- Provide customer-centric service delivery utilising innovative and relevant technologies and virtual Services;
- Provide access to information resources and services relevant to the Ipswich community via physical and virtual service points;
- Develop and implement a community technology training program and an information literacy program that improves the information literacy skills of the community; and
- Routinely review performance against the goals and objectives.

Corporate Priorities and Goals
Governance and Financial Management: Financial Management, Strategic and business management.
Asset Management: Effective Asset Management.

THE LIBRARY STRATEGY AND THE IPSWICH CITY COUNCIL'S PRIORITY INFRASTRUCTURE PLAN

In accordance with IPA Infrastructure guidelines Council's Priority Infrastructure Plan has been developed based on the population assumptions of the *South East Queensland Regional Plan (2005–2026)*. The Priority Infrastructure Plan (PIP) details the standards of service for local community facilities including Libraries. Within the PIP Library Facilities are divided into 2 categories. The Citywide category is identified as "a Large Library (generally on a site of approximately 1 ha) located

within the CBD or Town Centres which can be stand-alone facilities or integrated with offices, auditoriums, café or a customer service centre. The District category is identified as "a Branch Library (generally on a site of approximately 5000sqm) located within the Major Centres of each district and the PIP stipulates that the district Library Facilities would be co-located with the District Multi-purpose centres. The nature of the services within the multi-purpose centre could include space for community organisations, community education and learning, individual and family support services.

According to the current Priority Infrastructure Plan the projected ultimate population for the City requires that 3 Citywide (central) Libraries and 15 District (Branch) Libraries be provided. The Library Strategy 2008–2026 focuses on the 3 Citywide Library facilities supplemented by facilities and points of presence as determined by established standards. The ultimate Library Service Delivery model will be based on future trends and development and a review of the Priority Infrastructure Plan.

LIBRARY STRATEGY – COPING WITH GROWTH

BACKGROUND

Since 1995 the following significant infrastructure changes have occurred with the Library and Information Services for Ipswich City.

Library facilities

In 1995 the amalgamation of Moreton Shire and Ipswich City brought together library facilities at Ipswich (IGIC library and Redbank Plaza Branch Library and a Mobile Library vehicle) and Moreton Shire (Redbank Plains Branch Library and a Mobile Library vehicle) into one (1) library service for the newly formed Ipswich area.

In 1998 the two (2) Mobile Library services including the two (2) existing vehicles, were rationalised. One mobile library vehicle was retained and the schedule of stops was adjusted from 35 to 14 stops per fortnight.

In early 2000 the Redbank Plaza Library Branch was re-located within the Redbank Plaza Shopping Centre and the space reduced by 150sqm.

In 2004 the Mobile Library stop previously allocated to Karana Downs was relocated to Rosewood when Brisbane City Council took over the Karana Downs service.

In 2008 Mobile Library hours previously allocated to Harrisville and Peak Crossing were re-allocated to Springfield after a state-wide boundary review.

Within this same time period, the population of Ipswich has increased from 119,425 to approximately 155,000. In addition, significant and unprecedented growth is predicted in the next 15–20 years with an anticipated population increase to between 317,000 and 412,000 in 2026.

[Source: PIFU population data 2008]

Such continued growth will require a planned approach to the delivery of library services and facilities as part of Councils services to the Ipswich community. The primary aim being to provide an innovative library service to meet the diverse need of the Ipswich community whilst providing best value and sustainability to Council and the ratepayers. As such, this review provides a framework within which such growth can be managed.

KEY OBJECTIVE

Great Cities deserve great libraries. The objective of this review is to develop a strategic approach to the delivery of library services in the Ipswich local government area through an update of the Ipswich Library Strategy prepared by Lunn Consulting in 2002. Research was undertaken on demographic trends and population projections, business performance of the library, the strategic operating environment and comparative

analysis of performance against selected LGAs as well as public library industry trends. An analysis of the potential relocation of the library to the CBD and relevant costs and benefits was also undertaken. A forward service delivery model for Ipswich Library Service to 2026 has been provided as part of this scope of works.

Projected Population and Strategic Context

A range of strategic framework documents have informed this review. The most significant factor impacting planning for library service delivery will be the level of population projected for the City over the next 20 years. There were 142,400 persons living in Ipswich in 2006, and according to PIFU projections, the population of Ipswich is expected to grow between 317,000 and 412,000 by 2026 with an ultimate population between 385,000 and 532,000.

[Source: PIFU population data 2008]

Ipswich 2020 & Beyond provides a framework for the provision of community services and provides for communities to have a central hub where recreational, social, community services (including libraries) and shopping activities will occur. Ipswich 2020 & Beyond also envisages major centres located at the established Ipswich CBD, the Springfield Gateway CBD and the proposed Ripley Town Centre.

The *Ripley Valley: Australia's Largest Master Planned Community* provides a masterplan for the development of a town centre, several neighbourhood centres and schools (both primary and secondary) and multiple sports grounds in Ipswich City. The *Greater Springfield Masterplan* provides for the development of the Springfield Central CBD, an education city, world knowledge centre, University of Southern Queensland campus and business/commercial space.

Trends

Globally, the world of information and communication is going through a period of exponential and accelerating change. The role of libraries is significantly changing, with a stronger focus emerging on playing a key role in lifelong learning and community development, as well as facilitating the creation of content and preserving and sharing the heritage and identity of communities. The needs for library service delivery have evolved considerably and there is an increasing desire for flexibility to meet some key challenges. Libraries need to position themselves for the impact of the baby boomers and an ageing population as well as being key players in the online environment and developing a range of literacies across all age groups. Mobile telephony and changes in content containers have also changed the whole concept of service delivery, particularly to younger people.

Business Performance

Business levels at the Ipswich City Library and Information Services have increased from 1,158,875 loans in 2000 to 1,174,371 in 2006, representing a total increase of 1.3% or over 15,000 loans. In 2006/07 financial year, there were a total of 40,500 active borrowers, this represents an increase of 6.5% or 2,500 active membership when compared to the year ended 2005/06. Overall, the total number of 'active' members of ILIS has increased between 2003/04 and 2006/07, with total active borrowing increasing by an average annual rate of 0.1% over the period, or a total increase of 130 or 45 active borrowings per year.

The majority of the collection items are at Ipswich Global Information Centre (IGIC) (accounting for 64.7% of all loaned items). The Redbank Plaza Library accounts for 13.7% of loans and the Redbank Plains Library only 11.7% of loans, marginally higher than the Mobile Library which accounts for 9.9% of loans. The Redbank Plains Library recorded an average annual decline in loan issues of 2.5% (or 3,500 loans) between 2000 and 2006. The greatest decline in issues was recorded by the Mobile Library, which experienced a 20.9% decline (down 27,000 issues) in loans over the six year ended 2006.

The Ipswich Library and Information Service recorded a below average ratio of borrowers in the population (at 28.9% in 2006). Notably, this ratio has fallen over time in Ipswich and is comparatively lower than all of the benchmarked independent libraries. *To be noted: this statistic needs to be qualified by the practice of Ipswich families joining the library as one library membership rather than individually so that a family are recognised as only one (1) borrower.* Similarly, in comparison to similar libraries in other LGAs, Ipswich ranked below the benchmarked average, with only 8.1 loans made per head of population. Comparisons also show that Ipswich has below average levels of expenditure on library stock per capita and collection levels (at 1.77 items per capita) and falls well below the State Library standard of 2.50 items per capita.

The most significant findings from the Business Performance analysis is the need to provide adequate numbers of service points in growth centres as the population increases, particularly in the Ripley valley and Springfield areas, and to prove a funded asset management strategy for collections. There is also a need to review the Mobile Library Service as a matter of urgency and to rationalise service delivery on the eastern side of the City as the Springfield Centre grows.

Proposed Service Delivery Model

Given the projected population figures, a distributed network model of service delivery is regarded as the most sustainable model for the future provision of library services. This would ultimately provide three large hub libraries strategically located in Ipswich CBD, Springfield and Ripley Valley, with adequate library space and stock to meet population needs. Space requirements, location criteria and suggested staging have been provided for these facilities in the body of this report, based on projected population and national standards for public libraries. Redbank Plains and Redbank Plaza Libraries should be reviewed once the Springfield hub library is open to ensure these services continue to meet the future needs of the community. It is strongly

recommended that the number of larger static service points remain at three or four only given the high labour and capital costs to provide additional service points.

These service points would be supported by *Library Links* or Kiosks as need and opportunities arise longer term. Successful models of *Library Links* can be found in the City of Sydney, where an unmanned service point (providing access to limited popular collections, Internet services and self-check technology) are provided in partnership with a coffee shop or other private or public provider. Overall, the success of these models is predicated on the development of effective strategic public and private partnerships. Dispensing kiosks for lending library stock are now a reality in Australia, with Pine Rivers Shire providing the first self-service library kiosk. Creative opportunities for service delivery such as *Library Links* should be further investigated for Rosewood, and opportunities to provide the Mobile Library on Sundays at Rosewood should also be pursued in the short term.

The service delivery model should also be underpinned by a strong interactive online presence and Virtual Library, and the migration to a self-help environment for customers to minimise labour costs as new Libraries are developed. Additionally, the decentralised network model should be based on minimum back of house activities at all points, with appropriate shelf ready provision of stock and supplier assisted selection, based on community needs.

The library should continue to focus on community engagement and lifelong learning. There is also the opportunity to develop hub libraries, particularly at Springfield and Ripley Valley as multipurpose spaces with the provision of integrated community meeting rooms and social space, as well as the provision of integrated Local Service Centres. The focus will also continue on customer service and continuous improvement with opportunities to use alternative delivery mechanisms pursued (such as bussing in older clients in partnership with community or service club providers, and the use of dispensing kiosks). Fee for service for direct delivery to clients should also be investigated.

RELOCATION OF THE IPSWICH CITY LIBRARY TO THE CBD

The Ipswich Regional Centre Strategy, a partnership project between Ipswich City Council and the Department of Infrastructure and Planning, has identified the CBD and surrounding precincts as key drivers in the economic and cultural development of the city. As such, a revitalisation program has been initiated to develop the CBD as a Principal Activity Centre incorporating employment and economic activity, commercial, retail and residential roles, Government services, educational, cultural, recreational and entertainment facilities and a multi-modal public transport.

Council is considering relocating the Central Library branch to a site within the town's CBD. As part of the implementation of the Regional Centre Strategy. Whilst benefiting the revitalisation of the CBD the re-location of the City Library would also have the following benefits: increasing the library's exposure, especially to residents not currently using the service; creating a focal point for the CBD whilst also providing library services,

meeting and exhibition spaces in the area; increasing the number of visitors to the CBD and consequently the volume of business conducted in the area; and using the vacated Central Library building to accommodate Council staff currently dispersed around other sites.

Community expectations are that any relocation of the Central Library will provide a library facility and service level that is of the same standard as is currently provided or higher. Several options have been tested, including: remaining in the current location (Option 1); leasing a building in the CBD (Option 2); buying a commercial building in the CBD (Option 3); and building a new library in the CBD (Option 4). From the analysis it is apparent that Option 3 offers the greatest net community benefit. This is the result of both the long-term savings that would be achieved in accommodation costs and the additional benefits that would accrue from the Central Library having a CBD location. However, this analysis is based on the assumption that such a property would be available. Initial research suggests this may not be the case, as not only would the property need to be the appropriate size its internal configuration would also need to be convertible to a format for a library. If there are significant issues in finding a suitable property it may be more practical to attempt to find appropriate vacant land and to construct a new library, although research also suggests this may not be easy and this option has higher risks.

It may seem that Option 1 is a cost neutral option, but that is not the case. Library Services occupying the building is a cost to Council, not only must it pay for the upkeep of the building it must also pay to lease additional office space to accommodate administrative staff. Relocating the Central Library would allow Council to use the existing building for this purpose. By no longer having to lease additional office space for administration staff and borrowing to fund the purchase of a new library, as well as the spin off benefits for the CBD, Options 3 and 4 would be expected to deliver a net community benefit with Option 3 providing the largest benefit. This information should now feed into the CBD Master Planning process currently underway.

Summary of Key Strategies

In summary, this review finds that there will need to be increased investment in Library Services over the next 15 to 20 years to ensure that the service meets the needs of the growing population.

The key elements in the Library Strategy will be:

1. Relocation of the Ipswich City Library to the Ipswich CBD in line with Council and community needs (current estimates indicate that this may occur within the next 3 years);

2. A medium-term review of the Mobile Library in 2009, with further evaluation of a Mobile Library service at Rosewood on Sundays in line with the development of the Library Strategy;

3. Development of a collection management plan detailing the budget requirements for the period 2008–2026 to provide adequate collections to meet population needs and state government standards;

4. Development of a workforce plan detailing staffing requirements and budget requirements to meet population needs for the period 2008–2026 to ensure that the service is capable of responding to the changing needs of the Ipswich community;

5. Development of a cost/benefit proposal for the implementation of self-service technology in all libraries and Library Links;

6. Development of a hub library at Springfield in accordance with established Library Standards and population growth (based on current projections this may be within the next 5 years);

7. Re-evaluations of the Redbank Plaza and Redbank Plains Branch facilities to ensure current facilities and services are efficient and effective and meeting future community needs;

8. Development of a hub library in the Ripley Valley in accordance with established Library Standards and population growth (based on current data this may be within the next 10–15 years);

9. Development of a library presence at Rosewood in accordance with established Library Standards and population growth and;

10. Provision of a Library Link or Library dispensing kiosks in partnership with an identified private or public provider as part of the adopted library service delivery model.

1. INTRODUCTION

1.1 PURPOSE OF THE REPORT

The objective of the study is to develop a strategic approach to the delivery of library services in the Ipswich local government area to cope with the potential population growth expected in the next 15–20 years. The objectives of the study were to:

- Provide a demographic analysis using recent population projections, particularly for the Ripley Valley;
- Provide a broad strategic planning context of trends in library service delivery with examples of best practice and relevant case studies;
- Provide a local strategic context including the CBD Plan, the Ripley Valley Plan and planning for Springfield and Rosewood;
- Provide the service delivery model based on demographic data and the strategic context;
- Provide an analysis of business performance of the Ipswich City Library Service;
- Provide a comparative analysis of performance against selected LGAs;
- Provide an analysis of the potential relocation of the library to the CBD and relevant costs and benefits;
- Identify space requirements for the libraries required based on State Library of Queensland Standards and the guidelines identified in People Places which has been identified as the National Standard for space allocation for public libraries; and
- Provide recommendations for the service delivery model.

1.2 METHODOLOGY

The Project was conducted in the following stages:

Stage 1: Environmental Scan – Industry Trends

This stage involved a review of existing and future trends in the delivery of library services and review of existing library services within Ipswich City. It also involved a review of existing documentation and strategic planning material relevant to the study.

Stage 2: Environmental Scan and Demographic Analysis

This stage involved a review of existing plans and strategic themes as well as a demographic profile of service. It also included a review of the Library profile and benchmarking of key indicators against other libraries of similar size and State averages to identify implications for Ipswich City Library.

Stage 3: Options and preferred service delivery model

This stage involved the determination of a preferred service delivery model and recommendations for distribution and size of facilities (as linked to current and projected growth of the Ipswich LGA).

2. DEMOGRAPHIC SUMMARY

The demographic profiling in this report will provide an overview of existing demographics of the Ipswich City of LGA based on ABS 2001 and 2006 Census.

2.1 POPULATION PROJECTIONS

The population of Ipswich is expected to grow from 142,400 in 2006 to between 200,000 and 230,000 persons in 2016 and between 317,000 and 412,000 persons by 2026.

(Source: PIFU population data 2008)

2.2 DEMOGRAPHIC CHARACTERISTICS

2.2.1 Population Trends

There were 142,400 persons living in Ipswich in 2006.

(Source: PIFU population data 2008)

2.2.2 Age Distribution

Ipswich has a relatively high proportion of persons aged 10 to 19 years (15.7%) in comparison to the Queensland average (14.1%). Between 2001 and 2006, there has been a decrease in the proportion of 0-4 year olds (8.00% in 2001 and 7.83% in 2006) in Ipswich and a decline in the proportion of 15–19 year olds, in line with Queensland trends. Ipswich experienced a decline in the proportion of 5–9 year olds (8.65% in 2001 and 7.93% in 2006), compared to the Queensland average (7.38% in 2001 and 6.86% in 2006).

Other changes in the age structure of population of Ipswich between 2001 and 2006 have generally been in line with that of the Queensland experience.

2.2.3 Country of Birth

The proportion of persons born in Australia in Ipswich (80.06% in 2001 and 78.25% in 2006) is in line with the Queensland average (77.75% in 2001 and 75.18% in 2006). The most common overseas birthplaces of residents in Ipswich are United Kingdom (4.86%), New Zealand (43.53%), Vietnam (0.67%), Netherlands (0.51%) and Germany (0.44%).

Between 2001 and 2006 there has been a decrease in the proportion of persons born in the United Kingdom in Ipswich (up from 5.37% in 2001 to 4.86% in 2006), declining at a greater rate than that of the Queensland average (5.05% in 2001 to 4.94% in 2006).

However, there has been an increase of New Zealand born residents in Ipswich (2.88% in 2001 to 3.53% in 2006) compared to Queensland average (3.62% in 2001 to 3.81% in 2006).

2.2.4 Language Spoken at Home

Households which spoke only English at home represented the highest proportion of households in both Ipswich (89.41% in 2001 and 87.99% in 2006) and Queensland (88.49% in 2001 and 86.35% in 2006).

The proportion of Ipswich households speaking Samoan (1.21% in 2001 and 1.49% in 2006) was substantially higher than the Queensland average (0.20% in 2001 and 0.24% in 2006). Generally the changes in data for Ipswich were in proportion to Queensland trends.

2.2.5 Family and Household Type

Couple families with no children in Ipswich (33.07%) were significantly lower than the Queensland average (39.13%) in 2006. This represents a significant shift from 2001 with 31.27% of families residing in Ipswich were couples without children and 25.06% of families in Queensland represented by couples without children.

In 2001 the percentage of families with children under 15 and dependent students without non-dependent children in Ipswich (4.55%) was notably lower than Queensland experience.

2.2.6 Labour Force Statistics

As at the time of preparation of the report, some 2006 Census data was not available for Labour Force Statistics. However, the following figures provide a snapshot of the data available. The proportion of persons in Ipswich in full time employment in 2006 (36.2%) is in line with Queensland (35.6%). Further, the labour force participation rate in Ipswich (60.2%) is in line with the Queensland (60.6%) experience. However, the proportion of persons in part-time employment in Ipswich (17.2%) is slightly below the Queensland average (18.4%).

2.2.7 Internet Connection

The number of households without Internet connection in Ipswich in 2006 (37.24%) was higher than that of Queensland (34.15%). The highest type of Internet connection in Ipswich in 2006 was broadband (38.80%). The highest proportion of residents using the Internet in Ipswich in 2001 was 0-9year olds (16.74%), followed by 35-44 years old (15.34%) and 25-34 years old (14.58%). Statistics were balanced for Ipswich and Queensland.

2.2.8 Computer and Internet Use

As at the time of preparation of the report, 2006 Census data was not available for computer and Internet use. In 2001, computer usage at home for persons in Ipswich is highest amongst residents aged 25–44 years (35.0%) and 0–14 years (26.0%). Further, computer usage rate in Ipswich (38.5%) is below the Queensland average (41.3%).

2.2.9 Qualifications

As at the time of preparation of the report, 2006 Census data was not available for level of qualification attained. However, based on 2001 data the proportion of persons aged 15 years and over with a Bachelor degree or higher in Ipswich (15.7%) is below the Queensland (25.1%) average. However, the proportion of persons with a certificate is higher in Ipswich (44.2%) in comparison to Queensland (37.2%).

3. STRATEGIC CONTEXT

In times past the coastal localities of the city of Brisbane, the Gold Coast and Maroochy Shire have been the fastest growing areas in South East Queensland (SEQ). However, since 2001 the inland areas including the cities of Ipswich and Toowoomba have shown significant increases in population growth rates.

With Ipswich facing a growing population set to double over the next 20 years, local and state government have prepared the strategic documents *Ipswich 2020 & Beyond*, the *South East Queensland Regional Plan*, *Ripley Valley: Australia's Largest Master Planned Community* and the *Greater Springfield Masterplan* to effectively deliver infrastructure and services to the future communities in and around Ipswich.

The following is a brief outline of the key economic developments and provisions of these documents essential to the provision of library services:

3.1 IPSWICH 2020 & BEYOND

Ipswich 2020 & Beyond envisages vibrant communities bustling with activity, with major centres located at the established Ipswich CBD, the Springfield Gateway CBD (under construction) and proposed Ripley Town Centre. Regionally significant business and industrial land is also identified at:

- Ebenezer / Willowbank;
- Wulkuraka / Karrabin;
- Bundamba / Riverview;
- Redbank;
- Carole Park; and
- Swanbank / New Chum.

The document recognises the importance of an assessment of community needs to plan for the provision of community services with equitable access for all, and provides for communities to have a central hub where recreational, social, community services (including libraries) and shopping activities will occur.

Ipswich 2020 & Beyond highlights the following areas in the table below as key urban development areas:

Table 3.1: Potential population for identified communities

Community	Estimated Current Population	Potential Future Population
Eastern Suburbs (Western Corridor)		
Northern Suburbs	6,500	19,000
Central Suburbs	71,400	126,000

Community	Estimated Current Population	Potential Future Population
Eastern Suburbs (Western Corridor)		
Ripley Valley	2,100	110,000
Eastern Suburbs	39,000	116,000
Springfield	8,500	50,000
Western Suburbs		
Walloon	1,500	23,000
Thagoona	800	20,000
Rosewood	2,700	10,000

Source: Ipswich 2020 & Beyond.

3.2 South East Queensland Regional Plan

The South East Queensland Regional Plan (SEQRP) recognises the historic trend development of low-density residential development in SEQ, and provides for more compact, higher density residential development in order to effectively meet the needs of a growing population. The SEQRP also encourages development to progress west from the coast in order to protect the coast from over-development and marine resources; prudently recognising the vast expanse of land available for development inland.

The SEQRP envisages regional activity centres at Ipswich, Springfield and Ripley, and projects the population of the Western Corridor to 318,000 persons in 2026.

3.3 Ripley Valley Masterplan

The Ripley Valley Masterplan envisages a town centre, several neighbourhood centres and schools (both primary and secondary) and multiple sports grounds. The Masterplan provides housing for up to 120,000 persons over the next 30 years. Notably, the Masterplan provides a vision within an integrated package for developers to follow in providing infrastructure whilst developing the land for residential purposes.

3.4 Greater Springfield Masterplan

The Greater Springfield Masterplan (GSM) provides for the development of the currently under construction 320 hectare Springfield Central CBD. The CBD comprises over a dozen components including an education city, world knowledge centre, University of Southern Queensland campus and business/ commercial and other services space.

The GSM also plans for the accommodation of some 50,000 persons in several communities, also currently under construction.

3.5 PIFU SLA Projections

The PIFU SLA 2006 projections also provide estimates of total population as at 2006, 2011, 2016, 2021 and 2026 in the SLAs.

Table 3.2: PIFU SLA Projections

Statistical Local Area	2006	2011	2016	2021	2026
Ipswich (C) - Central	72904	86410	102958	140370	190443
Ipswich (C) - East	52498	71975	100506	116949	124774
Ipswich (C) - North	8222	9633	10369	11091	11855
Ipswich (C) - South-West	4394	4571	4741	4945	5204
Ipswich (C) - West	8507	9282	10604	12459	15178

Source: Ipswich City Council.

4. EXISTING SERVICE DELIVERY

4.1 IPSWICH LIBRARY BUILDINGS

4.1.1 Ipswich Central Library

Ipswich Central Library

The Ipswich Central Library is located at 40 South Street, Ipswich. (Corner East and South Streets). The library was purpose built with some 2,887 sq m provided, (excluding the Barry Jones Auditorium.) This service point serves as the central library and inter-usage data from branch libraries indicates that residents will travel to access specialised services or a wider range of material, in many cases in conjunction with a services or shopping visit to Ipswich central. This is certainly the busiest library, with over 781,000[1] loans transacted annually.

4.1.2 Redbank Plains Library

Redbank Plains Library

The Redbank Plains Library is located in Moreton Avenue, Redbank Plains, and providing 850 sq m. of space. This library forms part of a Community Recreation precinct, and is readily accessible to the local school and pre-school.

The 2002 Survey identified the Redbank Plains Library as a destination point and a higher than average period of time spent in the library reading and browsing, as compared to the Plaza which was characterized by shorter visits allied with a shopping visit. Whilst the main reason for using the library overall is still to *"borrow books"* there was a significant difference at Redbank Plains where the reasons for using the library are more diverse and reflect the *"community"* nature of the library.

The Library was recently renovated in 2001 to accommodate the Mobile Library service, which was re-located from Yamanto. Further minor renovations were completed recently to comply with Health and Safety requirements. Access to the library is limited by the distance from the nearest

[1] As at 2006.

bus stop, however, survey data collected in 2002 identified *private vehicle* as the prevalent mode of travel to the library. The library currently lends over 126,000 items per annum.

4.1.3 Redbank Plaza Library

The Redbank Plaza Library is located in leased premises in Redbank Plaza Shopping Centre, 1 Collingwood Park Drive, Redbank. The library is currently occupying a smaller space than that previously leased in 2001, (currently 480 sq m) and ongoing negotiation will take place as lease agreements come up for renewal. Despite the space reduction, the library still lends over 161,000 items per annum.[2]

Redbank Plaza Library

4.2 Mobile Library

The Mobile Library Service currently operates six days a week, Tuesday to Saturday with a two - week timetable (see **Table 4.1** and **4.2** below). The Mobile Library circulates through and around the City of Ipswich visiting suburban and rural areas.

Table 4.1: Mobile Library Schedule – Week One

Suburb	Location	Day /Time
Booval	Booval Fair Shopping Centre	Thu 9:15am - 12:30pm
Brassall	Shopping Centre	Tue 9:15am - 12:00pm
Camira	Camira Community Centre Cnr Old Logan Rd. & Community Pl.	Wed 2:00pm - 7:00pm
Flinders View	Ripley Road	Wed 9:15am - 12:00pm
Goodna	St Ives Shopping Centre	Fri 9:15am - 12:00pm
Harrisville	Queen Street	Thu 5:00pm - 7:00pm
Karalee	Shopping Centre	Sat 9:30am - 3:00pm
Peak Crossing	Peak Mountain View	Thu 2:00pm - 4:00pm

[2] Based on 2006 figures

Table 4.2: Mobile Library Schedule – Week Two

Suburb	Location	Day /Time
Booval	Booval Fair Shopping Centre	Thu 9:15am - 12:30pm
Brassall	Shopping Centre	Tue 9:15am - 12:00pm
Goodna	St Ives Shopping Centre	Fri 9:15am - 12:00pm
Grandchester	School Road	Thu 2:30pm - 4:00pm
Grandchester	Grandchester Hotel	Thu 5:00pm - 7:00pm
Karalee	Shopping Centre	Sat 9:30am - 3:00pm
Marburg	Edmond Street	Tue 2:00pm - 4:00pm
Rosewood	John Street	Wed 2:00pm - 7:00pm
Rosewood	John Street	Fri 2:00pm - 7:00pm
Walloon	Queen Street	Tue 5:00pm - 7:00pm
Winston Glades	Winston Glades Shopping Centre	Wed 9:15am - 12:00pm

The collection is stocked from the shelves of the Redbank Plains Library and totals 12,517. This figure is made up of 11,425 books, 1,072 non-books, and 20 items in the category of "other". Internet access is available to patrons on the Mobile Library.

There is a need to review the Mobile Library schedule and to consider re-opening the Mobile on Sundays, where it could be used at locations such as Rosewood. A cost benefit analysis would need to be prepared identifying additional labour costs and service benefits.

4.3 Inter-usage of Facilities

A survey conducted in 2002 as part of the Review of Library Services identified the high level of inter-use of libraries. It was found that 49% of Redbank Plains library users also use the Plaza library, and 46% of Plaza library users also use the Redbank Plains library. Additionally, 87% of users of the Redbank Plains library access the Plaza shopping centre, indicating they could potentially access the Plaza Library. The Redbank Plains group also rely more on car transport to get to the library than the other two library user groups, with some 94% coming by car to Redbank Plains compared to 79% at the Plaza (where some 18% come by bus).[3]

[3] Ipswich Library Strategy. Lunn Consulting 2002. p.1

5. BUSINESS PERFORMANCE

5.1 IPSWICH CITY LIBRARY BUSINESS PERFORMANCE

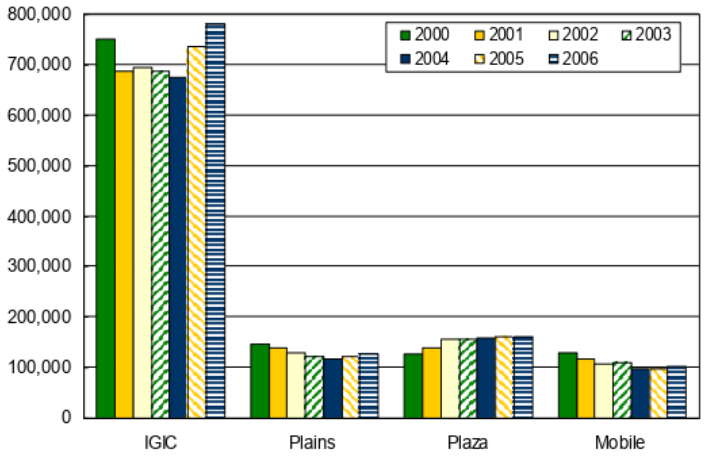
5.1.1 Loans

The Ipswich Global Information Centre (IGIC) accounted for 64.7% of all loaned items from Ipswich City Council Libraries between 2000 and 2006, significantly more than the Redbank Plaza Library (13.7%), Redbank Plains Library (11.7%) and the Mobile Library (9.9%). The total number of loans made by Ipswich Library and Information Services (ILIS) has increased between 2000 and 2006, with total lending increasing by 1.3% over the period, or over 15,000 loans. However, within the total there have been significant variations between the outputs from each of the branches.

Figure 4.1 shows the issues made by all libraries within the ILIS from 2000 to 2006. It is clear that IGIC dominates this group with over 781,000 issues in 2006. Between 2000 and 2006 the number of loans made by the IGIC increased by over 30,000 loans, or approximately 4,800 loans a year, an increase of over 3.9%.

The Redbank Plaza Library recorded a similar experience to IGIC, experiencing an average annual increase of 4.0% or 5,600 loans. The greatest decline in issues was recorded by the Mobile Library, which experienced a 20.9% decline (down 27,000 issues) in loans over the six year ended 2006. The Redbank Plains Library recorded an average annual decline in loan issues of 2.5% (or 3,500 loans) between 2000 and 2006.

Figure 4.1: Loans by Library

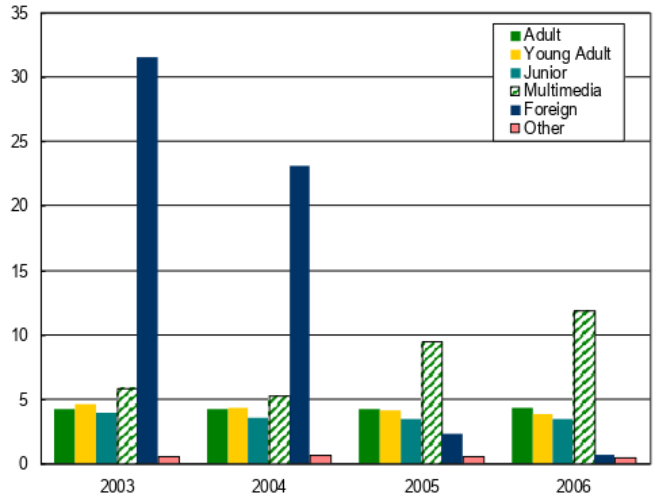


Source: ILIS

5.1.2 Ratio of Loans vs Collections by Category

The Ipswich Library and Information Services (ILIS) recorded 4.6 loans per collection item in 2006, an increase of 2.8% in 2006 compared to 2003. The 'Multimedia' collection improved the most significantly between 2003 and 2006, with loans per collection item growing 27.0% to 11.9 in 2006. In contrast, the 'foreign' (down 72.3%) collection experienced the most significant fall in performance in terms of loans per collection item in 2006 when compared to 2003 while the 'young adult' (down 6.1%) and 'junior' (down 4.2%) also performed worse during the three year period. The ILIS recorded faster growth in loans than collection, resulting in the ratios between loans and collection items increasing over the three-year period.

Figure 4.2: Collection Items by Category



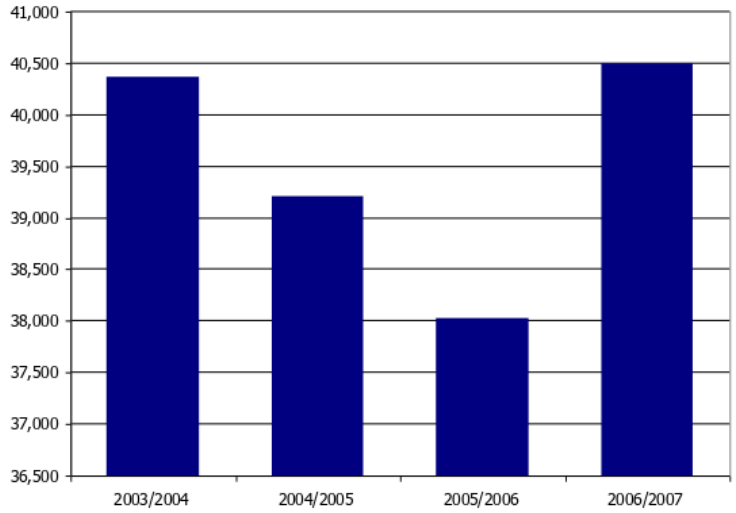
Source: ILIS

5.1.3 'Active' Registered Members

Figure 4.3 shows the total number of 'active' registered members from 2003/04 to 2006/07. In 2006/07, there were a total of 80, 879 registered library members in Ipswich. Of these, 40,500 members were active in 2006/2007, this represents an increase of 6.5% or 2,500 active membership when compared to the year ended 2005/06. Overall, the total number of 'active' members of ILIS has increased between 2003/04 and 2006/07, with total active borrowing increasing by an average annual rate of 0.1% over the period, or a total increase of 130 or 45 active borrowings per year. However, the ILIS recorded a decline in total active membership in 2005/06 when compared to 2004/05 (down 3.0% or 1,200 active membership).

Figure 4.3: Active Membership

N.B. 'Active' members are those registered members who have used their library card to borrow.



Source: ILIS

5.1.4 Visitors to the Virtual Library

In 2006/07 there were a total of 247,306 virtual visits to the ILIS Library Site. This was a decrease of approximately 5.0% or decline of over 13,034 virtual visits on the previous financial year (see **Table 4.1**). However, a significant factor is the loss of data logs by the Web Server at iTel so the 2006/2007 would be more than reported.

Table 4.1: Virtual Visits to ILIS Library Site

Indicator	2004/2005	2005/2006	2006/2007
Total annual visits to Virtual Library Site	234,002	260,340	247,306
Annual Percentage Change	n.a.	11.25%	-5.0%
Annual Increase/Decline in Total Number of Visits	n.a.	26,338	-13,034

Source: ILIS

5.1.5 Displays

For the 2006/07 financial year, a total of 533 displays[4] were held at the ILIS. This was an increase of 10.4% in the number of displays (or over 130) on the previous financial year.

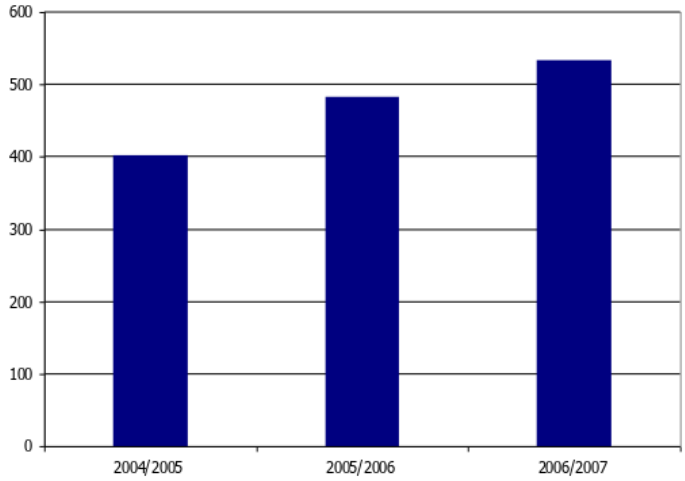
Figure 4.5 and **Table 4.2** illustrates the number of displays at the ILIS over the 2004/05 and 2006/07 period.

Table 4.2: Display Statistics

Indicator	2004/2005	2005/2006	2006/2007
Total Number of Displays	402	483	533
Annual Percentage Change	n.a.	20.1%	10.4%

Source: ILIS

Figure 4.5: Displays, 2004/05 – 2006/07



Source: ILIS

5.1.6 Attendance at Community Events

In 2006/07 there were a total of 11,702 persons who attended community events[5] across the ILIS. This was approximately 27.0% lower than the number recorded for the previous year. **Table 4.3** and **Figure 4.6** provides a graphical view of the number of persons attending community events from 2004/05 and 2006/07.

[4] Includes community, interdepartmental, government agencies and in-house.
[5] Includes storytelling, school holiday activities, community awareness sessions etc.

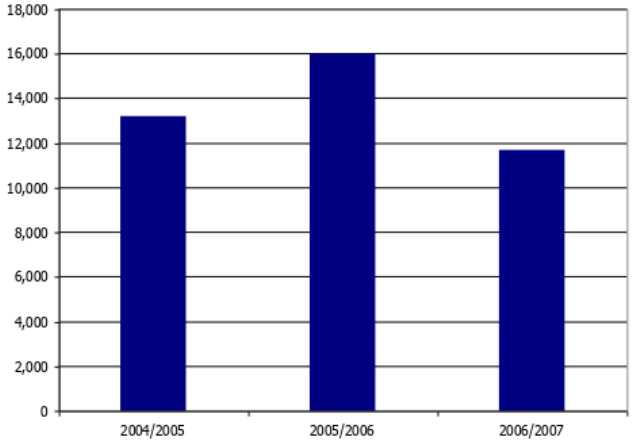
Table 4.3: Attendance at community events

Indicator	2004/2005	2005/2006	2006/2007
Total Number of Displays	13,206	16,032	11,702
Annual Percentage Change	n.a.	21.4%	-27.0%

Source: ILIS

Note: the bi-annual Children's Festival of Literature held in 2005 has resulted in skewed figures for the 2005/2006 period. Whilst there is a slight decline in attendance between 2004/2005 and 2006/2007, it is not as significant as it first appears.

Figure 4.6: Attendance at Community Events, 2004/05 – 2006/07



Source: ILIS

5.1.7 Attendance at Information Literacy Sessions

In 2006/07 there were a total of 2,598 persons who attended information literacy sessions[6] across the ILIS, representing a decrease of 13.2% from the previous financial year (see **Table 4.4**, **Figure 4.7**). This decrease accords with the increase in technical proficiency in the community with the uptake in technology.

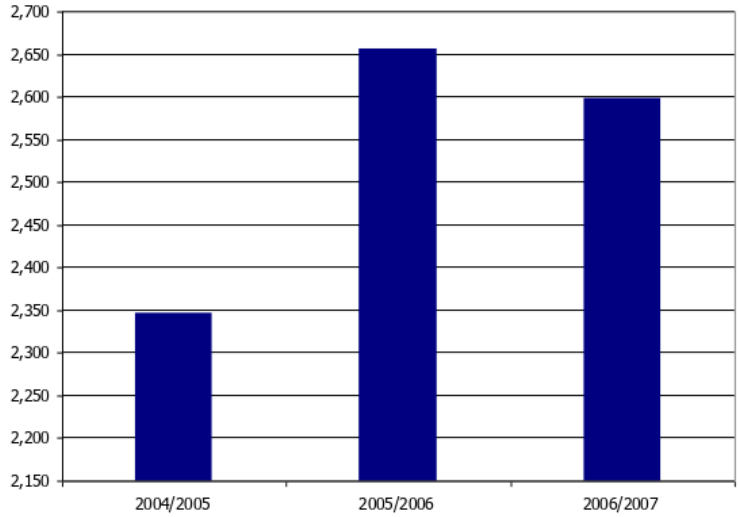
Table 4.4: Attendance at Information Literacy Sessions

Indicator	2004/2005	2005/2006	2006/2007
Total Number of Displays	2,347	2,656	2,598
Annual Percentage Change	n.a.	13.2%	-2.2%

Source: ILIS

[6] Includes storytelling, school holiday activities, community awareness sessions etc.

Figure 4.7: Attendance at Information Literacy Sessions, 2004/05 –2006/07



Source: ILIS

5.2 COMPARATIVE PERFORMANCE

The "Statistical Bulletin – Public Libraries in Queensland" provided by the State Library of QLD contains statistical measures for public libraries in QLD. It provides an overview of QLD public library performance via the application of a range of library performance indicators such as income, expenditure, services and staffing and provides comparisons of libraries serving like populations.

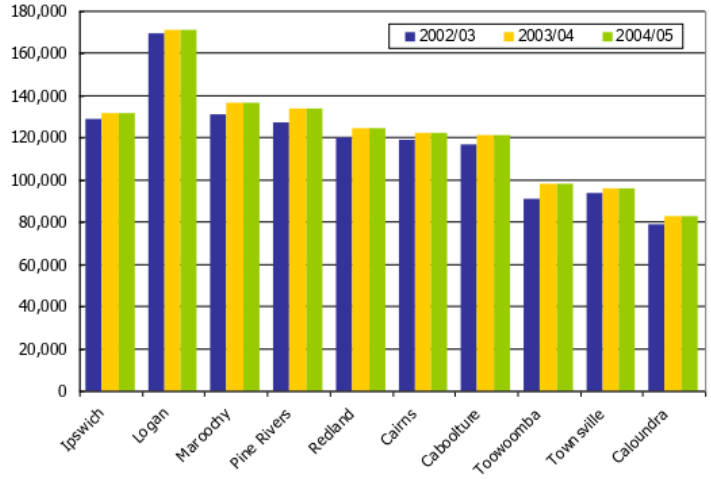
The following section provides a benchmark of the Ipswich City Library and Information Services (ILIS) with a number of other libraries of a similar size (classified as Independent Libraries under the Australian Classification of Local Governments) for the 2002/03 and 2004/05 period[7]. The benchmarks provide comparisons of the ILIS and tracking of library performance measures with a selection of independent library statistics from outside Ipswich City – Caboolture, Caloundra, Cairns, Logan, Maroochy, Pine Rivers, Redland, Toowoomba and Townsville. It is recognised that some Councils have higher or lower levels of population, and this is accounted for in benchmarks that provide per capita comparisons. It should be noted that the most recently published data for comparative purposes is 2004/05, and this information should be used to identify trends rather than the current performance.

[7] It covers the period July 2004 to 30 June 2005.

5.2.1 Population

The population of Ipswich as at 2004/05 was reported to be 131,747. The Ipswich population had remained relatively stable, experiencing a population increase of 2.1% from 2002/03 to 2004/05. It is clear however, that the population will increase significantly in the mid to long-term.

Figure 4.8: Population

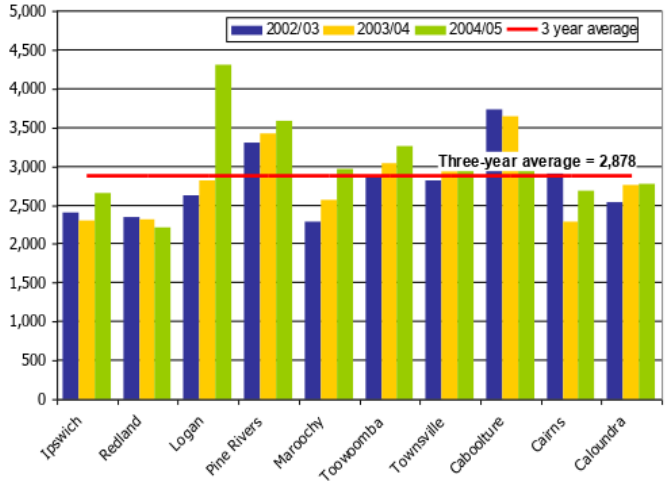


Source: State Library of Queensland

5.2.1.1 Population per staff member

This indicator shows the population served per staff member across benchmarked libraries over the three-year period. Ipswich recorded the second lowest population per staff member ratio in 2004/05 (2,662), lower than the three-year average (2,878). As can be seen in **Figure 4.9**, the population per staff member increased in Ipswich from 2003/04 to 2004/05 (up 360).

Figure 4.9: Population per staff member



Source: State Library of Queensland

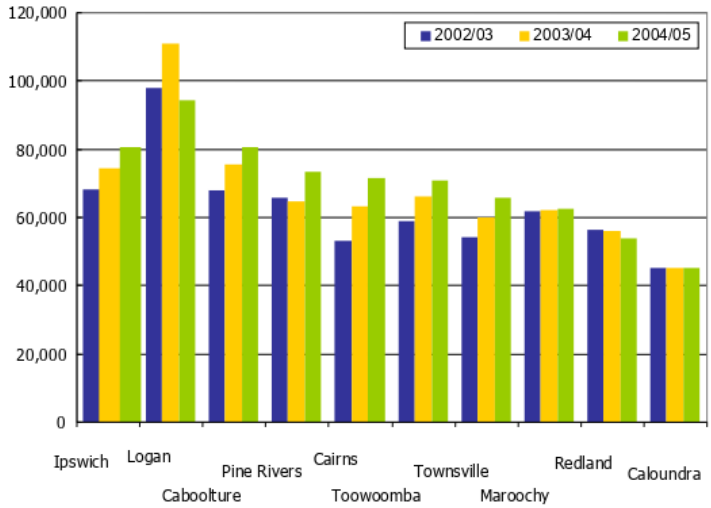
N.B. It is important to note that multi-storey library facilities require a higher proportion of staff that single-storey facilities. The Main Branch at Ipswich is a 3 level facility and therefore requires more staff to operate.

5.2.2 Membership

5.2.2.1 Registered members

Ipswich had a total of 80,191 registered members for 2004/05 period, which compares well with all of the benchmarked independent libraries (see **Figure 4.10**). Between 2002/03 to 2004/05, the number of registered members in Ipswich has increased 10,800 at an average annual rate of 7.9%. Logan and Redland experienced a decline in registered members over the three-year period. Cairns recorded the strongest growth in membership numbers over the three-year period, averaging growth of 15.9% per annum, or over 18,000 members in total.

Figure 4.10: Registered Members



Source: State Library of Queensland

5.2.2.2 Borrowers as a percentage of the residential population

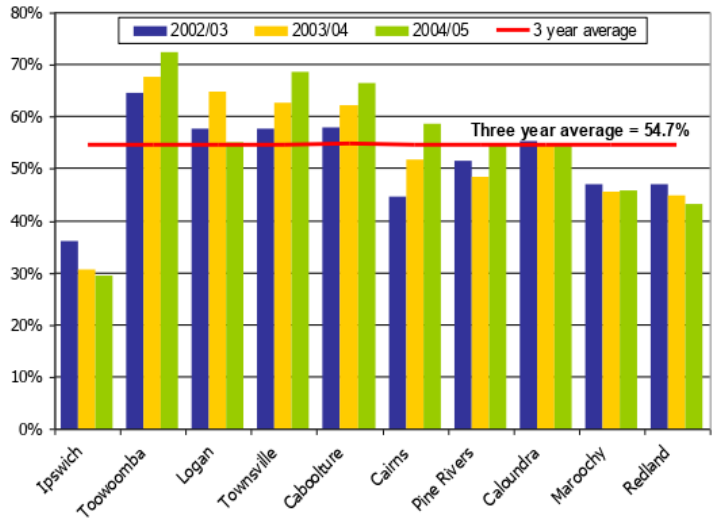
This indicator shows the number of people who borrowed books and other items during the year, expressed as a percentage of the resident population. It is important to note that many people use public libraries and do not necessarily become registered members.

Approximately 30.0% of residents in Ipswich are counted as borrowing from the libraries in 2004/05, representing a fall of 1.0% from 31% in the previous year. Furthermore, Ipswich recorded the lowest ratio of borrowers to resident population in comparison to the other benchmarked independent libraries, significantly below the three-year average (54.7%).

In line with total membership, Logan also experienced a fall in the percentage of borrowers within the resident population (down 9.0%) (see **Figure 4.11**). For the 2004/05 period, Toowoomba recorded the highest ratio of borrowers to resident population at 72.3% followed by Townsville (68.5%) and Caboolture (66.4%) while Maroochy and Redland fell below the average.

Significantly, the ratio of borrowers to population is impacted by the number of service points and issues such as access, particularly ease of parking. With only 3 service points Ipswich falls below the number of service points provided in benchmarked libraries.

Figure 4.11: Ratio of Borrowers to Population



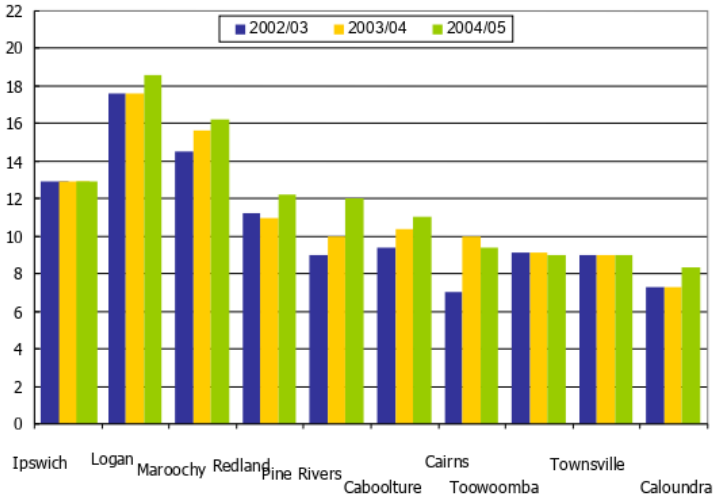
Source: State Library of Queensland

5.2.3 Staff

5.2.3.1 Total qualified staff

This indicator reports the total number of staff who are eligible for professional membership of the Australian Library and Information Association (ALIA). Ipswich recorded 12.5 qualified staff in 2004/05. **(see figure 4.12)**. Logan recorded the highest number of qualified staff at 18.6 followed by Maroochy (16.2) for the year ended 2004/05 while Caloundra (8.34) reported the lowest number of staff who are eligible for ALIA membership.

Figure 4.12: Total Qualified Staff

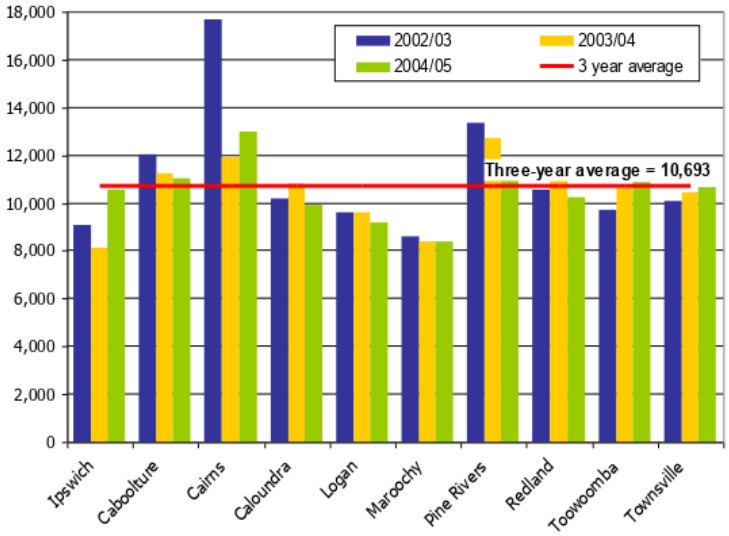


Source: State Library of Queensland

5.2.3.2 *Population per qualified staff member*

Ipswich recorded an average of 10,540 persons per qualified staff member in 2004/05, slightly below the three-year average (10,693). Meanwhile Cairns (13,000) reported the highest population served per qualified staff member, followed by Pine Rivers (11,148) and Caboolture (11,000), all with population per qualified staff member ratios above the three-year average (10,693). Maroochy recorded the lowest population per qualified staff member ratio (8,403) followed by Logan (9,209) (see **Figure 4.13**).

Figure 4.13: Population per Qualified Staff Member



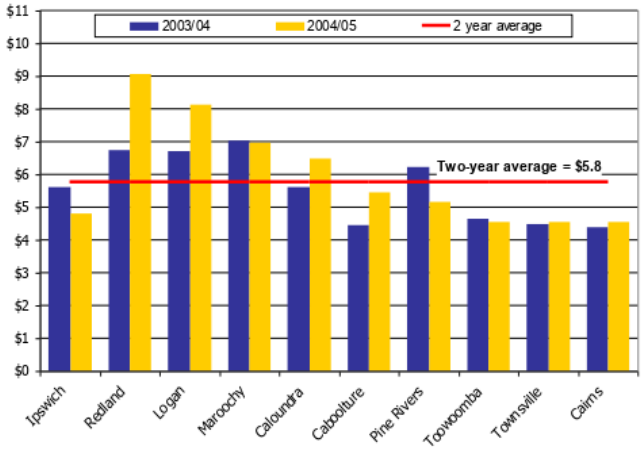
Source: State Library of Queensland

5.2.4 Expenditure

5.2.4.1 Expenditure on library materials per capita

For 2004/05 period, Ipswich recorded the fourth lowest level of library expenditure per capita ($4.8), comparatively lower than the benchmarked average ($5.8). Meanwhile, Redland recorded the highest per capita expenditure on library material ($9.1) followed by Logan ($8.1). The lowest expenditure on library material per capita for the 2004/05 periods was recorded in Cairns at $3.50 (see **Figure 4.14**). The expenditure on library materials per capita in Toowoomba, Townsville and Cairns remained relatively stable over the two year ended 2004/05.

Figure 4.14: Expenditure on Library Materials per capita



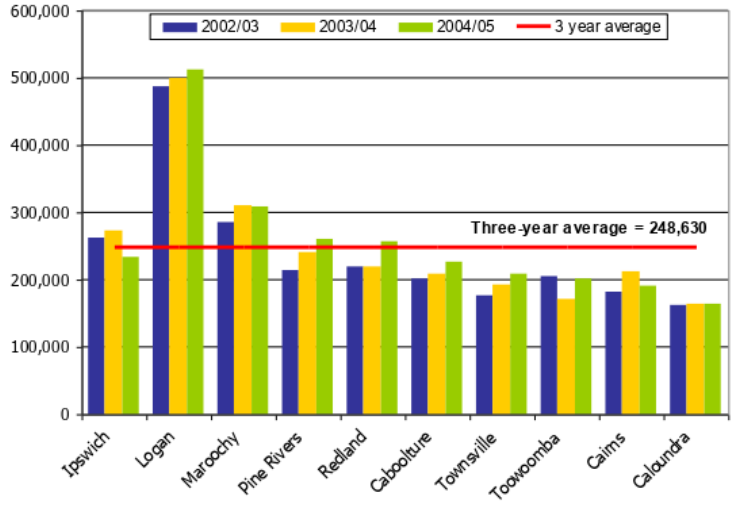
Source: State Library of Queensland

5.2.5 Library Stock

5.2.5.1 Total Library Stock

Ipswich recorded just over 235,000 units of library stock in the 2004/05 period, slightly below the three-year average of 248,630 units (see **Figure 4.15**). Additionally, the Ipswich Library has experienced an annual decline of 5.4% in total library stock, deleting over 27,000 items since 2002/03. Logan (514,000) recorded the highest number of total stock for 2004/05, followed by Maroochy (310,000) while Caloundra recorded the lowest levels of stock (164,000).

Figure 4.15: Total Library Stock



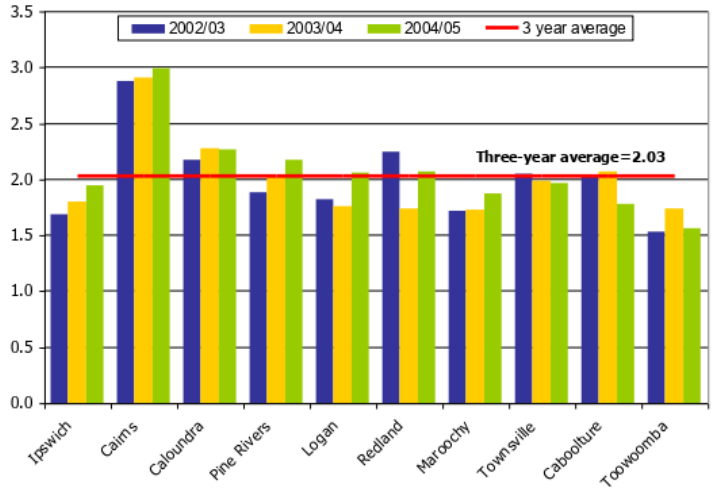
Source: State Library of Queensland

5.2.5.2 Library stock per capita

Ipswich library (1.95) recorded comparatively lower levels of library stock per capita (3.34), than the independent benchmarked average (2.03) (**Figure 4.16**). In contrast, Cairns reported the highest per capita for the 2004/05 period at 3.00 items, followed by Caloundra (2.27) while Toowoomba recorded the lowest per capita ratio for the year ended 2004/05 (1.56). As at 2006, only 1.77 items of stock per capita were held.

Given the projected population increases, a whole of life asset management plan for collections will be required, identifying budget requirements over the next 15 years.

Figure 4.16: Library Stock per capita

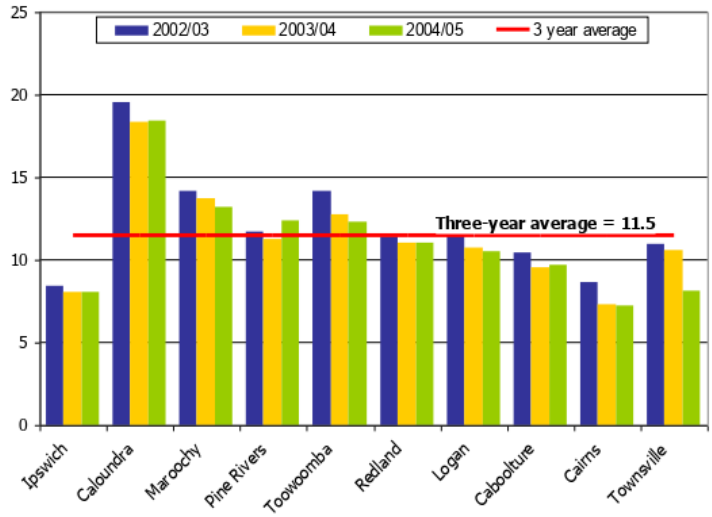


Source: State Library of Queensland

5.2.5.3 Circulation per capita

For the 2004/05 period, Ipswich recorded the second lowest level of circulation per capita (8.05). The level of circulation per capita at Ipswich is also consistently below the benchmarked average (11.5) (see **Figure 4.17**). Caloundra recorded the highest circulation per capita at 18.4 items per head of population whilst Cairns recorded the lowest circulation per capita levels (7.21) in 2004/05.

Figure 4.17: Library Stock Circulation per capita

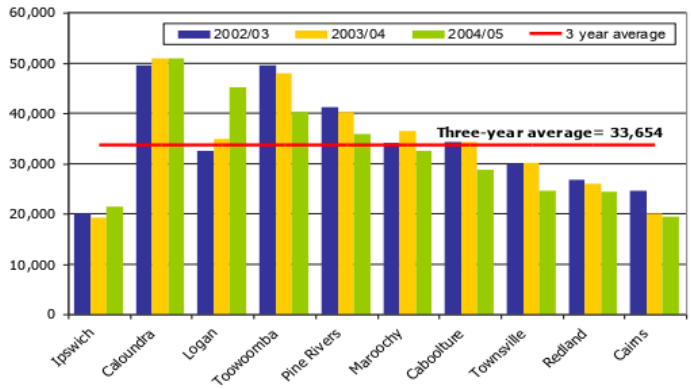


Source: State Library of Queensland

5.2.5.4 Circulation per staff member

Ipswich recorded the lowest loans per staff member at approximately 21,500 for 2004/05 period, which is under the benchmarked average (33,654) (see **Figure 4.18**). Caloundra recorded the highest circulation per staff member with 51,000 items lent per staff member, followed by Logan (35,000 circulations per staff member).

Figure 4.18: Circulation per staff member

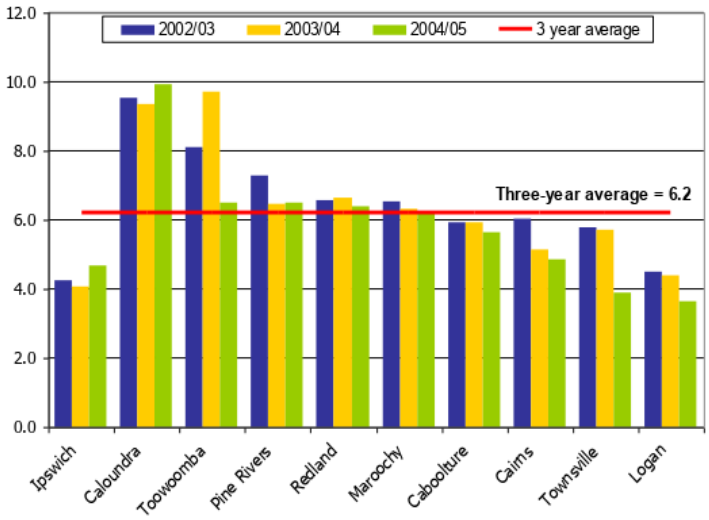


Source: State Library of Queensland

5.2.5.5 Turnover of Stock

This indicator reports the level of stock turnover[8] to provide indication of stock use across benchmarked independent libraries. For 2004/05 period, Ipswich recorded the third lowest issues per lending item (4.7), comparatively lower than the benchmarked average (6.2) (see **Figure 4.19**). Caloundra recorded the highest level of stock turnover at 9.93 issues per collection item, followed by Toowoomba and Pine Rivers (6.5 each respectively) while Logan experienced the lowest level of stock turnover at 3.7 loans per item of stock.

Figure 4.19: Turnover of stock by independent library



Source: State Library of Queensland

5.2.6 Implications for planning and service delivery

Approximately 30.0% of residents in Ipswich are counted as borrowing from the Ipswich libraries in 2004/05 (39,000 registered members in 2004/05), comparatively lower than all of the benchmarked independent libraries. This, however, needs to be qualified by the increase in the use of the virtual library and the fact that many people are visiting the library for a range of activities, access to the Internet and to use other resources, although they are not registered borrowers.

Ipswich Library recorded lower levels of expenditure per capita on library materials and are well below the standard in terms of library material per capita. As at 2006, only 1.77 items of stock per capita were held. This will be further exacerbated as the population grows unless adequate budgets are provided for collections. A whole of life asset management plan for collections will be required, identifying budget requirements over the next 15 years.

[8] Turnover of stock is obtained by dividing the total circulation by the total library lending stock.

Ipswich Library also recorded the second lowest level of circulation per capita and lowest circulation per staff member for the year ended 2004/05. The library also recorded below average total turnover compared to many of the benchmarked libraries. Lower circulation levels can be linked to fewer branch libraries and limited parking access at ILIS. Additional service points will be required in strategic locations in accordance with population growth.

6. SUMMARY OF TRENDS AND BEST PRACTICE

Social and Industry trends were analysed as part of this research: **(**see **Appendix 1).** Models of excellence in the provision of library services which have focused on the promotion of social cohesion and partnering and the development of lifelong learning, and some examples of innovative work with young people in libraries have been favoured. Some examples of alternate methods of service delivery have also been noted. A section has also been provided detailing innovations in new library buildings.

In summary, survey of the library literature and case studies show that increased community engagement is a critical success factor in library service provision across a range of target groups. The development of innovative partnerships to support outreach and programming in several libraries has made a significant difference in communities. There has been a trend towards libraries becoming more involved in community development and in developing strategies to build more cohesive and inclusive communities. Brisbane City Library provides an exemplary model in its focus on strategic partnerships and programming and the strategic positioning of the library to play a broader role for Council in the community to deliver on Council's outcomes. This same concept is expressed in Auckland City Libraries as the *"Community Anchor"* which is a key outcome area driving planning around community engagement, cohesion, outreach and programming.

Certainly, library trends and models that have been developed point to the need for the public library to become more flexible as a centre for community engagement and development, which can include the development of citizenship, strategies to break down isolation, engaging youth, focus on special needs in the community and bringing people together to celebrate and foster stronger identity and social cohesion.

Another key theme emerging is the increased focus on the development of lifelong learning and the building of learning communities. With the exponential pace of change and growth in information, there is a need to facilitate competencies in information gathering and navigation. Changes in the workplace mean that skills often rapidly become obsolete and individuals need to continue to learn in order to maintain their employability. Libraries are well positioned to play a key role in lifelong learning, particularly in partnership with learning providers. Models such as the *Hume Global Learning Village* in Broadmeadows, Victoria, the *Pathways Library* in Pine Rivers, Queensland and the Brisbane City Library *Learning Lounges* provide excellent examples of the development of learning partnerships. (Hume City has to date identified over 300 learning partners in its vision for a learning community.) The importance of early childhood learning is also driving an emphasis on early childhood literacy in many libraries.

Certainly, investment in formal education and non-formal learning has been proven to be the best means of combating poverty, increasing overall health, and

eliminating social exclusion. The Singapore Library strategy is also based on the precept that an investment in libraries as learning providers can bring an economic return to a community. There are several innovative partnership models that have provided sound outcomes for the community, such as increased literacy, including computer literacy, and the development of life skills. Several libraries, such as the Canadian *Oaklands Library* in Richmond, Vancouver, the *Ideas Stores* in the Docklands area of the UK, and the *Pathways Library* in Queensland have also partnered with learning providers to progress *skills to work* opportunities. Some formal partnerships have also been developed such as that between Education Queensland and the *Pathways Library* and the Department of Education in WA with *Belmont City Library Service*.

There are also several innovative models for the delivery of library services emerging. New technology facilitating easy self-check of materials by patrons has also been introduced in many libraries now, with some libraries reaching 97% of transactions by self-check, thus freeing library staff for more valuable customer assistance. The community lounge room model emerging is also of interest, whereby mini-tailored collections are provided to provide a point of presence to access and order materials in a lounge room environment. The most recent model has been opened by the City of Sydney in May 2005; a *Library Link,* providing just-in-time access to collections through ordering materials and having them delivered for collection in a lounge-room setting in less than 150 sq metres of space.

There have been some significant developments in providing built forms that facilitate innovative service delivery to meet the changing needs of the community.

Overall, there is recognition that it is not enough to build great libraries. What makes the difference is what happens when the library engages strategically in the community to assist in the delivery of Council outcomes. There is certainly increasing emphasis on the development of libraries as community hubs that foster social cohesion and engagement and that promote learning in the community. Key mechanisms are partnerships and strategic outreach and programming.

Generally, the research shows that the libraries that are attracting high levels of non-users are those that are stepping outside traditional modes of delivery. Most of the changes identified are those that enhance access for time poor residents or that meet specific needs. Internationally, public library networks, have prepared for their place of relevance in the Information Economy by pursuing the following frameworks for activities and decision-making:

- Innovation and investment in hard technology infrastructure and "soft" infrastructure related to new technologies.
- Provision of community space and community development programming.
- Service delivery based on customer focus aligned to identified needs (ongoing market research).

- Focus on broad educative role and Lifelong Learning in the information economy "smart society".
- The research has highlighted the development of the *"Community Lounge Room concept"* or the *"tailored library"* with a focus on small library collections (tailored to identified community needs), access to technology and learning and a "just in time" philosophy of stock delivery rather than just in case. The Pine Rivers "Pathways" Library and the Adelaide City "tailored" libraries provide relevant models.
- *"Library Links"*, unmanned service points provided in partnership with other providers, such as coffee shops or video stores also provide opportunities for Ipswich and developing areas.

7. UPDATED SERVICE DELIVERY MODEL

7.1 KEY ELEMENTS OF SERVICE DELIVERY MODEL

In order to meet identified outcomes, the service delivery model should include the following elements:

Focus on Community Engagement and Lifelong Learning

- Needs for collections clearly identified through the development of Whole of Service and Branch Profiles using demographic and other planning data;
- Collection mix tailored to local needs and in accordance with usage patterns;
- Opportunities to refresh collections through processes such as floating or circulating collections as larger hub libraries are developed in accordance with population growth;
- Collection that is up-to-date meeting minimum of 1.50 items per capita;[9]
- Stock levels maintained to retain standard of 1.50 items per capita;
- A whole of life asset management approach to collections and a five year asset replacement strategy clearly identifying forward budget requirements for collections to meet projected population and maintain standards;
- Effective use of Library Management System to analyse business performance and trends, particularly at the local level;
- Increased access to online content through online databases and weblinks and further development of a virtual library and access to online content;
- The use of retail merchandising and theming of selected collections (e.g. book shop formats)
- Provision of Special Needs services to meet increasing needs, and innovative means of meeting latent and projected Housebound Service needs; (such as use of couriers for delivery);
- Innovative means of getting older persons into service points including use of community / service club buses;
- The migration to a self help environment for customers using self-check technology, and the streamlining of processes such as pick-up of holds and circulation desk workflows in conjunction with self–check technology;
- The further development and maintenance of a customer focused environment, including staff training, policy and process review;
- Continued focus on lifelong learning and development of literacy, including information literacy for all ages;

[9] As at 2006 items per capita were 1.77, well below the State Library standard of 2.50. Given the level of population growth projected it is assumed that the 2.50 standard cannot be met; however a target of 1.5 items has been identified for space projections longer term given the high population projections.

- Continued focus on facilitating community engagement, through adequate spaces for socialisation, meeting and learning together;
- Increased focus on internal and external partnerships including partnerships with community groups and collaborative action with neighbouring libraries;
- Provision of adequate space to meet population projections at strategically located service points in the City in close proximity to retail, public transport and with adequate parking; and
- An integrated marketing and branding strategy.

Focus on Our People and their Learning and Growth

- The continuing development of an integrated training plan based on competencies required for the future;
- The development of a workforce plan that ensures the Library service can respond to the changing needs of the Ipswich community through flexible work practices; and
- A workforce plan identifying staffing and budget requirements.

Focus on Continuous Improvement

- The development of best practice procurement including standard specifications for supply, collaborative tendering, shelf ready supply and supplier assisted selection;
- Increased focus on front of house activities with streamlining of back of house functions;
- Review to assess the benefits of decentralisation of selected processes such as ILLs and Housebound Services; and
- Development of a Technology Plan in consultation with IT.

Focus on Good Governance

- Development, continuing monitoring and review of 5 year Business Plans, annual Operational Plans, and Team and Project Plans;
- Effective and efficient reporting and financial management including identification of alternative sources of funding; and
- Ongoing compliance with relevant legislation and policy and effective risk management.

7.2 PROPOSED SERVICE DELIVERY MODEL

The service delivery model proposed to meet projected needs over the next 20 years is as follows:

- Working towards a decentralised network in 20 years comprising:

- 3 large hub libraries strategically located in Ipswich CBD, Springfield and Ripley Valley, with library space and stock to meet population needs;
- Review of the Redbank Plains and Redbank Plaza Branch facilities and services to ensure future community needs are met;
- Consideration of a Mobile Library Service operating 6 days per week, with consideration given to service provided at Rosewood on Sundays in the short term subject to business analysis;
- A series of *Library Links* and/or library dispensing kiosks at locations such as Rosewood and other areas based on established Library Standards and criteria; and
- A strong interactive online presence and Virtual Library.

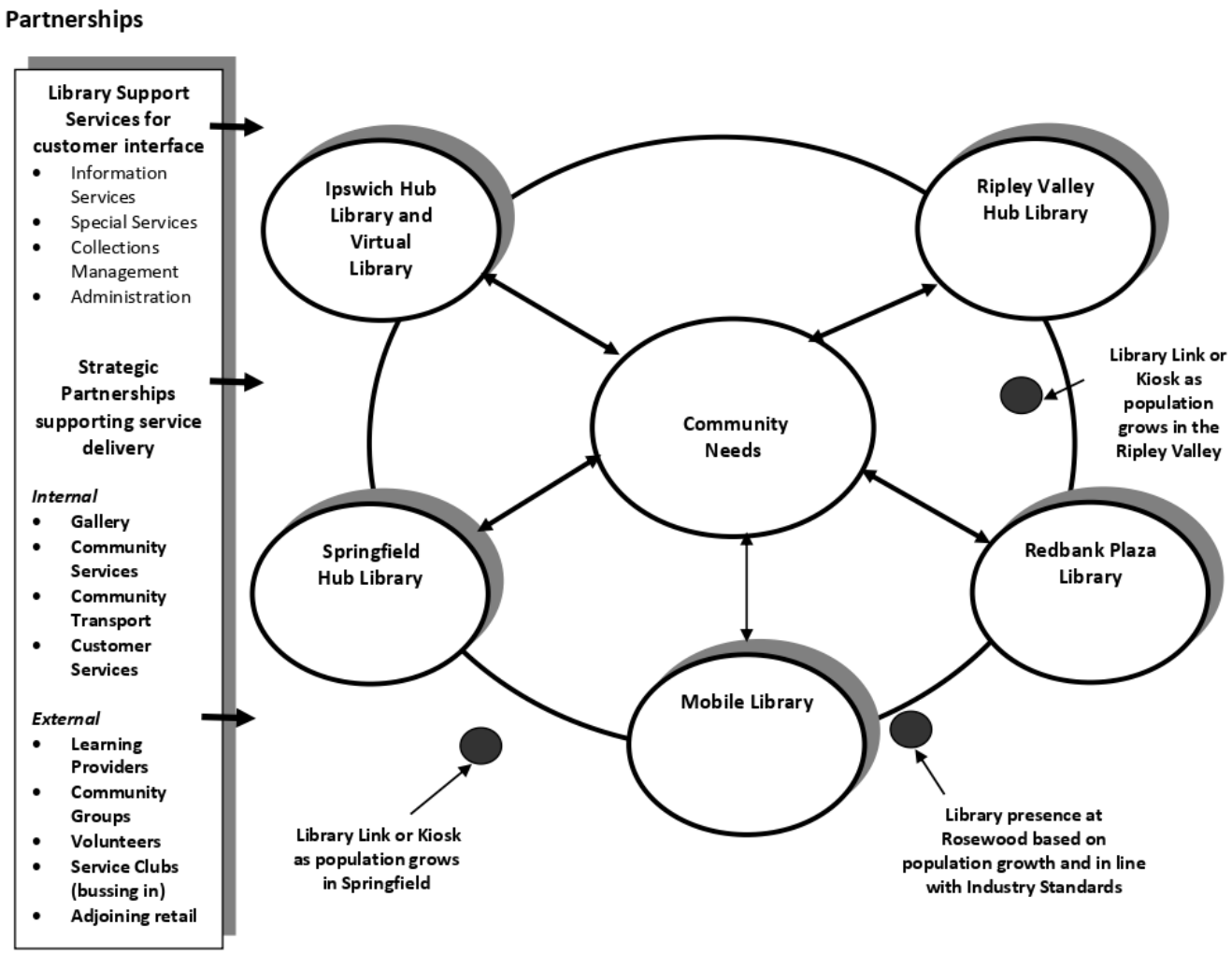
- Migration to a self-help environment for customers;
- Minimum back of house activities at all points, with appropriate shelf ready provision of stock and supplier assisted selection according to Branch needs;
- Multipurpose approach in hub libraries with the provision of community meeting rooms and social space and provision of selected Council services;
- Support services for the network including Administration housed in the City Library or in City Administration offices;
- A continued and enhanced focus on community engagement and lifelong learning;
- The use of alternative delivery mechanisms for Housebound Services and inter-branch deliveries;
- Use of kiosks at selected venues longer term;
- Assessment and evaluation of bussing in of older clients in partnership with community or service club providers; and
- Development of fee for service for direct delivery of items ordered online.

It is recommended that the number of static service points remain at four only given the high labour and capital costs to provide additional service points. These service points would be expanded or developed in line with population increases.

These service points would be supported by *Library Links* or Kiosks as need and opportunities arise longer term. Successful models of *Library Links* can be found in the City of Sydney, where an unmanned service point (providing access to limited popular collections, Internet services and self-check technology are provided in partnership with a coffee shop). Overall, the success of these models are predicated on the development of effective strategic public and private partnerships. Dispensing kiosks for lending library stock are now a reality in Australia with Pine Rivers Shire providing the first self-service kiosk.
In summary, the distributed network model with hub libraries in retail centres, supported by the Mobile and the Virtual Library, as well as unmanned Library links

and kiosks, is regarded as the most sustainable model for the future provision of library services.

Figure 7.1 Proposed Service Delivery Model



7.3 CRITERIA FOR LOCATION OF FACILITIES

Research on key criteria for public libraries notes that our future public libraries must be buildings that:

- Provide a cultural hub and focal point for the community;
- Are functional and multi-purpose accommodating a range of activities and uses;
- Enable access to the latest in technology in a user-friendly manner;
- Attract a wide range of users providing areas for relaxation, research, leisure and learning;
- Are effective and efficient in the delivery of services;
- Develop from a co-operative approach between all stakeholders to ensure that the changing needs of the community are met.[10]

According to the library guidelines presented in *People Places*, the desirable site characteristics for public library buildings include:

- Main street or shopping area location;
- High visibility from the street and shopping area;
- Street frontage for the ground floor of the library;
- High level of personal and property safety;
- Close to and/or accessible from educational facilities;
- Walking distance from public transport;
- Full accessibility for people with limited mobility;
- Potential for outdoor area;
- Access to convenient and safe car parking;
- Access to community buses, mobile libraries and deliveries;
- Potential for future expansion;
- In the hub of activity - main street or shopping area location;
- Accessible for deliveries;
- Safe and attractive pedestrian access, particularly for older residents, children and parents with prams; and
- Site able to accommodate future expansion of the library if required.

In designing public infrastructure, it is important to consider the changing social and demographic trends evident within the community and how these may affect the provision and delivery of services to the community. There is a trend towards consolidation of services in central, easily accessible sites with a just in time service delivery. There is also an increasing preference to locate libraries in busy shopping centres to capitalize on the pedestrian traffic and to maximize access for users.

[10] Nesbitt, Heather. p.7

Christine Koontz's research, *Library Facility Siting and Location Handbook (1996)* highlights that little has changed over the years with factors such as high visibility, location in a main shopping area and potential for expansion remaining as relevant today as they were in the late 1800's. In many communities, private developers are often interested in accommodating a public library in a new shopping centre development as it attracts large volumes of visitors who may also shop after visiting the library.

Issues of population characteristics; population growth projections; shopping and recreation patterns; transport patterns; and future developments are key factors to be considered.

7.4 Spatial Assessment

The service based benchmark and the population benchmark are both utilised for the purposes of the study. The service-based benchmark is used to demonstrate the required size of the library based on collection size and type and range of services and core functions that a library should incorporate. In Ipswich's case calculations are based on a number of assumptions:

- That the collection ultimately reaches a target of 1.5 items per capita for catchments served across the network;
- The City Branch Library would contain reference and some specialised collections and services; and
- Approximately 30% of the collection will be out at any one time.

Other items included in the calculations are:

- The number of current magazine titles held;
- The number of audio visual items held; and
- The number of computer terminals for public access

Six types of library space are defined in the service-based benchmark:

- Collection area;
- Reading and Study Areas;
- Resource areas (catalogues, photocopiers etc);
- Staff areas;
- Amenities and storage areas; and
- Additional service areas (storytelling, local and family history, meeting rooms).

Table 7.1: Projected Future Floor Area Requirements for Ipswich and Springfield Hub Libraries

	2011		2016		2021	
Library	Service Based	Pop. Based	Service Based	Pop. Based	Service Based	Pop. Based
Central and North Catchment (City Hub)	3832	3064	4449	3931	5810	5213
Eastern Catchment (Springfield Hub)	2532	2812	3254	3500	3729	4053

Note: Based on PIFU SLA projections and assuming 1.5 items per capita.
Gross floor areas include all usable space as well as unassignable space, including corridors, fire exits and stairs, foyers, toilets, plant rooms, lift cores and thickness of walls/partitions. *People Places* assumes gross floor area is 20% larger than the net floor area.

Source: People Places, AEC*group*

It is estimated that the Ripley Valley will ultimately accommodate between 110,000 to 120,000 persons. Preliminary estimates indicate that some 3200 sq m of library space will be required to meet population needs in the catchment. As the population grows, a Library Link should be established in partnership with a retail provider and library space provided in accordance with the population growth.

7.5 Recommended Staging

The timing of the demand projections suggests the need for a staged approach to library expansion and investment by Council. The following staged service delivery models could be considered to meet projected needs within each library catchment.
N.B. This needs to be considered as a working model only and open to an annual review:

- ***Ipswich City Library Catchment:***
  - 2008–09: Movement to the new procurement model and reduction in back of house space needs.
  - 2008–11: Potential relocation of the Library to the CBD dependent on business case

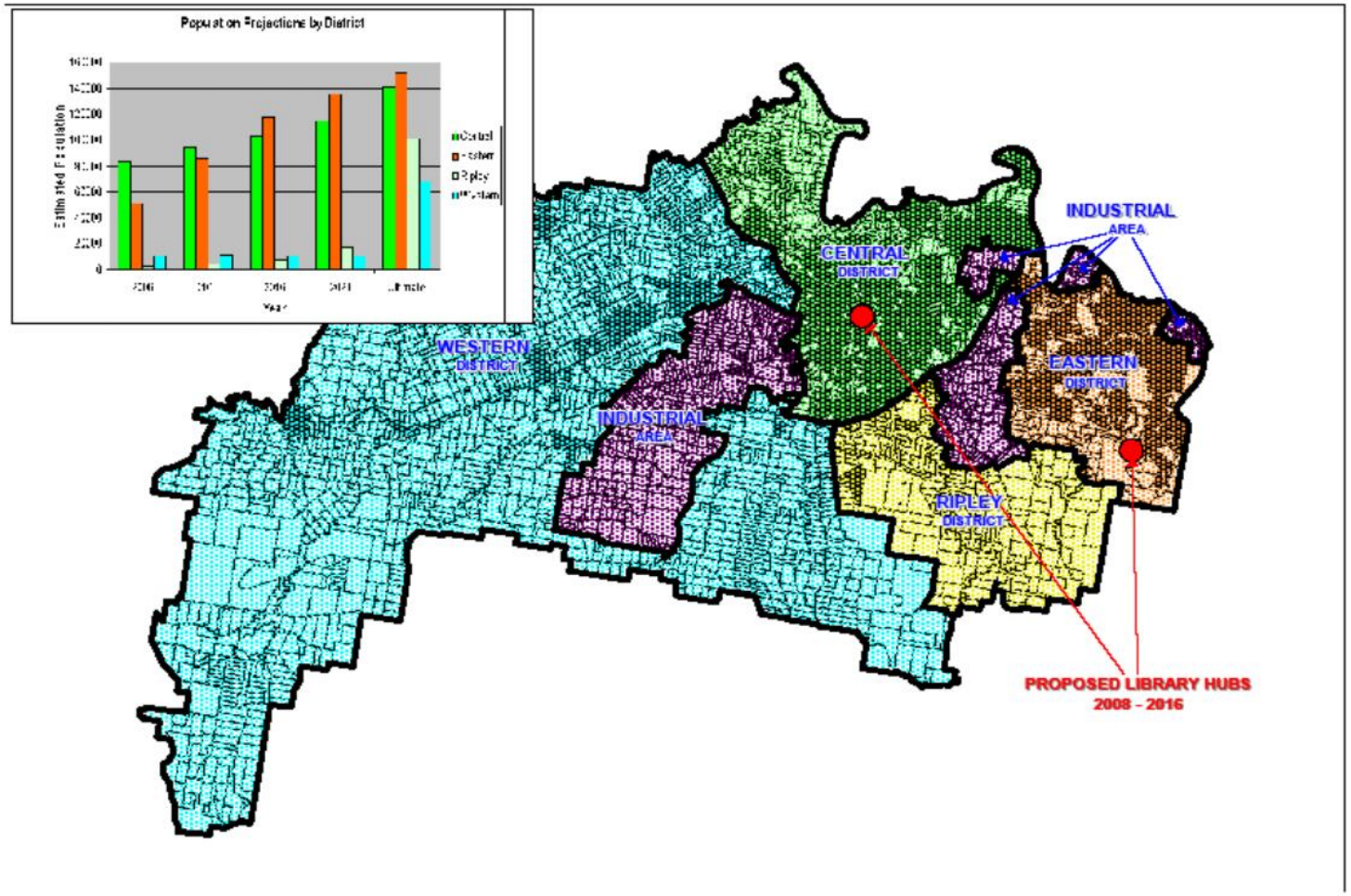
- ***Redbank/Springfield Library Catchment:***
  - 2011–13: Provision of a hub library at Springfield;
  - Review of Redbank Plains and Redbank Plaza Branch facilities to ensure future community needs are met;

- ***Ripley Valley Library Catchment:***
  - Provision of a Library Link in partnership with established service provider (public or private) as population grows, based on National Library Standards; and
  - Provision of a hub library in the Ripley Valley in accordance with population growth and Library Standards.

- ***Rural/Remote Areas***
  - Review of Mobile Library service in 2008–2009;
  - Consideration of provision of Mobile Library service on Sunday at Rosewood;
  - Mobile Library Service delivery mapped to service needs;
  - Provision of *Library Links* and *Library Kiosks* in partnership with identified providers, with Rosewood as a prototype; and
  - Ongoing review of library service delivery model for Rosewood based on National Library Standards.

The service delivery model would need to be reviewed at regular intervals to ensure recommendations and on-the-ground delivery mirrored growth trends.

7.6 LOCATION OF LIBRARY HUBS 2008–2016 BASED ON POPULATION



8. CENTRAL LIBRARY OPTION ANALYSIS

The Ipswich Regional Centre Strategy developed in partnership with to State Government will be a significant development with the Ipswich CBD. The relocation of the Ipswich Library Branch functions to the CBD will be linked closely with the progress of the Centre Strategy.

The Ipswich Central Library building covers 2,887 sqm and as well as providing branch library services to its catchment population it also houses the central library functions including special collections, reference materials and an auditorium as well as library support staff. Inter-branch usage data indicates that residents are willing to travel to access the specialised services on offer and/or the wider range of material. In many cases residents make these trips in conjunction with a services or shopping visit to Ipswich.

Council is considering relocating the Central Library branch to a site within the town's CBD. There are a variety of reasons for this including:

- Increasing the library's exposure, especially to residents not currently using the service;
- Creating a focal point for the CBD whilst also providing library services, meeting and exhibition spaces in the area;
- Increasing the number of visitors to the CBD and consequently the volume of business conducted in the area; and
- Using the vacated Central Library building to accommodate Council staff currently dispersed around other sites.

Relocation to the CBD would entail significant costs including those associated with securing new premises in the CBD, preparing the new building for use as a library facility and the disruption to staff and services during the establishment and relocation phase.

In order to better understand the overall impact of the potential relocation it is necessary to determine the net community impact of the different options. There are four principal options under consideration; the first is to stay in the current location with the remaining three options assuming a move to a CBD location each under a different property tenure strategy:

Option 1 – remain at the current site with no change to current operations;

Option 2 – relocate the Central Library to a leased building in the CBD with a total floor space of 2,220 sqm. Library support functions would remain at the current location;

Option 3 – buy an existing building in the CBD and renovate it to accommodate the Central Library with a total floor space of 2,220 sqm. Library support functions would remain at the current location; and

Option 4 – buy a block of vacant land in the CBD and construct a new building to accommodate the Central Library with a total floor space of 2,220 sqm. Library support functions would remain at the current location.

8.1 Assumptions

The following analysis relies on a series of assumptions, which are based on the best available information at this time including:

- Under the relocation options the Central Library would cover 2,220 sqm, a reduction of 667 sqm on the current site, as a result of the separation of Central Library operations and Library Services support functions (provided to all branches)[11];
- Under the relocation options, the new site would include a 50 seat meeting room and a kitchen area as well as the actual library space;
- There would be no change in current service levels;
- Lease costs in Ipswich CBD are estimated to be $300 per sqm per annum (excluding GST);
- Lease costs for the current Central Library building are estimated to be $250 per sqm per annum (excluding GST);
- Lease costs are estimated to increase by 3% per annum over the period covered;
- On costs for commercial lease arrangements are estimated at 15% (excluding GST);
- The median purchase price paid for office accommodation in Ipswich CBD in the last 12 months was $634 per sqm;
- Vacant urban land costs in Ipswich CBD are estimated to be $283 per sqm;
- Library construction costs are estimated to be $2,135 per sqm;
- Council would finance the capital costs of Options 3 and 4 by borrowing the funds at a rate of 7.00%, which is considered to be consistent with the long-term debt rate available to Council from Queensland Treasury Corporation;
- Under Options 3 and 4 all costs associated with the relocation are capitalised;
- Renovation and fit out costs for Options 2 and 3 are estimated to be $788,100 based on minor refurbishment costs of $355 per sqm (excluding GST)[12];
- Additional fit out costs for the three CBD options are estimated to be $60,000, this is based on requiring an additional 200 man hours to install specialist

[11] There may also be scope to reduce the size of the library support function through the adoption of a new procurement model; further investigation would be required to determine the potential scale of these savings.
[12] This includes internal fittings such as benches, cupboards, shelving racks, seats, counters, notice boards and signs.

equipment[13] and assumes all materials e.g. books and equipment would be transferred from the existing library

- Removal costs for the three CBD options are estimated as $20,000[14]; and
- A contingency of 10% of the total costs has been included to cover professional fees and charges, miscellaneous and unexpected expenses.

Information on market rates in the Ipswich CBD area was obtained from analysis of sales in the area over the last 12 months and discussions with a sample of Ipswich commercial real estate agents. It should be noted that whilst the agents were able to estimate an average value for commercial property and vacant land they could not recall any properties of sufficient size that were either currently on the market or had recently been on the market and this was confirmed by the sales data. A similar picture emerged for vacant land, although Option 4 would offer some additional flexibility as the building could be accommodated over multiple levels. It is important to recognise the current availability of suitable CBD sites when considering this analysis.

8.2 Cost/Benefit Analaysis of Strategic Options

This section considers a high level financial and the wider social and economic implications of each option. This assessment will help Council to determine if the benefits of each option would outweigh the costs to the community as a whole. The accommodation costs are based on the costs of each option after 10 and twenty years.

8.2.1 Option 1 – Remain at current location

In order to establish a base case valuation against which to compare the costs of the relocation options, a value must be established for the current library premises. This valuation is only for the area that would be taken up by the Central Library branch (2,220sqm) and does not include space currently occupied by library support services, the cost of which should be allocated between all branches using an appropriate cost driver.

The valuation was calculated based on the estimated market value, as the current location is on the periphery of the CBD the lease costs are assumed to be $250 sqm, slightly lower than those anticipated for the CBD proper. This approach is consistent with full cost pricing principles under which Council is required to earn a commercial rate of return from its properties as well as recovering the depreciation and operating costs of the building. The value is estimated to be similar to the saving which Council would make by no longer having to lease the premises currently occupied by staff that would move into the current location if the Central Library was relocated. It is assumed that under this option operating costs would remain at current levels with annual growth in line with LGAQ's Council Cost Index, currently 5.7%.

[13] Specialist equipment installation is in addition to the refurbishment costs and includes: installation of loose furniture, furnishings, curtains/ blinds, audiovisual equipment, refrigerators and circulating fans.
[14] Based on estimate from specialist library removal company

Table 7.1 shows the property costs of Option 1 over 10 and 20 years.

Table 7.1: Resource Implications of Option 1 Over 10 and 20 Years

	Premises Costs		Operational From
	10 yrs	20 yrs	
Option 1	$7,316,821	$17,150,017	Immediate

Sources: RP Data 2007, Discussion with a sample of Ipswich real estate agents and AEC Group databases

Option 1 is the second most expensive option reflecting the high cumulative cost of leasing commercial property over the medium-long term. Table 7.2 goes on to look at the other costs and benefits of adopting Option 1.

Table 7.2: Option 1 Cost Benefit Summary

Cost	Benefit
• The Central Library currently occupies part of Council's main administration building and Council must accommodate other staff at different sites around the city. It is thought that there may be potential efficiency savings from having these staff located in one building i.e. the space currently occupied by the Central Library.	• The Central Library is already operational at its current location and would continue to operate without a break in service or additional relocation/renovation costs.
• The existing site of the Central Library is on the periphery of the CBD and has few passing customers. Although the library is well used by existing customers, is does not attract as many casual users as would be anticipated if it had a more central location.	• The current site is already well established in the area and familiar to users.
• Although the current Central Library location is accessible by public transport it is not at a hub site, if it were located in the CBD, nearer to a public transport hub e.g. bus/rail interchange it would be anticipated that visitor numbers would increase.	• The existing Central Library was purpose built and includes full disabled access and internet facilities. No major refurbishment works are required in the immediate future.

Cost	Benefit
• The Central Library has the potential to become the focal point of the CBD, increasing visitor numbers to both the library and other CBD based businesses. This is not possible from the Central Library's current location.	• Library staff and users are thought to be generally happy with the current location.
• Car parking at the current location is in short supply as the available spaces service the Council building, the Central Library and the surrounding area.	• The current location is well served by public transport and public parking is available nearby.

The positive aspects of the current location of the Central Library centre is its familiarity to current users and the wide range of services provided. There are also significant costs associated with the current location, not all of which are immediately obvious or accrue directly to Library Services.

Overall whilst this option requires no immediate capital outlay it may not represent the optimum outcome from a longer-term respective largely as a result of the opportunity costs of not moving.

8.2.2 Option 2 – Lease building in CBD

Option 2 has the highest premises costs over both ten and 20 years as a result of the cumulative costs of leasing over a long period, especially given the current competitive rental market conditions for commercial property in the CBD.

Under Option 2 operating costs would be expected to increase sightly from their current level due to some additional administrative costs associated with separating Central Library branch functions from the Library Services support functions. It is not anticipated that these would be significant.

Table 7.3: Resource Implications of Option 2 Over 10 and 20 Years

	Premises Costs		Operational From
	10 yrs	20 yrs	
Option 2	$9,734,875	$21,534,710	3-6 Months

Sources: RP Data 2007, Discussion with a sample of Ipswich real estate agents and AEC Group databases

Although leasing an existing building would require a much smaller initial investment, over the longer-term the cumulative lease payments are far higher than Council's repayments would be if it funded the purchase of a property by borrowing. The accommodation cost of Option 2 is higher than Option 1 due to the

increased costs of leasing in the CBD proper and the initial removal and fit out costs associated with this option.

Option 2 would mean Council would not need to borrow to fund the purchase of a building/land although it is not anticipated that this would be a concern for Council. Although depreciation charges and maintenance expenditure would not need to be funded directly it would be anticipated that these costs would be factored into the lease charges and as such do not represent a net saving.

Table 7.4: Option 2 Cost Benefit Summary

Cost	Benefit
• A small increase in operating costs would be anticipated compared to current operations due to increased administration costs associated with splitting the Central Library and Library Services administration	• Council could bring staff groups together in its main administrative building saving on current lease costs and improving efficiency.
• There is currently a shortage of commercial property of this size to lease/buy in the Ipswich CBD. If such a property were to become available it is likely that Council would be in competition with other potential lessees, which would be expected to increase prices further and may drive away business from the CBD.	• The new site would increase the library's exposure especially amongst non-traditional library users increasing visitor numbers to both the library and to businesses in the CBD.
• Although a CBD location may improve access by public transport, access to sufficient parking for visitors and staff traveling by car could be severely restricted.	• The new site would be nearer to public transport hubs e.g. bus/rail interchange, and it would be anticipated that this would help to increase visitor numbers.
• Council would need to fit out and renovate the building for library usage which would require the owner's consent and be an investment in a building that Council do not own.	• The Central Library has the potential to become the focal point of the CBD increasing visitor numbers to both the library and other CBD based businesses.
• Council would need to fund two buildings to maintain the current service while the new building was being converted. This could take up to six months.	• A new fit out would make it possible to design purpose built spaces to accommodate new services.

Cost	Benefit
• If Council leases a property they would be making monthly rental payments with no future return on that expenditure.	• Under a lease agreement Council would transfer the risks of property ownership including maintenance costs and property market fluctuations to a third party. • At a later date Council could renegotiate lease terms or move to another location if necessary, although there would be additional fit out and removal costs associated with such a move.

The arguments regarding the impacts of a CBD location are the same for Options 2, 3 and 4. A more prominent location in the CBD would be expected to increase visitor numbers, especially amongst those residents that are not currently accessing library services. The library would be easier to access by public transport and it would be anticipated that there would be a significant boost to businesses in the CBD which would not only help existing businesses but may also attract new businesses to the location. The CBD move would also allow Council to consolidate staff currently located elsewhere in one location in the vacated library.

The CBD location does have disadvantages. Customers who can only access the library by car may struggle to find parking spaces. There would also be some disruption to all Central Library services during the move although if well managed this should be short-term and offset by the advantages of the new location.

The crucial difference between the three CBD based options is the tenure strategy. Under Option 2 Council would have lower risks with the ability to break the lease at negotiated points without further penalty. However, unlike the purchase options they would not own an asset and any renovation and fit out costs would be forfeited if they were to move to another location. Although this option has advantages, especially as a short-term solution, its value as a viable long-term option is doubtful as evidenced by the much higher costs over the long run.

8.2.3 Option 3 – Buy a commercial building in CBD

Option 3 is the first to consider purchasing a property to house the library. Under this scenario Council would borrow the funds over twenty years at the appropriate QTC rate. As with Option 2, it is anticipated that there would be a slight increase in operating costs as a result of splitting support services from the Central Library branch but it is not expected that this increase would be significant.

Table 7.5: Resource Implications of Option 3 Over 10 and 20 Years

	Premises Costs		Operational From
Option 3	**10 yrs**	**20 yrs**	
Capital	$3,492,550	$3,498,329	6-12 months
Interest	$1,214,347	$2,789,619	
Total	$4,706,897	$6,287,948	

Sources: RP Data 2007, Discussion with a sample of Ipswich real estate agents and AEC Group databases.

Option 3 has the second highest initial cost, requiring an investment of around $3.4 million however; it is the lowest cost option over ten and 20 years. By borrowing the necessary funding Council would be able to spread the costs over a longer period, consistent with the principle of inter-generational equity.

Table 7.6: Option 3 Cost Benefit Summary

Cost	Benefit
• There is currently a shortage of commercial property of this size for sale in the Ipswich CBD. If such a property were to become available Council would be likely to be in competition with the private sector, which would be expected to increase property prices further and may drive away business from the CBD.	• There would be a net saving on accommodation costs over ten and 20 years compared to the other options.
• The commercial property market is currently buoyant and Council may be forced to buy at the top of the market.	• Council could bring staff groups together in its main administrative building saving on current lease costs and improving efficiency.
• Although a CBD location may improve access by public transport, access to sufficient parking for visitors and staff traveling by car could be severely restricted.	• The Central Library has the potential to become the focal point of the CBD increasing visitor numbers to both the library and other CBD based businesses.
• Council would need to fund two buildings to maintain the current service while the new building was being converted. This could take up to a year.	• The new site would increase the library's exposure especially amongst non-traditional library users increasing visitor numbers to both the library and to businesses in the CBD.

Cost	Benefit
• Council would need to fund the purchase cost and the costs of converting the building to library usage including fit out.	• The new site would be nearer to public transport hubs e.g. bus/rail interchange, and it would be anticipated that this would help to increase visitor numbers. • A new fit out would make it possible design purpose built spaces to accommodate new services. • Purchasing a commercial building in the CBD would be a relatively low risk investment for Council as the building could be sold or converted to another use at a later date if no longer required as a library.

Discussions with local property advisers and analysis of sales turnover indicate that there are very few commercial properties of sufficient size to accommodate the library in the Ipswich CBD. Only five office type buildings have been sold in central Ipswich in the last 12 months, none of which was larger than 1,700sqm.

This option has the same operational advantages and disadvantages associated with a CBD location as Option 2. In terms of the property and its tenure there are anticipated difficulties in securing a suitable building and the impact that Council's purchase might have on commercial property prices in the area, which may deter other potential investors. However, it is not anticipated that property values in the CBD will fall in the foreseeable future or that there will be an increase in availability. Overall, it would be anticipated that such a building would prove to be a sound investment.

8.2.4 Option 4 – Build a new library in the CBD

Option 4 is the most complex of the four options requiring not only a land purchase but also the design and construction of a new building, however this does offer the opportunity to create a purpose built space. As with Option 3 it is assumed that Council would borrow to fund this development and that there would be a small increase in operating costs.

Table 7.7: Resource Implications of Option 4 Over 10 and 20 Years

	Premises Costs		Operational From
Option 4	10 yrs	20 yrs	
Capital	$5,850,788	$5,860,466	12-18 months
Interest	$2,034,295	$4,673,224	
Total	$7,885,083	$10,533,690	

Sources: RP Data 2007, Discussion with a sample of Ipswich real estate agents and AEC Group databases

Option 4 has the second lowest costs over ten and 20 years. Unlike under Options 2 and 3 there would be no renovation costs but relatively high construction costs meaning that Option 4 has the highest initial investment cost of $5,658,902. As with Option 3, Council would be expected to finance this by borrowing over a 20 year period. This makes Option 4 the second lowest cost option over ten and 20 years.

Table 7.8: Option 4 Cost Benefit Summary

Cost	Benefit
• There are currently very few suitable vacant sites within the CBD. Even if the new library were constructed over several floors the likelihood would be that Council would need to demolish an existing building/s to secure a large enough site.	• Council could bring staff groups together in its main administrative building saving on current lease costs and improving efficiency.
• Council would need to fund the initial purchase cost, the design cost and the construction costs of the building.	• The Central Library has the potential to become the focal point of the CBD increasing visitor numbers to both the library and other CBD based businesses
• Council would need to fund two buildings to maintain the current service while the new building was under construction. This could take up to 18 months.	• The new site would increase the library's exposure especially amongst non-traditional library users increasing visitor numbers to both the library and to businesses in the CBD.
• Although a CBD location may improve access by public transport, access to sufficient parking for visitors and staff traveling by car could be severely restricted.	• The new site would be nearer to public transport hubs e.g. bus/rail interchange, and it would be anticipated that this would help to increase visitor numbers.
• Construction costs in southeast Queensland are current very high and this would be reflected in the costs of the new building.	• Within the available land constraints the new library could be purpose built to Council specifications.
	• A new fit out would make it possible design purpose built spaces to accommodate new services.

Cost	Benefit
	• A commercial building in the CBD would be a low risk investment for Council as the building could be sold or converted to another use at a later date if no longer required as a library.

The arguments for and against the CBD locations are the same for Option 2, 3 and 4. Under Option 4 Council would be constructing an entirely new Central Library meaning that the library would be purpose built and represent best practice in library design tailored to the requirements of the Central Library. This building could become the focal point of the CBD and be designed to adapt to future changes in library service provision.

However, such a large investment carries significant risks. This option would require the longest time to complete and requires the largest investment. Construction costs are currently very high in the region and Council also run the risk of making the building too highly specialised, increasing the risk of obsolescence and difficulty in either selling the building or finding another use if required.

8.3 SUMMARY

Community expectations are that any relocation of the Central Library will provide a library facility and service level that is of the same standard as is currently provided or higher. From the analysis it is apparent that Option 3 offers the greatest net community benefit. This is the result of both the long-term savings that would be achieved in accommodation costs and the additional benefits that would accrue from the Central Library having a CBD location. However, this analysis is based on the assumption that such a property would be available, initial research suggests this may not be the case as not only would the property need to be the appropriate size its internal configuration would also need to be convertible to a format for a library. If there are significant issues find a suitable property it may be more practical to attempt to find appropriate vacant land and to construct a new library, although research also suggests this may not be easy and this option has higher risks.

It may seem that Option 1 is a cost neutral option but that is not the case. Library Services occupying the building is a cost to Council, not only must it pay for the upkeep of the building it must also pay to lease additional office space to accommodate administrative staff. Relocating the Central Library would allow Council to use the existing building for this purpose. By no longer having to lease additional office space for administration staff and borrowing to fund the purchase of a new library, as well as the spin off benefits for the CBD, Options 3 and 4 would be expected to deliver a net community benefit with Option 3 providing the largest benefit.

ACKNOWLEDGEMENT

The "Library Strategy: Coping with Growth 2008-2026 is a result of work undertaken by the AEC Group Consultant Ms Veronica Lunn completed in August 2007. It is an update on the original work undertaken by Ms Lunn in 2002.

APPENDIX 1: SPACE CALCULATIONS FOR SPRINGFIELD, RIPLEY VALLEY AND CBD LIBRARIES

SPACE CALCULATIONS: SPRINGFIELD

INSTRUCTIONS: APPLYING THE BENCHMARKS IN *PEOPLE PLACES*

This Microsoft Excel spreadsheet has been created to facilitate the use of the Service-Based and Population-Based Benchmarks described in Part 3 of the publication People places (Sydney: Library Council of New South Wales, 2000)

You can enter the data for your own library building project on this instruction sheet and the spreadsheet will automatically generate a total gross floor area using each benchmark. If you wish, you can then print out the entire workbook, showing calculations for both benchmarks.

SERVICE-BASED BENCHMARK

How many printed items will there be in the collection of your new library?	150800
What percentage of the total items is likely to be on loan at any one time?	30
How many audiovisual items will there be in the collection of your new library?	5000
What percentage of the total audiovisual items is likely to be on loan at any one time?	30
How many current periodical **titles** will you accommodate?	300
How many public computer terminals (excluding terminals solely used as OPACs) will there be?	20

With the next questions you should indicate how much emphasis is to be given to various functions or services. A quick area guide is provided as an indication of typical provision. Not all the services or functions may be applicable, and there is also space for additional functions to be added.

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
COLLECTION AREA		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
READING AND STUDY AREAS		
Meeting Areas	10%	10
Study Areas	15%	15
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	15
Storage	5%	5
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	10
Young Adult Area	5-10%	10
Specialist Room, Local and Family History	10-15%	10
Multi-Purpose, Training, AV Room	20-25%	20
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	
Community Services, Bank Services	5%	
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	
Home Library Service		5
Exchange		
Children's Services		
Other **(please specify)**		
20 YEAR MEDIUM POP PROJECTIONS		

POPULATION-BASED BENCHMARK

What is the ten-year population forecast for the local catchment of the proposed library?	77900
How many people would you forecast to be in the non-resident workforce in that catchment in ten years time?	3000
If it is a central library, what is the total ten-year projection for the population of the whole local government or regional area?	132500
How many people would you forecast to be in the non-resident workforce in the local government or regional area in ten years time?	3000
If central library functions are shared between libraries, show the number of libraries equally sharing these functions. **Otherwise leave as "1"**	1

FLOOR AREA REQUIRED

Service-Based Benchmark	**3357**	***square metres gross***
Population-Based Benchmark	**3692**	***square metres gross***

ENQUIRIES

Please contact Dr David J. Jones, Library Building Consultant and Principal, Building and Planning Advisory Service, Public Libraries Branch, State Library of New South Wales, Macquarie Street, Sydney 2000, with any questions about this spreadsheet.

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Revised August 2004

SERVICE: TARGET COLLECTION FACTOR (TCF)

TARGET COLLECTION FACTOR (TCF)	SPACE STANDARD	YOUR FIGURES ARE IN THE HIGHLIGHTED CELLS			
Volumes (assumes 30% on loan)	100 vols per sq m	**Items**	**% on loan**	**Items on shelf**	**Factor area**
		150800	30	105560	**1056**
Non-book (number)	100 recordings per sq m	5000	30	3500	**35**
Periodicals (titles)	10 titles per sq m	300			**30**
Electronic resources (number of terminals)	1 terminal per 5 sq m	20			**100**
TARGET COLLECTION FACTOR (TCF)					**1221**

FUNCTIONAL AREA	QUICK AREA GUIDE	EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS
COLLECTION AREA		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
READING AND STUDY AREAS		
Meeting Areas	10%	10
Study Areas	15%	15
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	15
Storage	5%	5
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	10
Young Adult Area	5-10%	10
Specialist Room, Local and Family History	10-15%	10
Multi-Purpose, Training, AV Room	20-25%	20
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	

FUNCTIONAL Area	**QUICK AREA GUIDE**	***EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS***
Community Services, Bank Services	5%	0
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	0
Home Library Service		5
Exchange		
Children's Services		
Other (please specify)		0
20 YEAR MEDIUM POP PROJECTIONS		0
RELATIVE AREA FACTOR (RAF)		**275**
GROSS FLOOR AREA (TOTAL COLLECTION FACTOR X RELATIVE AREA FACTOR / 100)		3357

POPULATION: FLOOR AREA CALCULATION, POPULATION BASED BENCHMARK:

PROJECTED POPULATION SERVED	SQ M PER 1,000	LOCAL CATCHMENT	LOCAL CATCHMENT NON-RESIDENT WORKFORCE	LOCAL CATCHMENT SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	LOCAL AREA FACTOR	TOTAL LGA OR REGIONAL POPULATION	TOTAL LGA OR REGIONAL NON-RESIDENT WORKFORCE	WHOLE LGA SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	CENTRAL AREA FACTOR	CIRCULATION (20%)	TOTALS
less than 20,000	42	0	0	0	0	0	0	0	0	0	0
20,001-35,000	39	0	0	0	0	0	0	0	0	0	0
35,001-65,000	35	0	0	0	0	0	0	0	0	0	0
65,001-100,000	31	77900	3000	80900	2508	0	0	0	0	502	3009
more than 100,000	28	0	0	0	0	132500	3000	135500	569	114	683
GROSS FLOOR AREA											**3692**

SPACE CALCULATIONS: RIPLEY VALLEY

INSTRUCTIONS: APPLYING THE BENCHMARKS IN *PEOPLE PLACES*

This Microsoft Excel spreadsheet has been created to facilitate the use of the Service-Based and Population-Based Benchmarks described in Part 3 of the publication People places (Sydney: Library Council of New South Wales, 2000)

You can enter the data for your own library building project on this instruction sheet and the spreadsheet will automatically generate a total gross floor area using each benchmark. If you wish, you can then print out the entire workbook, showing calculations for both benchmarks.

SERVICE-BASED BENCHMARK

How many printed items will there be in the collection of your new library?	194700
What percentage of the total items is likely to be on loan at any one time?	30
How many audiovisual items will there be in the collection of your new library?	5000
What percentage of the total audiovisual items is likely to be on loan at any one time?	30
How many current periodical **titles** will you accommodate?	300
How many public computer terminals (excluding terminals solely used as OPACs) will there be?	20

With the next questions you should indicate how much emphasis is to be given to various functions or services. A quick area guide is provided as an indication of typical provision. Not all the services or functions may be applicable, and there is also space for additional functions to be added.

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
COLLECTION AREA		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
READING AND STUDY AREAS		
Meeting Areas	10%	10
Study Areas	15%	15
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	15
Storage	5%	5
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	10
Young Adult Area	5-10%	10
Specialist Room, Local and Family History	10-15%	10
Multi-Purpose, Training, AV Room	20-25%	20

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	
Community Services, Bank Services	5%	
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	
Home Library Service		5
Exchange		
Children's Services		
Other **(please specify)**		
LONG TERM POP PROJECTION		

POPULATION-BASED BENCHMARK

What is the ten-year population forecast for the local catchment of the proposed library?	110000
How many people would you forecast to be in the non-resident workforce in that catchment in ten years time?	0
If it is a central library, what is the total ten-year projection for the population of the whole local government or regional area?	0
How many people would you forecast to be in the non-resident workforce in the local government or regional area in ten years time?	0
If central library functions are shared between libraries, show the number of libraries equally sharing these functions. **Otherwise leave as "1"**	1

FLOOR AREA REQUIRED

Service-Based Benchmark	**4202**	***square metres gross***
Population-Based Benchmark	**3696**	***square metres gross***

ENQUIRIES

Please contact Dr David J. Jones, Library Building Consultant and Principal, Building and Planning Advisory Service, Public Libraries Branch, State Library of New South Wales, Macquarie Street, Sydney 2000, with any questions about this spreadsheet.
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Revised August 2004

SERVICE: TARGET COLLECTION FACTOR (TCF)

TARGET COLLECTION FACTOR (TCF)	SPACE STANDARD	YOUR FIGURES ARE IN THE HIGHLIGHTED CELLS			
Volumes (assumes 30% on loan)	100 vols per sq m	Items	% on loan	Items on shelf	Factor area
		194700	30	136290	**1363**
Non-book (number)	100 recordings per sq m	5000	30	3500	**35**
Periodicals (titles)	10 titles per sq m	300			**30**
Electronic resources (number of terminals)	1 terminal per 5 sq m	20			**100**
TARGET COLLECTION FACTOR (TCF)					**1528**

FUNCTIONAL AREA	QUICK AREA GUIDE	EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS
COLLECTION AREA		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
READING AND STUDY AREAS		
Meeting Areas	10%	10
Study Areas	15%	15
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	15
Storage	5%	5
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	10
Young Adult Area	5-10%	10
Specialist Room, Local and Family History	10-15%	10
Multi-Purpose, Training, AV Room	20-25%	20
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	
Community Services, Bank Services	5%	0
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	0
Home Library Service		5

FUNCTIONAL AREA	QUICK AREA GUIDE	EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS
Exchange		
Children's Services		
Other (please specify)		0
LONG TERM POP PROJECTION		0
RELATIVE AREA FACTOR (RAF)		**275**
GROSS FLOOR AREA (TOTAL COLLECTION FACTOR X RELATIVE AREA FACTOR/100)		**4202**

POPULATION: FLOOR AREA CALCULATION, POPULATION BASED BENCHMARK

PROJECTED POPULATION SERVED	SQ M PER 1,000	LOCAL CATCHMENT	LOCAL CATCHMENT NON-RESIDENT WORKFORCE	LOCAL CATCHMENT SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	LOCAL AREA FACTOR	TOTAL LGA OR REGIONAL POPULATION	TOTAL LGA OR REGIONAL NON-RESIDENT WORKFORCE	WHOLE LGA SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	CENTRAL AREA FACTOR	CIRCULATION (20%)	TOTALS
less than 20,000	42	0	0	0	0	0	0	0	0	0	0
20,001-35,000	39	0	0	0	0	0	0	0	0	0	0
35,001-65,000	35	0	0	0	0	0	0	0	0	0	0
65,001-100,000	31	0	0	0	0	0	0	0	0	0	0
more than 100,000	28	110000	0	110000	3080	0	0	0	0	616	3696
GROSS FLOOR AREA											**3696**

SPACE CALCULATIONS: CBD LIBRARY
2006 – CITY SERVICE-BASED BENCHMARK

INSTRUCTIONS: APPLYING THE BENCHMARKS IN *PEOPLE PLACES*

This Microsoft Excel spreadsheet has been created to facilitate the use of the Service-Based and Population-Based Benchmarks described in Part 3 of the publication *People Places* (Sydney: Library Council of New South Wales, 2000)

You can enter the data for your own library building project on this instruction sheet and the spreadsheet will automatically generate a total gross floor area using each benchmark. If you wish, you can then print out the entire workbook, showing calculations for both benchmarks.

SERVICE-BASED BENCHMARK

How many printed items will there be in the collection of your new library?	111489
What percentage of the total items is likely to be on loan at any one time?	30
How many audiovisual items will there be in the collection of your new library?	10000
What percentage of the total audiovisual items is likely to be on loan at any one time?	30
How many current periodical titles will you accommodate?	200
How many public computer terminals (excluding terminals solely used as OPACs) will there be?	20

With the next questions you should indicate how much emphasis is to be given to various functions or services. A quick area guide is provided as an indication of typical provision. Not all the services or functions may be applicable, and there is also space for additional functions to be added.

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
COLLECTION AREA		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
READING AND STUDY AREAS		
Meeting Areas	10%	20
Study Areas	15%	20
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	20
Storage	5%	10
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	15
Young Adult Area	5-10%	15
Specialist Room, Local and Family History	10-15%	20

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
Multi-Purpose, Training, AV Room	20-25%	25
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	10
Community Services, Bank Services	5%	
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	
Home Library Service		5
Exchange		
Children's Services		5
Other **(please specify)**		
BASED ON 1.5 ITEMS OF STOCK		

POPULATION-BASED BENCHMARK

What is the ten-year population forecast for the local catchment of the proposed library?	81126
How many people would you forecast to be in the non-resident workforce in that catchment in ten years time?	3000
If it is a central library, what is the total ten-year projection for the population of the whole local government or regional area?	0
How many people would you forecast to be in the non-resident workforce in the local government or regional area in ten years time?	3000
If central library functions are shared between libraries, show the number of libraries equally sharing these functions. **Otherwise leave as "1"**	1

FLOOR AREA REQUIRED

Service-Based Benchmark	**3299**	***square metres gross***
Population-Based Benchmark	**3152**	***square metres gross***

ENQUIRIES

Please contact Dr David J. Jones, Library Building Consultant and Principal, Building and Planning Advisory Service, Public Libraries Branch, State Library of New South Wales, Macquarie Street, Sydney 2000, with any questions about this spreadsheet.
Phone: (02) 9273 1572 Fax: (02) 9273 1244 Email: djones@sl.nsw.gov.au

Revised August 2004

2006 – City Service-Based Benchmark

Service: Target Collection Factor (TCF)

Target Collection Factor (TCF)	Space Standard	*Your figures are in the highlighted cells*			
Volumes (assumes 30% on loan)	100 vols per sq m	**Items**	**% on loan**	**Items on shelf**	**Factor area**
		111489	30	78042	**780**
Non-book (number)	100 recordings per sq m	10000	30	7000	**70**
Periodicals (titles)	10 titles per sq m	200			**20**
Electronic resources (number of terminals)	1 terminal per 5 sq m	20			**100**
Target Collection Factor (TCF)					**970**

Functional Area	Quick Area Guide	*Extent applicable: your estimate of the % applicable are in the highlighted cells*
Collection Area		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
Reading and Study Areas		
Meeting Areas	10%	20
Study Areas	15%	20
Browsing, Display, Information	5%	5
Resource Areas		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
Staff Areas		
Service Desk	15%	15
Staff Work Area	15%	20
Storage	5%	10
Amenities		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
Additional service Areas		
Children's Storytelling Area	5-10%	15
Young Adult Area	5-10%	15
Specialist Room, Local and Family History	10-15%	20
Multi-Purpose, Training, AV Room	20-25%	25
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	10
Community Services, Bank Services	5%	0
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5

Ipswich Library and Information Service Strategy: Coping with Growth

FUNCTIONAL AREA	QUICK AREA GUIDE	*EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS*
Central or Regional Community Offices	5%	0
Home Library Service		5
Exchange		
Children's Services		5
Other (please specify)		0
BASED ON 1.5 ITEMS OF STOCK		0
RELATIVE AREA FACTOR (RAF)		**340**
GROSS FLOOR AREA (TOTAL COLLECTION FACTOR X RELATIVE AREA FACTOR / 100)		**3299**

2006 – City Service-Based Benchmark

Population: Floor Area Calculation, Population Based Benchmark

Projected population served	sq m per 1,000	Local catchment	Local catchment non-resident workforce	Local catchment subtotal (including non-resident workforce)	Local area factor	Total LGA or regional population	Total LGA or regional non-resident workforce	Whole LGA subtotal (including non-resident workforce)	Central area factor	Circulation (20%)	Totals
less than 20,000	42	0	0	0	0	0	3000	3000	19	4	23
20,001-35,000	39	0	0	0	0	0	0	0	0	0	0
35,001-65,000	35	0	0	0	0	0	0	0	0	0	0
65,001-100,000	31	81126	3000	84126	2608	0	0	0	0	522	3129
more than 100,000	28	0	0	0	0	0	0	0	0	0	0
Gross Floor Area											**3152**

2011 – City Serviced-Based Benchmark

Instructions: Applying the Benchmarks in *People places*

This Microsoft Excel spreadsheet has been created to facilitate the use of the Service-Based and Population-Based Benchmarks described in Part 3 of the publication *People places* (Sydney: Library Council of New South Wales, 2000)

You can enter the data for your own library building project on this instruction sheet and the spreadsheet will automatically generate a total gross floor area using each benchmark. If you wish, you can then print out the entire workbook, showing calculations for both benchmarks.

Service-Based Benchmark

How many printed items will there be in the collection of your new library?	133864
What percentage of the total items is likely to be on loan at any one time?	30
How many audiovisual items will there be in the collection of your new library?	10000
What percentage of the total audiovisual items is likely to be on loan at any one time?	30
How many current periodical **titles** will you accommodate?	200
How many public computer terminals (excluding terminals solely used as OPACs) will there be?	20

With the next questions you should indicate how much emphasis is to be given to various functions or services. A quick area guide is provided as an indication of typical provision. Not all the services or functions may be applicable, and there is also space for additional functions to be added.

Functional Area	Quick Area Guide	Omit % sign
Collection Area		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
Reading and Study Areas		
Meeting Areas	10%	20
Study Areas	15%	20
Browsing, Display, Information	5%	5
Resource Areas		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
Staff Areas		
Service Desk	15%	15
Staff Work Area	15%	20
Storage	5%	10
Amenities		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
Additional service Areas		
Children's Storytelling Area	5-10%	15
Young Adult Area	5-10%	15
Specialist Room, Local and Family History	10-15%	20
Multi-Purpose, Training, AV Room	20-25%	25

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	10
Community Services, Bank Services	5%	
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	
Home Library Service		5
Exchange		
Children's Services		5
Other **(please specify)**		
BASED ON 1.5 ITEMS OF STOCK		

POPULATION-BASED BENCHMARK

What is the ten-year population forecast for the local catchment of the proposed library?	96043
How many people would you forecast to be in the non-resident workforce in that catchment in ten years time?	3000
If it is a central library, what is the total ten-year projection for the population of the whole local government or regional area?	0
How many people would you forecast to be in the non-resident workforce in the local government or regional area in ten years time?	3000
If central library functions are shared between libraries, show the number of libraries equally sharing these functions. **Otherwise leave as "1"**	1

FLOOR AREA REQUIRED

Service-Based Benchmark	**3832**	***square metres gross***
Population-Based Benchmark	**3707**	***square metres gross***

ENQUIRIES

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Revised August 2004

2011 – City Serviced-Based Benchmark

Service: Target collection factor (TCF)

Target collection factor (TCF)	Space standard	Your figures are in the highlighted cells			
Volumes (assumes 30% on loan)	100 vols per sq m	**Items**	**% on loan**	**Items on shelf**	**Factor area**
		133864	30	93705	**937**
Non-book (number)	100 recordings per sq m	10000	30	7000	**70**
Periodicals (titles)	10 titles per sq m	200			**20**
Electronic resources (number of terminals)	1 terminal per 5 sq m	20			**100**
Target Collection Factor (TCF)					**1127**

Functional Area	Quick Area Guide	Extent applicable: your estimate of the % applicable are in the highlighted cells
Collection Area		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
Reading and Study Areas		
Meeting Areas	10%	20
Study Areas	15%	20
Browsing, Display, Information	5%	5
Resource Areas		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
Staff Areas		
Service Desk	15%	15
Staff Work Area	15%	20
Storage	5%	10
Amenities		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
Additional service Areas		
Children's Storytelling Area	5-10%	15
Young Adult Area	5-10%	15
Specialist Room, Local and Family History	10-15%	20
Multi-Purpose, Training, AV Room	20-25%	25
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	10
Community Services, Bank Services	5%	0
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	0

FUNCTIONAL AREA	QUICK AREA GUIDE	*EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS*
Home Library Service		5
Exchange		
Children's Services		5
Other (please specify)		0
BASED ON 1.5 ITEMS OF STOCK		0
RELATIVE AREA FACTOR (RAF)		**340**
GROSS FLOOR AREA (TOTAL COLLECTION FACTOR X RELATIVE AREA FACTOR / 100)		**3832**

2011 – City Serviced-Based Benchmark

Population: Floor Area Calculation, Population Based Benchmark

Projected population served	sq m per 1,000	Local catchment	Local catchment non-resident workforce	Local catchment subtotal (including non-resident workforce)	Local area factor	Total LGA or regional population	Total LGA or regional non-resident workforce	Whole LGA subtotal (including non-resident workforce)	Central area factor	Circulation (20%)	Totals
less than 20,000	42	0	0	0	0	0	3000	3000	19	4	23
20,001-35,000	39	0	0	0	0	0	0	0	0	0	0
35,001-65,000	35	0	0	0	0	0	0	0	0	0	0
65,001-100,000	31	96043	3000	99043	3070	0	0	0	0	614	3684
more than 100,000	28	0	0	0	0	0	0	0	0	0	0
Gross Floor Area											**3707**

2016 – CITY SERVICE-BASED BENCHMARK

INSTRUCTIONS: APPLYING THE BENCHMARKS IN *PEOPLE PLACES*

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You can enter the data for your own library building project on this instruction sheet and the spreadsheet will automatically generate a total gross floor area using each benchmark. If you wish, you can then print out the entire workbook, showing calculations for both benchmarks.

SERVICE-BASED BENCHMARK

How many printed items will there be in the collection of your new library?	159790
What percentage of the total items is likely to be on loan at any one time?	30
How many audiovisual items will there be in the collection of your new library?	10000
What percentage of the total audiovisual items is likely to be on loan at any one time?	30
How many current periodical **titles** will you accommodate?	200
How many public computer terminals (excluding terminals solely used as OPACs) will there be?	20

With the next questions you should indicate how much emphasis is to be given to various functions or services. A quick area guide is provided as an indication of typical provision. Not all the services or functions may be applicable, and there is also space for additional functions to be added.

FUNCTIONAL AREA	QUICK AREA GUIDE		OMIT % SIGN
COLLECTION AREA			
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)		100
READING AND STUDY AREAS			
Meeting Areas	10%		20
Study Areas	15%		20
Browsing, Display, Information	5%		5
RESOURCE AREAS			
Catalogues, photocopiers etc	10%		10
Vending machines, telephones	5%		5
STAFF AREAS			
Service Desk	15%		15
Staff Work Area	15%		20
Storage	5%		10
AMENITIES			
Foyer, Lobby, corridors etc	10%		10
Toilets, restrooms, storage etc	5%		5
Plant equipment, maintenance	5%		5
ADDITIONAL SERVICE AREAS			
Children's Storytelling Area	5-10%		15
Young Adult Area	5-10%		15
Specialist Room, Local and Family History	10-15%		20
Multi-Purpose, Training, AV Room	20-25%		25

Ipswich Library and Information Service Strategy: Coping with Growth

FUNCTIONAL AREA	QUICK AREA GUIDE		OMIT % SIGN
Bookshop, Coffee Shop	10-15%		15
Toy Library	10-20%		10
Community Services, Bank Services	5%		
Mobile Library Services Area	5%		
Central or Regional Work Area	5%		5
Central or Regional Community Offices	5%		
Home Library Service			5
Exchange			
Children's Services			5
Other **(please specify)**			
BASED ON 1.5 ITEMS PER HEAD OF POP			

POPULATION-BASED BENCHMARK

What is the ten-year population forecast for the local catchment of the proposed library?	113327
How many people would you forecast to be in the non-resident workforce in that catchment in ten years time?	3000
If it is a central library, what is the total ten-year projection for the population of the whole local government or regional area?	0
How many people would you forecast to be in the non-resident workforce in the local government or regional area in ten years time?	3000
If central library functions are shared between libraries, show the number of libraries equally sharing these functions. **Otherwise leave as "1"**	1

FLOOR AREA REQUIRED

Service-Based Benchmark	**4449**	***square metres gross***
Population-Based Benchmark	**3931**	***square metres gross***

ENQUIRIES

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Revised August 2004

2016 – CITY SERVICE-BASED BENCHMARK

SERVICE: TARGET COLLECTION FACTOR (TCF)

TARGET COLLECTION FACTOR (TCF)	SPACE STANDARD	YOUR FIGURES ARE IN THE HIGHLIGHTED CELLS			
Volumes (assumes 30% on loan)	100 vols per sq m	**Items**	**% on loan**	**Items on shelf**	**Factor area**
		159790	30	111853	**1119**
Non-book (number)	100 recordings per sq m	10000	30	7000	**70**
Periodicals (titles)	10 titles per sq m	200			**20**
Electronic resources (number of terminals)	1 terminal per 5 sq m	20			**100**
TARGET COLLECTION FACTOR (TCF)					**1309**

FUNCTIONAL AREA	QUICK AREA GUIDE	EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS
COLLECTION AREA		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
READING AND STUDY AREAS		
Meeting Areas	10%	20
Study Areas	15%	20
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	20
Storage	5%	10
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	15
Young Adult Area	5-10%	15
Specialist Room, Local and Family History	10-15%	20
Multi-Purpose, Training, AV Room	20-25%	25
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	10
Community Services, Bank Services	5%	0
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	0

Ipswich Library and Information Service Strategy: Coping with Growth

FUNCTIONAL AREA	QUICK AREA GUIDE	EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS
Home Library Service		5
Exchange		
Children's Services		5
Other (please specify)		0
BASED ON 1.5 ITEMS PER HEAD OF POP		0
RELATIVE AREA FACTOR (RAF)		**340**
GROSS FLOOR AREA (TOTAL COLLECTION FACTOR X RELATIVE AREA FACTOR / 100)		**4449**

2016 – CITY SERVICE-BASED BENCHMARK

POPULATION: FLOOR AREA CALCULATION, POPULATION BASED BENCHMARK

PROJECTED POPULATION SERVED	SQ M PER 1,000	LOCAL CATCHMENT	LOCAL CATCHMENT NON-RESIDENT WORKFORCE	LOCAL CATCHMENT SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	LOCAL AREA FACTOR	TOTAL LGA OR REGIONAL POPULATION	TOTAL LGA OR REGIONAL NON-RESIDENT WORKFORCE	WHOLE LGA SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	CENTRAL AREA FACTOR	CIRCULATION (20%)	TOTALS
less than 20,000	42	0	0	0	0	0	3000	3000	19	4	23
20,001-35,000	39	0	0	0	0	0	0	0	0	0	0
35,001-65,000	35	0	0	0	0	0	0	0	0	0	0
65,001-100,000	31	0	0	0	0	0	0	0	0	0	0
more than 100,000	28	113327	3000	116327	3257	0	0	0	0	651	3909
GROSS FLOOR AREA											**3931**

2021 – CITY SERVICE-BASED BENCHMARK

INSTRUCTIONS: APPLYING THE BENCHMARKS IN *PEOPLE PLACES*

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You can enter the data for your own library building project on this instruction sheet and the spreadsheet will automatically generate a total gross floor area using each benchmark. If you wish, you can then print out the entire workbook, showing calculations for both benchmarks.

SERVICE-BASED BENCHMARK

How many printed items will there be in the collection of your new library?	159790
What percentage of the total items is likely to be on loan at any one time?	30
How many audiovisual items will there be in the collection of your new library?	10000
What percentage of the total audiovisual items is likely to be on loan at any one time?	30
How many current periodical **titles** will you accommodate?	200
How many public computer terminals (excluding terminals solely used as OPACs) will there be?	20

With the next questions you should indicate how much emphasis is to be given to various functions or services. A quick area guide is provided as an indication of typical provision. Not all the services or functions may be applicable, and there is also space for additional functions to be added.

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
COLLECTION AREA		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
READING AND STUDY AREAS		
Meeting Areas	10%	20
Study Areas	15%	20
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	20
Storage	5%	10
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	15
Young Adult Area	5-10%	15
Specialist Room, Local and Family History	10-15%	20

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
Multi-Purpose, Training, AV Room	20-25%	25
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	10
Community Services, Bank Services	5%	
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	
Home Library Service		5
Exchange		
Children's Services		5
Other **(please specify)**		
BASED ON 1.5 ITEMS PER HEAD OF POP		

POPULATION-BASED BENCHMARK

What is the ten-year population forecast for the local catchment of the proposed library?	113327
How many people would you forecast to be in the non-resident workforce in that catchment in ten years time?	3000
If it is a central library, what is the total ten-year projection for the population of the whole local government or regional area?	0
How many people would you forecast to be in the non-resident workforce in the local government or regional area in ten years time?	3000
If central library functions are shared between libraries, show the number of libraries equally sharing these functions. **Otherwise leave as "1"**	1

FLOOR AREA REQUIRED

Service-Based Benchmark	**4449**	***square metres gross***
Population-Based Benchmark	**3931**	***square metres gross***

ENQUIRIES

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Revised August 2004

2021 – CITY SERVICE-BASED BENCHMARK

SERVICE: TARGET COLLECTION FACTOR (TCF)

TARGET COLLECTION FACTOR (TCF)	SPACE STANDARD	YOUR FIGURES ARE IN THE HIGHLIGHTED CELLS			
Volumes (assumes 30% on loan)	100 vols per sq m	**Items**	**% on loan**	**Items on shelf**	**Factor area**
		159790	30	111853	**1119**
Non-book (number)	100 recordings per sq m	10000	30	7000	**70**
Periodicals (titles)	10 titles per sq m	200			**20**
Electronic resources (number of terminals)	1 terminal per 5 sq m	20			**100**
TARGET COLLECTION FACTOR (TCF)					**1309**

FUNCTIONAL AREA	QUICK AREA GUIDE	EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS
COLLECTION AREA	100% (mandatory)	
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources		100
READING AND STUDY AREAS		
Meeting Areas	10%	20
Study Areas	15%	20
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	20
Storage	5%	10
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	15
Young Adult Area	5-10%	15
Specialist Room, Local and Family History	10-15%	20
Multi-Purpose, Training, AV Room	20-25%	25
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	10
Community Services, Bank Services	5%	0

Ipswich Library and Information Service Strategy: Coping with Growth

FUNCTIONAL AREA	QUICK AREA GUIDE	EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	0
Home Library Service		5
Exchange		
Children's Services		5
Other (please specify)		0
BASED ON 1.5 ITEMS PER HEAD OF POP		0
RELATIVE AREA FACTOR (RAF)		340
GROSS FLOOR AREA (TOTAL COLLECTION FACTOR X RELATIVE AREA FACTOR / 100)		4449

2021 – CITY SERVICE-BASED BENCHMARK

POPULATION: FLOOR AREA CALCULATION, POPULATION BASED BENCHMARK

PROJECTED POPULATION SERVED	SQ M PER 1,000	LOCAL CATCHMENT	LOCAL CATCHMENT NON-RESIDENT WORKFORCE	LOCAL CATCHMENT SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	LOCAL AREA FACTOR	TOTAL LGA OR REGIONAL POPULATION	TOTAL LGA OR REGIONAL NON-RESIDENT WORKFORCE	WHOLE LGA SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	CENTRAL AREA FACTOR	CIRCULATION (20%)	TOTALS
less than 20,000	42	0	0	0	0	0	3000	3000	19	4	23
20,001-35,000	39	0	0	0	0	0	0	0	0	0	0
35,001-65,000	35	0	0	0	0	0	0	0	0	0	0
65,001-100,000	31	0	0	0	0	0	0	0	0	0	0
more than 100,000	28	113327	3000	116327	3257	0	0	0	0	651	3909
GROSS FLOOR AREA											**3931**

2026 – CITY SERVICE-BASED BENCHMARK

INSTRUCTIONS: APPLYING THE BENCHMARKS IN *PEOPLE PLACES*

This Microsoft Excel spreadsheet has been created to facilitate the use of the Service-Based and Population-Based Benchmarks described in Part 3 of the publication *People Places* (Sydney: Library Council of New South Wales, 2000)

You can enter the data for your own library building project on this instruction sheet and the spreadsheet will automatically generate a total gross floor area using each benchmark. If you wish, you can then print out the entire workbook, showing calculations for both benchmarks.

SERVICE-BASED BENCHMARK

How many printed items will there be in the collection of your new library?	303447
What percentage of the total items is likely to be on loan at any one time?	30
How many audiovisual items will there be in the collection of your new library?	10000
What percentage of the total audiovisual items is likely to be on loan at any one time?	30
How many current periodical **titles** will you accommodate?	200
How many public computer terminals (excluding terminals solely used as OPACs) will there be?	20

With the next questions you should indicate how much emphasis is to be given to various functions or services. A quick area guide is provided as an indication of typical provision. Not all the services or functions may be applicable, and there is also space for additional functions to be added.

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
COLLECTION AREA		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
READING AND STUDY AREAS		
Meeting Areas	10%	20
Study Areas	15%	20
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	20
Storage	5%	10
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	15
Young Adult Area	5-10%	15
Specialist Room, Local and Family History	10-15%	20

FUNCTIONAL AREA	QUICK AREA GUIDE	OMIT % SIGN
Multi-Purpose, Training, AV Room	20-25%	25
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	10
Community Services, Bank Services	5%	
Mobile Library Services Area	5%	
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	
Home Library Service		5
Exchange		
Children's Services		5
Other **(please specify)**		
BASED ON 1.5 ITEMS PER HEAD OF POP		

POPULATION-BASED BENCHMARK

What is the ten-year population forecast for the local catchment of the proposed library?	202298
How many people would you forecast to be in the non-resident workforce in that catchment in ten years time?	3000
If it is a central library, what is the total ten-year projection for the population of the whole local government or regional area?	0
How many people would you forecast to be in the non-resident workforce in the local government or regional area in ten years time?	3000
If central library functions are shared between libraries, show the number of libraries equally sharing these functions. **Otherwise leave as "1"**	1

FLOOR AREA REQUIRED

Service-Based Benchmark	**7868**	***square metres gross***
Population-Based Benchmark	**6921**	***square metres gross***

ENQUIRIES

Please contact Dr David J. Jones, Library Building Consultant and Principal, Building and Planning Advisory Service, Public Libraries Branch, State Library of New South Wales, Macquarie Street, Sydney 2000, with any questions about this spreadsheet.

Phone (02) 9273 1572 Fax (02) 9273 1244 Email djones@sl.nsw.gov.au

Revised August 2004

2026 – CITY SERVICE-BASED BENCHMARK

SERVICES: TARGET COLLECTION FACTOR (TCF)

TARGET COLLECTION FACTOR (TCF)	SPACE STANDARD	YOUR FIGURES ARE IN THE HIGHLIGHTED CELLS			
Volumes (assumes 30% on loan)	100 vols per sq m	**Items**	**% on loan**	**Items on shelf**	**Factor area**
		303447	30	212413	**2124**
Non-book (number)	100 recordings per sq m	10000	30	7000	**70**
Periodicals (titles)	10 titles per sq m	200			**20**
Electronic resources (number of terminals)	1 terminal per 5 sq m	20			**100**
TARGET COLLECTION FACTOR (TCF)					**2314**

FUNCTIONAL AREA	QUICK AREA GUIDE	EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS
COLLECTION AREA		
Books and volumes on shelves, Periodicals, Non print material, Virtual and digital resources	100% (mandatory)	100
READING AND STUDY AREAS		
Meeting Areas	10%	20
Study Areas	15%	20
Browsing, Display, Information	5%	5
RESOURCE AREAS		
Catalogues, photocopiers etc	10%	10
Vending machines, telephones	5%	5
STAFF AREAS		
Service Desk	15%	15
Staff Work Area	15%	20
Storage	5%	10
AMENITIES		
Foyer, Lobby, corridors etc	10%	10
Toilets, restrooms, storage etc	5%	5
Plant equipment, maintenance	5%	5
ADDITIONAL SERVICE AREAS		
Children's Storytelling Area	5-10%	15
Young Adult Area	5-10%	15
Specialist Room, Local and Family History	10-15%	20
Multi-Purpose, Training, AV Room	20-25%	25
Bookshop, Coffee Shop	10-15%	15
Toy Library	10-20%	10
Community Services, Bank Services	5%	0
Mobile Library Services Area	5%	

Ipswich Library and Information Service Strategy: Coping with Growth

FUNCTIONAL AREA	QUICK AREA GUIDE	*EXTENT APPLICABLE: YOUR ESTIMATE OF THE % APPLICABLE ARE IN THE HIGHLIGHTED CELLS*
Central or Regional Work Area	5%	5
Central or Regional Community Offices	5%	0
Home Library Service		5
Exchange		
Children's Services		5
Other (please specify)		0
BASED ON 1.5 ITEMS PER HEAD OF POP		0
RELATIVE AREA FACTOR (RAF)		340
GROSS FLOOR AREA (TOTAL COLLECTION FACTOR X RELATIVE AREA FACTOR / 100)		7868

2026 – CITY SERVICE-BASED BENCHMARK

POPULATION: FLOOR AREA CALCULATION, POPULATION BASED BENCHMARK

PROJECTED POPULATION SERVED	SQ M PER 1,000	LOCAL CATCHMENT	LOCAL CATCHMENT NON-RESIDENT WORKFORCE	LOCAL CATCHMENT SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	LOCAL AREA FACTOR	TOTAL LGA OR REGIONAL POPULATION	TOTAL LGA OR REGIONAL NON-RESIDENT WORKFORCE	WHOLE LGA SUBTOTAL (INCLUDING NON-RESIDENT WORKFORCE)	CENTRAL AREA FACTOR	CIRCULATION (20%)	TOTALS
less than 20,000	42	0	0	0	0	0	3000	3000	19	4	23
20,001-35,000	39	0	0	0	0	0	0	0	0	0	0
35,001-65,000	35	0	0	0	0	0	0	0	0	0	0
65,001-100,000	31	0	0	0	0	0	0	0	0	0	0
more than 100,000	28	202298	3000	205298	5748	0	0	0	0	1150	6898
GROSS FLOOR AREA											**6921**

APPENDIX 2: INDUSTRY TRENDS AND RELEVANT CASE STUDIES

Please refer to the attached PDF document for the details of Appendix 2.

H:\LIBRARY\
Strategic Planning\Up

APPENDIX 3: PROPOSED LIBRARY HUB LOCATIONS

Please refer to the attached PDF document for the details of Appendix 3.

P:\Layout_Proposed
Library Hubs 2008 - 2

The Ipswich Library Strategy was adopted by Council on Tuesday 24th March 2009.

Item 21 / Attachment 2.

IPSWICH LIBRARIES STRATEGY 2019-2024

IPSWICH CITY COUNCIL

MARCH 2019

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OUTCOME DRIVEN

DOCUMENT CONTROL

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Job Name:	Libraries Strategy
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Disclaimer:

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EXECUTIVE SUMMARY

INTRODUCTION

Libraries are one of the most actively used services provided by local councils, and in Ipswich attract over 660,000 visits per year. They are an essential part of a community's social fabric, equipping people with reading, information and technology skills making them more likely to become qualified, find work, lead healthier lives, engage in the political process and be socially connected.

Ipswich Libraries is therefore uniquely positioned to support and deliver on many of Council's key community goals and is currently reviewing its Strategy to provide clear direction for Ipswich City Council. This improved focus will support the prioritisation of resource allocation based on the future need and expectations of the Ipswich community and the additional demand that will be generated by the significant population growth that is anticipated to occur between 2019 and 2036.

Fit-for-purpose library facilities will be essential in providing the services necessary to deliver on the strategy. Despite the increase in the availability and use of electronic resources, the requirement for physical library space is stronger than ever, particularly for group learning, early childhood literacy sessions, quiet study and the continued popularity of the physical book.

The primary objectives of this Strategy are to:

- Objectively review the existing *Ipswich Library and Information Service Coping with Growth 2008-2026* document and provide an updated strategy document including all equivalent component parts of the original document.
- Investigate and present aligned benchmark information with supporting cost analysis.
- Provide options including advantages and disadvantages for a contemporary Operating Model, including likely operating cost impacts.
- Provide a facilities planning framework and timeline.
- Recommend an Operating Model.
- Develop an Implementation / Transition Plan based on the Operating Model recommendation.

The project outcomes are:

- A financially sustainable and community focused Library Service delivery model for Ipswich City Council.
- A facilities development framework and timeline that will support the preferred model into the future.
- An Implementation / Transition Plan based on the recommended Operating Model.

KEY FINDINGS

Facilities

Based on the projected population per library catchment shown in Table ES.1 and as each catchment represents its own significant geographic community within the Ipswich local government area, it is considered that the most appropriate operating and cost-effective model would be a distributed 'Signature Libraries' facilities model. Under this model, each facility would be of a similar significant size no smaller than 3,000m^2 and deliver core functional services to their geographic community, yet able to have their own 'look and feel' reflecting locality and community.

Table ES-1. Population Estimates by Catchment

Catchment	2017	2021	2026	2031	2036
CBD	89,110	94,012	104,689	116,028	129,949
Redbank	50,224	53,787	60,313	65,875	72,369
Springfield	49,586	57,267	77,116	98,956	123,733
Ripley	5,449	18,608	44,946	77,533	108,628
Rosewood	12,196	15,009	23,809	37,405	57,520

Source: 2017 ABS ERP

Each major community catchment would have access to service levels, similar to a traditional central library (opening hours, study space, rich collections, current technology, tailored program of events and amenities such as parents' room and coffee offer) but updated for current lifestyles thus attracting a wider audience and providing easier access.

Ipswich is in a strong position to develop well-located and appropriately-sized facilities for the expected population. Unlike Councils such as Brisbane and The Gold Coast, Ipswich has not inherited a large costly network of small buildings in disparate locations.

Current total floorspace (c.6,843m^2) does not meet the required minimum standards by 28.5% based on existing population numbers resulting in significantly lower library patronage. This under-provision will continue in future years as even with increased planned floorspace for Ripley (3,000 m^2) there is still a 36.3% shortfall of floorspace by 2021 and 78.2% shortfall by 2036 if no further expansion or replacement facilities are provided.

Library Resources

Key resources for the public are below the benchmark target such as stock levels (both electronic and physical) and internet-enabled personal computers for the public.

2017-18 library expenditure per capita per annum (excluding library materials) was reported as higher than the national average with the opening of Springfield being the main reason for this. However, in the five years leading up to 2017-18, expenditure on library services was lower than State and National Standards.

Historically, expenditure per capita on library materials has been well below the national minimum recommended spending and compared to peers. In 2017-18 the minimum spending target was reached for the first time with the opening of the Springfield Library.

Low levels of expenditure and available resources is resulting in low levels of service reach, participation and below average satisfaction as recorded in the recent user and non-user survey.

The most recent internal reporting of turnover is reported to be 4.12 per item which is close to the National Standard of 4.4 and is slightly lower than the Queensland standard turnover of 5. Ipswich also meets the National Standards for currency of stock with 60% of stock having been published in the last 5 years.

Membership

There are low levels of library use per capita in terms of membership, visits and lending (including e-resources) and customer satisfaction responses compared to the Queensland and National Standards. The 2018 survey received an unusually high volume of negative survey responses (compared to results from similar surveys).

The community values, and has a high appreciation, for library staff. By ensuring more self-service activity is undertaken, staff can be released for more customer contact, high-value work such as membership induction, enquiries, running programs and technology support.

There is an opportunity for Council to leverage the Library Service's significant online usership by locating Ipswich Libraries on Council's front Web page.

FUTURE STRATEGY

This strategy focuses on what matters for the Ipswich community and clearly communicates where Ipswich Libraries will focus its energy and resources in the next five years.

The Strategy will be based on a strong platform of reinvented library functions and leading practice, drive innovation and provide the services, spaces and resources that suit the emerging needs of citizens.

The positive outcomes for Ipswich will include learning, employability, well-being, community building and pride in the place and its heritage.

At the centre are four Strategic Programs and six strategic enablers to ensure the successful deployment and maximisation of the services provided by Ipswich Libraries resulting in boosted participation and satisfaction.

Strategic Program One – Connecting Ipswich

We will focus on:

- Advocating and planning for the staged development of Signature Libraries each functioning equally as a major facility and economic/ community anchor for the locality.
- Channelling staff resources and energies into a membership drive, particularly for new residents and young families.
- Developing and innovating spaces that are our unique selling points, proudly Ipswich and that contribute to Council goals.
- Co-design of services and programs with community members that align to Council's priorities.
- Developing coaching opportunities for the community and partners to develop local content, garner stories and images and build skills in the process with a focus on inter-generational projects.

Strategic Program Two – Life Long Learning

We will focus on:

- Positioning the library as the one-stop for information and discovery to enable individuals to participate fully in our fast-changing world.
- Developing life-long reading and literacy as a fundamental library role and provide the community with the motivation and opportunities to participate, learn and grow.
- Providing opportunities to develop key skills around life, creativity, well-being and work to better prepare for the Region's future.

Strategic Program Three – Product Leadership

We will focus on:

- Seeking out alliances to develop and deliver innovative library products that increase participation, usage and measurable community outcomes for learning, well-being and community building.

Strategic Program Four – Access Your Way

We will focus on:

- Enhancing and extending online services and resources and provide engaging interactive events to grow community use and participation online.
- Creating innovative ways to extend access at times and in ways that our changing community wants.
- Removing barriers to use to boost participation.

Program Enabler One – Signature Libraries

We will focus on:

- Committed advocacy for adequate spaces and 24/7 access points for the community by growing alliances across Council.
- Dedicating staff resources into the delivery of the Signature Library network through alliances and advocacy.
- Developing and seeking Council endorsement and funding for a detailed facility plan to reach minimum standards for the range of activities taking place in contemporary library buildings. The plan needs to include services such as the digital library, collection pods and other complementary library options.
- Transitioning away from the Central Library model to the more cost-effective Signature Library model (the distributed network of major facilities in key emerging Ipswich localities).
- Innovate heritage services and resource provision to create an engaging, exciting and prominent presence for Ipswich stories and images woven throughout the library experience.
- Reengineering work practices to release staff and resources, and extend services, opening hours and customer contact.

Program Enabler Two – Developing a Valued Team of Stars

We will focus on:

- Developing a Workforce Plan that addresses succession planning and develops emerging leaders to drive the strategy and its projects.
- Providing enhanced coaching and development opportunities that provide staff with the confidence to handle technical and other service queries.
- Aligning staffing structure and focus around strategy delivery.
- Ensuring accountability is clearly defined and reported on through budget and performance reviews.

Program Enabler Three – Life Long Learning and Partnerships

We will focus on:

- Young families by upskilling them for work and well-being.
- Coaching and enabling through intergenerational, inter-agency and content-creation initiatives.
- Forging further relationships with educational institutions to engage the community in citizen science, in University research talks and to lever off the educational organisations' outreach initiatives, skills and resources.
- Updating the review of session outcomes to refine the calendar of events and grow participation.

Program Enabler Four – The Engine-Room of Technology and Resources

We will focus on:

- Developing a whole-of-life asset plan for collections/ content to grow key areas of stock and technology, to reduce spending in declining categories and to identify funding needs over the following five years.
- Optimising current stock by further streamlining work practices to release stock currently in storage areas such as trialling automatic unlimited loans for stock categories in good supply and reviewing floating and rotation practices and simplifying the backroom work/ materials handling around the Marketplace.
- Developing a business case for increased collections budget to rectify historic underfunding.

- Investigating eBook innovation with suppliers (see Auckland), partnerships and increased collaborative purchasing.
- Optimising the RFID take up to a level of 90% smooth, error-free transactions assisted by our most customer-oriented team members.
- Improving discoverability by curating eCollections for the online catalogue to hide material that is unavailable and package topical resources of local interest.

Program Enabler Five – Membership Services

We will:

- Initiate a targeted and sustained campaign to focus on membership growth and customer retention/ satisfaction.
- Every Child A Member campaign spearheaded by local celebrity (sports person or TV) or new Council Leader.
- Reengineer enrolment processes to account for personal choice for those who need a personal induction in addition to the self-service/online option.

Program Enabler Six - Corporate Citizenship

We will:

- Develop further strategic alliances and improve advocacy across Council working through key managers and senior team members.
- Improve the transparency of decision-making by socialising our strategic plans (Facilities, Collections, ICT, Workforce) with key decision-makers and seeking the plans' endorsement and resourcing.
- Further align our initiatives with Council priorities and communicate their impact more widely.
- Develop stronger relationships and collaborations with a broader range of partners to deliver on priority initiatives.

IMPLEMENTATION AND MONITORING

Table ES.2 highlights the overall projected costs of the library service based on the recommendations contained in the strategy and have been calculated using National Standard benchmark targets and projected population forecasts. These estimates reflect the minimum investment needed and will require adjustment if future population levels differ or if technology formats or needs change significantly.

Table ES-2. Library Expenditure Forecasts

2021	2026
• Minimum number of total staff 78.9FTE • Minimum number of qualified staff 23.9FTE • Minimum operational budget (excluding collection) $9.7million • Minimum collections budget $1.3million	• Minimum number of total staff 102.6FTE • Minimum number of qualified staff 31.0FTE • Minimum operational budget (excluding collection) $12.3million • Minimum collections budget $1.8million

Source: AEC

The Strategy 2019-2024 is an ambitious yet achievable strategy. Its focus is outward to the community, firmly based on the needs of the region and building on developments and the nationally-recognised innovation to date.

Developing the strategy is only the first step to boosting improvement and achieving goals. The execution of the strategy will depend on several success factors:

- Embedding the strategy actions into each year's Operational Plan and scorecard.
- Identifying an accountable person to advocate and drive the facilities planning and its implementation.

- Developing and implementing a clear Communication Plan for this strategy to accrue advocates and maintain momentum.
- Resourcing the time needed to ensure plans progress and succeed
- Providing regular reports to the community, Council, managers and staff to manage expectation, reduce the risk of strategy slippage and to maintain engagement in the strategy.

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1. INTRODUCTION

1.1 BACKGROUND

Libraries are one of the most actively used services provided by local councils, and in Ipswich attract over 660,000 visits per year.

They are an essential part of a community's social fabric, equipping people with reading, information and technology skills making them more likely to become qualified, find work, lead healthier lives, engage in the political process and be socially connected.

Ipswich Libraries is therefore uniquely positioned to support and deliver on Council's key community goals and is currently reviewing its Strategy to provide clear direction and focus for Ipswich City Council. The strategy aims to support the prioritisation of resource allocation based on the future need and expectations of the Ipswich community and to meet the additional demand from the significant population growth anticipated to occur between 2019 and 2036.

Despite the increase in the availability and use of electronic resources, the requirement for physical library space is stronger than ever, particularly for group learning, early childhood literacy sessions, quiet study and the continued popularity of the physical book.

Fit-for-purpose library facilities will be essential in providing the infrastructure necessary to deliver on the strategy.

1.2 PURPOSE

The primary objectives of this Strategy are to:

- Objectively review the existing *Ipswich Library and Information Service Coping with Growth 2008-2026* document and provide an updated strategy including all equivalent component parts of the original.
- Investigate and present aligned benchmark information with supporting cost analysis.
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The project outcomes are be:

- A financially sustainable and community focused Library Service delivery model for Ipswich City Council.
- A facilities development framework and timeline that will support the preferred model into the future.
- An Implementation / Transition Plan based on the recommended Operating Model.

1.3 APPROACH

The Strategic review provides information about library sector trends, the Ipswich community and how the library service is currently performing. It then assesses the suitability of the current and planned resources and services with a focus on built facilities and the opportunities for the library service culminating in a suggested strategic framework that outlines key themes and activities.

In this review, professionally-developed national and state standards and benchmarks, including facilities standards, have been used to identify opportunities for service provision. This approach aims to reduce the risk of services being out of step with the Ipswich community into the future.

The approach also involved peer-comparison with similar Councils, primarily examining performance information. The following councils were included in the comparison:

- Gold Coast City Council.
- Moreton Bay Regional Council.
- Redland City Council.
- Sunshine Coast Regional Council.
- Toowoomba Regional Council.
- Townsville City Council.

In drafting the Strategy, significant consultation was undertaken with library members and non-members, library and Council staff and community leaders, in person, and through a community survey conducted face to face and online.

The consultation process involved:

- Utilising the annual customer satisfaction survey to elicit feedback from both members and non-members of the library service.
- Face-to-face feedback with key internal stakeholders.
- Discussions with the State Library of Queensland on key trends and initiatives.

2. STRATEGIC AND COMMUNITY VALUE

2.1 INTRODUCTION

The Ipswich Libraries Service provides a valuable and well utilised service to the Ipswich community. As the community continues to grow over the next 5 to 10 years, it is vital that the library service is in step with the significant increase in demand for both facilities provided and services offered.

This Strategic review provides the evidence and direction required to meet these challenges.

2.2 TRANSITION TO THE KNOWLEDGE ECONOMY

Library services are moving from the traditional centralised library model of the 'Information Age', to models ready for the emerging 'Knowledge Economy'. Table 2-1 illustrates the general principles behind this transition.

Table 2-1. The Evolution of Public Libraries

From Library in the 20th Century for the Information Age	To A Contemporary Library for the Knowledge Society	What could this look like?
Bringing the world's information to the community	Bringing the world to Ipswich and pushing Ipswich's information out to the world	Ipswich Heritage images and library podcasts engaging with national and global audience
Expert in finding the right piece of information	Expert in curating and putting content in context	Curated bookshelves of ebooks – fresh, local and topical
Platform for searching and finding	Platform for creating and innovating	Providing learning experiences and technology to support entrepreneurialism
Physical media and text dominate	Digital and multimedia emerge and dominate	Print books will remain for the life of this plan but digital could increase to >20% of loans
Purchasing, cataloguing, lending and moving physical collections	Facilitating access to digital and physical content	Increased digital collection by 50% over 5 years
Collecting and preserving local heritage material	Facilitating content creation and sharing content for re-use	100% increase in local heritage content by community and partners
Consuming knowledge	Creating knowledge	Citizen science, geotagging to create new Ipswich information
Standalone library, only rows of shelves. Central library servicing small satellite branches	Multi-purpose facility, co-located with aligned organisations A place for engagement with resources and people	Combined library, fitness centre, childcare centre and park for example 4-5 significant libraries, no 'central library'- all equal
Libraries working within Council boundaries	Universal membership across State and Nation	One library card for Queensland, one collection, one inventory system
Services developed around the customer	Services developed with the customer	Customer involvement in selecting materials and programs
Librarians as gate-keepers and protectors	Librarians as enablers and coaches	Formalise partnerships with universities and institutes to deliver programs and events
Physical spaces	Physical, virtual, pop-ups and mobile	Providing apps for the community to meet and swap personal books to complement Council library stock.

From Library in the 20th Century for the Information Age	To A Contemporary Library for the Knowledge Society	What could this look like?
Libraries as hushed spaces pre-1980s and then buzzing activity spaces	Quiet sanctuary spaces separate from activity areas.	Each library providing a distinct sanctuary. The 'community living room' for Ipswich
Utilitarian,beige, functional fit-out becoming down-at-heel, slow internet access, dated software.	Aspirational but robust furnishing and equipment - maintained and updated.	Iconic Eames executive chairs, leather couches – timeless
Focused on helping the unemployed and retired	Additional focus on supporting the young, entrepreneurs and start-ups.	Family areas with stroller parking, baby-feeding stations Innovation stations linked to State Library or University entrepreneur services
Library services inward-looking	Libraries as Council's shop window, providing information and interactive events as a catalyst for community change	Library managers located in Council main building to build alliances and strategic programs

Source: Public Libraries of New Zealand, A Strategic Framework 2012-2017

2.3 LEARNING AND LITERACY AT THE CORE

Ipswich Libraries continue to focus on literacy as a foundation skill to allow people to thrive socially, economically and gain access to work. This focus is reflected nationally and internationally, aiming to reduce the risks from low literacy levels that often result in social isolation, drug-use, unemployment and crime that have flow-on impacts on the community (and to Council) in terms of cost and anti-social behaviour. Conversely, community members with good literacy skills are more likely to vote, smoke less, drink less, have better mental health, be better skilled and create a more flexible workforce.[1]

Additionally, in this rapidly advancing technological age, literacy is an 'essential precursors to digital literacy'[2] and also for digital engagement[3]. As services such as banking, health, retail, education and communication become available only in digital format, there is a risk that that many in the Ipswich community could be left behind, isolated and at risk of losing their role in and contribution to society.

Simply by improving literacy, the likelihood of individuals being reliant on state benefits reduces from 19% to 6% and increases the chances of being able to use a computer at work from 48% to 65%.[4]

Ipswich libraries aim to continue developing its role in providing access to basic technology (internet access, eResources, PCs, laptops, scanners and tuition). Those in employment with competent literacy levels may easily overlook those who do not have access to these basics. Just as importantly, providing these resources in a safe, non-threatening space with skilled staff to grow community confidence in the technological world and prevent digital exclusion

2.4 SPACES AND CONNECTION

From a facilities perspective, Ipswich libraries are a key meeting place for the community, strengthening social networks and provide safe places to meet, access services and be welcome no matter what the user's background.

Globally and nationally, 'Destination' or 'Signature' library buildings are becoming more prevalent. These are larger library buildings which are in many cases co-located with other services, attractions and retail to create a hub or destination. Libraries are viewed as important catalysts for urban regeneration, place making, showcasing

[1] The Economic & Social Cost of Illiteracy, World Literacy Foundation, 2012

[2] ALIA Australian libraries: the digital economy within everyone's reach, 2017 p10

[3] National Literacy Trust. Literacy Changes Lives, 2008

[4] National Literacy Trust, Literacy Changes Lives, 2008

technology and providing valuable foot-fall for neighbouring businesses. Councils are aggregating planned facilities alongside libraries to realise cashable savings and other efficiencies. Several case studies on this style of library facility can be seen at Appendix B.

Libraries are designed as neutral places for people to share in robust debate, discuss opinions and learn new perspectives. Ipswich libraries reach out to all groups, including business and community groups to provide spaces to access resources, learn or create. Equipment such as 3D printers and emerging technology are available to allow groups and individuals to push their entrepreneurial and creative boundaries or develop work and life skills.

Libraries also play a key role in connecting the community to key Council initiatives, developing and supporting programs around locally-important issues and providing professional information services.

It is therefore important that larger, contemporary library facilities provide distinct meeting spaces, quiet spaces, creative spaces and present a vibrant place where people want to be, in addition to providing the still-popular lending stock.

2.5 ECONOMIC VALUE

Research on behalf of the State Government of Queensland has identified that the economic benefit for every dollar invested in libraries returns between $3.10 to $5.00 conservatively to the regional economy[5] in the form of library members spending on travelling to and from libraries, retail shopping and purchasing food and drink. For Ipswich, this equates to between $30.9M and $49.8M per annum.

The same report also noted that through sharing community library resources, every library member saves on average $345 per year on services that they would otherwise have to pay for, such as lending materials, online services, Wi-Fi and newspapers.

The 2018 Ipswich Libraries community survey pointed to the high value people place on library services with over 92% reporting that borrowing books, DVDs and music were important/very important even if they didn't use the service. Moreover, over 73% reported digital services and collections as important/very important, again, even if they didn't use them.

[5] The Library Dividend summary report A guide to the socio-economic value of Queensland's public libraries September 2012

3. THE IPSWICH COMMUNITY

3.1 INTRODUCTION

The key goal of the library service is to provide resources and services to Ipswich's unique communities and meet their reading, learning and social needs. A solid understanding of the community's socio-demographic and socio-economic profile is essential to ensuring that the Ipswich library services deliver on local needs. The following summary provides information on the make-up of the Ipswich community with detailed analysis available at Appendix A. The box below captures the key implications for the Library Strategy identified following the socio-demographic and economic profiling.

Implications & Strategic Insights – Ipswich Social Profiling

- When designing future services and programs the library service will need to take account of the higher proportion of younger adults and children aged 0-4 in the community.
- Currently, many of the working age population are in lower-paid industries, working a range of hours rather than typical 9-5 Monday to Friday so flexible options for opening times may be needed.
- As employment moves away from traditional industries such as manufacturing, new skills will be required and future programs and partnerships will need to respond accordingly.
- Currently a higher proportion than average have a lower educational attainment than the State average which may disadvantage people seeking employment in the emerging economies or exclude them from digital services.

3.2 POPULATION

Population projections from the Queensland government suggest that Ipswich will grow to 492,028 persons by 2036, and will exhibit strong annual growth over this period, averaging 4.7% per year.

This level of growth is higher than Ipswich has experienced between 2007 and 2017, where population increased from 148,133 people in 2007, to 206,467 in 2017, averaging 3.4% per year.

Of the SA2s[6] comprising the Ipswich local government area (LGA), Ripley is projected to see the greatest growth, with an average annual growth of 17.1% and population reaching 108,628 people by 2036. This is due to the development of a master-planned community, planning for 120,000 population to live there (Ecco Ripley, 2018). Rosewood is also projected to see large population growth, with an average annual growth of 8.6%, as well as Springfield lakes, with an expected average annual growth of 6.2%.

Table 3-1. Projected Population Growth

Catchment	2017	2021	2026	2031	2036
CBD	89,110	94,012	104,689	116,028	129,949
Redbank	50,224	53,787	60,313	65,875	72,369
Springfield	49,586	57,267	77,116	98,956	123,733
Ripley	5,449	18,608	44,946	77,533	108,628
Rosewood	12,196	15,009	23,809	37,405	57,520

Source: AEC

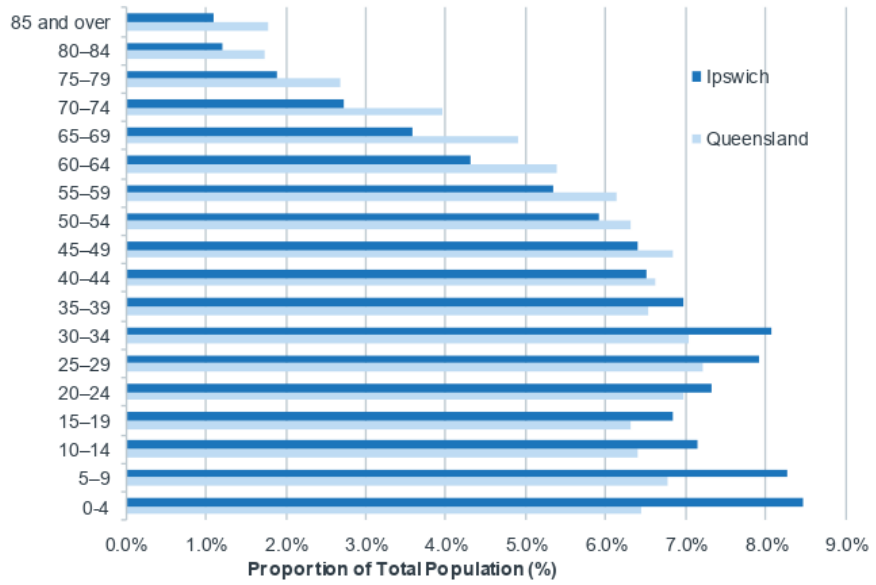
[6] Statistical areas based around suburbs

In 2016, Ipswich had a slightly higher indigenous representation to Queensland comprising 4.6% of the total population, in comparison to 4.2% in Queensland (ABS, 2017b).

3.3 AGE PROFILE

Ipswich has a much younger population distribution than Queensland, with an average age of 34 years, whilst Queensland has an average age of 37.9 years. The largest age group in Ipswich is 0-4 years old, comprising 8.5% of the population. In Queensland, the largest age group is 25-29 years old, comprising 7.2% of the population. Families with young children are more likely to utilise library facilities and services, therefore this presents a challenge for the future if the same, or even younger, age profile continues or intensifies.

Figure A.1 Population by Age, 2017



Source: ABS (2018a).

3.4 EDUCATION LEVELS

The education levels in Ipswich show 51.2% of people over 15 completed year 12 which is lower than the State average of 55.5%. A higher number of people left school with no qualifications (48.8%) compared to the State average of 44.5%

The distribution of non-school qualifications is similar in Ipswich and Queensland. Excluding no qualification, certificate level was the most common form of qualification for both Ipswich and Queensland, comprising 22.8% and 21.0% of the population, respectively. Persons with a Bachelor level qualification had the largest discrepancy between Ipswich and Queensland, with 8.2% of Ipswich having a Bachelor level qualification, whilst 12.8% of Queensland had a Bachelor level qualification.

3.5 ECONOMY

Ipswich recorded strong economic growth between 2006-07 and 2016-17, with an average growth rate of 3.7% per annum, reaching a Gross Regional Product (GRP) of $9.7 billion in 2016-17. Comparatively, growth in Queensland averaged consistently lower, at approximately 2.4% per annum over the same period, albeit following similar trends. Since its peak in 2011-12, Ipswich has exhibited slowing growth, with most recent annual growth of 2.0%. This slowing was likely due to declines in the industries of manufacturing and construction. The significant reduction in State government spending on public sector building and construction is also likely to have contributed to the decline in these industries (Master Builders Queensland, 2018).

Prominent industries in Ipswich are public administration and safety, manufacturing, health care and social assistance and construction. Ownership of dwellings is a significant sector for both Ipswich and Queensland, contributing 9.9% and 8.2%, respectively, to GVA in 2016-17.

The labour force in Ipswich has grown over time, with an average annual growth of 2.4% between June 2006 and June 2018, reaching approximately 108,000 in June 2018. This growth is higher than that of Queensland, which had an average annual growth of 1.9%.

Health care and social assistance was the highest employing industry in 2016, employing 14.7% of people working in Ipswich. Manufacturing and retail trade were other high employing industries, employing 12.1% and 11.4%, respectively, of people working in Ipswich.

The Ipswich unemployment rate has been volatile between June 2006 and June 2018, and typically higher than that of Queensland. Unemployment in Ipswich peaked in September 2014, with an unemployment rate of 9.6%. There has been a recent upward trend in unemployment since June 2012, largely led by high youth unemployment. During the peak period of unemployment in 2014, Ipswich was labelled as one of the hardest places in Australia to secure a job for 15 to 24-year old's (Moore, 2014).

4. OVERVIEW OF CURRENT SERVICE

4.1 INTRODUCTION

The library service is one of Council's most widely used community, educational and cultural services. It provides libraries in:

- Ipswich Central Library (formerly known as Ipswich Global Information Link)
- Springfield Central
- Redbank Plaza
- Redbank Plains
- The mobile library service for outlying areas

In addition to the physical libraries, digital services are provided in the form of eBooks, digital images, research articles, documentaries and movies which are accessible 24 hours a day, 7 days a week. Many of these resources are member-only resources paid for by the library service.

According to recent surveys, the key services that are very important to respondents are borrowing books, accessing digital products and services and personal service. With the opening of Springfield in August 2018 total loans grew to 810,082 in the 2018 calendar year from 787,184 in the previous financial year.

1,243 learning events and programs were provided however this number has remained static over the past five years and despite an upward trend, attendance has been comparatively lower than that of peers (Figure 4.2). Feedback from library members in the 2018 survey indicates that limited space is an issue.

The library service is funded through general rates, supplemented with a State Government per capita grant, mainly aimed at purchasing collection materials. In 2017/18, Ipswich Council Library Service had a reported annual operating budget of $9,969,631 and currently employ 90 staff (70 full-time equivalent employees).

Implications & Strategic Insights

- Ipswich is in a strong position to develop well-located and appropriately-sized facilities having close to a blank slate on which to plan for the population boom. Unlike Councils such as Brisbane and the Gold Coast, Ipswich has not inherited a large network of small buildings in disparate secluded locations.
- A continued focus on resource allocation will be needed to further target areas of highest need and reduce spending in categories where demand is reducing. The team has been well-focussed on this to date.
- Innovative purchasing mechanisms will need to continue to be explored to minimise staff handling and rework.
- Consideration needs to be given to how funding for the library service can be increased.
- Low stock levels due to historic funding and technical issues with eBooks have until recently limited community participation and impacted library performance. With the recent upgrade in technology to create the Virtual Marketplace Library, a significant reinvestment is now required to boost the digital stock.
- The community values and has a high appreciation for staff. By ensuring more self-service activity is undertaken, staff can be released for more customer contact, high-value work such as membership induction, enquiries, running programs and technology support.
- There is an opportunity for Council to lever off the Library Service's online usership by locating Ipswich Libraries on Council's front Web page.

4.2 COMPARATIVE DATA

In the following sections, Ipswich Libraries service provision and participation levels are compared with key National and State benchmark targets. It should be emphasised that all datasets should be considered overall to provide a more holistic picture of performance. Despite data quality issues across most organisations, universal trends can

be identified and are statistically valid for benchmarking purposes and used to identify 'red flags' for further investigation and identification of mitigation strategies.

The latest figures released for each Australian State (2015/16 NSLA) demonstrate general trends in line with Queensland's averages. For example, for items loaned per capita per annum the National Australian average is 6.85, in comparison each State ranged from 5.46 to 8.88 (a notable exception being the NT at 3.31), with Queensland sitting at 7.45. Ipswich for that year had 5.19 loans per capita National Standards

The National Guidelines, Standards and Outcome Measures for Australian Public Libraries suggests key minimum standards based on benchmarked averages and provide key insights into libraries:

- Service Provision
- Service Reach
- Service Participation and Use.

Table 4-1 provides a comparison of the 2017-18 results for Ipswich Libraries against these standards. The figures indicate that:

- Key resources for the public are below the benchmark target such as stock levels (both electronic and physical) and internet-enabled personal computers for the public.
- 2017-18 library expenditure per capita per annum (excluding library materials) was reported as higher than the national average with the opening of Springfield being the main reason for this. However, in the 5 years leading up to 2017-18, general expenditure on library services was lower than State and National Standard.
- More specifically, *library material expenditure* per capita has been well below the national minimum recommended spending for many years. In 2017-18 the minimum spending target was reached with the opening of the Springfield Library.
- Low levels of expenditure and available resources is the most likely reason for lower than average levels of service reach, participation and satisfaction. 88.1% of library survey respondents reported being very satisfied or satisfied with library services compared to a national Standard of 95%. However, this result compares well with the Ipswich Council's 2018 Pulse survey where 49%[7] of respondents reported as being very satisfied or satisfied.
- Rather than focussing on this one indicator, it is important to look at the whole set in the tables below. Once new libraries and innovative layouts have been in place, the satisfaction rate is likely to rise. However continuous improvement to of the survey approach and continuing engagement with the community using focus groups and qualitative feedback forms at events will provide more confidence in the data and will no doubt reflect the improvements the team have made to the user experience.
- The library stock has a reported annual turnover of 4,12 loans per annum for each item which is y lower than the standard, and stock levels are lower than recommended but improving gradually. Positively, the library stock contains an average proportion of books published in the last 5 years (60%).
- There are lower than average levels of library use in terms of membership, visits and lending (including e-resources) and customer satisfaction and although they are beginning to trend upwards, will require significant focus for the life of this strategy.

[7] Pulse Survey, ICC December 2018

Table 4-1. National Public Library Standard Benchmarking

Standard	A. Service Provision	National Base	Ipswich 2017-18	Variance	*Ipswich Jan 18 to Dec 18 Including Springfield[8]
1	Library spending per capita per annum (excluding library stock)	$40.36	$43.62	+9%	Includes Springfield expenses $164k
2	Number of staff (Full Time Equivalent /10,000 population)	3.3	3.3	0%	3.25
3	Number of qualified staff (Full Time Equivalent /10,000 population)	1.0	1.6	+60%	1.59
4	Library materials expenditure per capita per annum	$5.65	$6.58	+16.5%	Includes cost of Springfield stock 870k
5	Collection items per capita	1.7	1.21	-29%	1.29 (-24%)
6	Collection Age (% published in last 5 years)	60%	60%	0%	-
7	Internet enabled public computers per 10,000 population	5	1.7	-66%	2.7 (-46%)
Standard	**B. Service Reach**	**National**	**Ipswich 2017-18**	**Variance**	
8	% of eligible population who are library members	44%	18.0%	-59%	18.5% (-57%)
Standard	**C. Service Participation & Use**	**National**	**Ipswich 2017-18**	**Variance**	
9	Customer visits (physical) to libraries per capita per annum	4.8	3	-37.5%	3.08 (-36%)
10	Visits to the library website per capita per annum	Not yet available	1	Not yet available	-
11	Loans per capita per annum	7.3	4.92	-32%	3.76 (-48%)
12	Turnover – number of loans per item per annum	4.4	3.58	-19%	4.12 (-6%)
13	Program attendance per capita per annum	No comparison yet available			
14	Total internet downloads per capita per annum				
15	Customer satisfaction (% of customers who rate service as very good or good)	95%	88.10	-7.26	-

Source: Australian Public Libraries, State Library of Queensland Statistical Bulletin 2017/18 (draft) and Ipswich Libraries Customer Survey 2017.
* Column contains information provided by Ipswich Libraries based on figures extrapolated from the opening 5 months of Springfield (August-Dec 2018).

[8] 2018 data supplied by Ipswich Libraries. 2017-18 data has been sourced from State Library of Queensland Statistical Bulleting (draft)

4.3 QUEENSLAND STANDARDS

Table 4-2 shows the Queensland Benchmark Targets (which are less stringent than the National Benchmark Targets) and the most recently available averages for the State (2016-17). The figures indicate that:

- Whilst Council's financial contribution has increased, previous budget limitations have impacted on public access to resources and services and are reflected in the low participation rates.
- The collections expenditure has met the Queensland average for the first time in five years. Aiming to improve the currency and popularity of stock will continue to be a primary focus over the next five years in order to make up for the historic shortfall.
- Despite the increase in collections funding, the inventory size for physical and e-resources is still below standard and has been hampered in recent years by historic funding and a lack of both public floorspace for display. The Virtual Library launched in 2019 will provide significant improvement to access and the planned library spaces will go some way to increasing participation. However, the facilities needs analysis later in this document points to a paucity of adequate space over and above the additional space planned for future facilities such as Ipswich Central and Rosewood.
- The high loans per member is likely to be a result of the innovative curation and presentation of stock within the limited available space.
- Membership is significantly lower than State or National levels. Active Membership does not include all those people who attend programs or visit the library to use technology, yet this does not account for the considerable discrepancy. Facilities are being used to their full capacity which limits membership growth. The lack of the ability to join/borrow online has been a past impediment and the team is making great inroads in addressing these issues along with the removal of other membership barriers such as fees/fines.

Table 4-2. Ipswich Libraries Compared to Queensland Benchmark Targets

Description	Queensland Baseline Standard	Ipswich 2017-18	*Ipswich Jan 18 to Dec 18 Including Springfield	QLD Average 2017-2018*
Local Govt contribution p.c.	-	$46.30	-	$45.79
Spend on Collections p.c.	-	$6.58	-	$6.36
Collection size items p.c.	1.5-2	**1.21**	**1.29**	1.47
Acquisition rate items p.c. p.a.	0.2	0.22	-	0.2
Withdrawal rate p.c. p.a.	0.125	**0.07**	-	0.21
Loans per item/turnover p.a.	5	**3.28**	**3.58**	5.22
Loans per capita p.a.	-	**3.96**	**3.76**	7.53
Loans per member p.a.	-	22.03	**20.33**	7.53
Membership as % of popn	-	**18%**	**18.50%**	42%
Physical visits p.c.	-	**3.00**	**3.08**	4.57
Program attendance p.c.	-	**0.18**	-	0.34
Web visits	Not yet available	189,463	-	Not yet available
PC's per 10,000 population	4	**2.92**	**4.32**	5.75

Source: SLQ Statistical Bulletin Draft 2017-18.
* Column contains information provided by Ipswich Libraries based on figures extrapolated from the opening 5 months of Springfield (August-Dec 2018).

4.4 SPACES AND ACCESS

A lack of adequate public space across Ipswich Libraries is the main risk both currently and into the future. The provision of library buildings is crucial not only to provide appropriate services and spaces, but also to provide an anchor and destination for the Ipswich community and visitors. The impact of the digital world on libraries has so far not resulted in libraries requiring less space but much more, to provide:

- Distinct areas for learning events.
- Quiet study areas.
- Interactive family spaces for learning and creativity with adequate provision for access and storage for prams.
- Welcoming areas specifically designed for indigenous and other key target groups.
- Adequate space for thoughtfully presented physical collections (mainly printed books) as their popularity continues.

It is crucial to note that these additional areas must not come at the cost of adequate space to house physical collections. Recent innovations at Ipswich Libraries such as the Marketplace and the use of striking signage has resulted in better use of the collections. Ipswich's libraries can be enhanced to further reflect their unique locale its stories, utilising various materials evocative of the locale in the medium of the buildings. Logan City libraries have made a particular success of creating welcoming places for indigenous groups, with local language on the doors, our three flags and talking circles. This has been so successful that elders are regularly meeting there.

The State Library of Queensland's (SLQ) Building Standard recommends the following base floor areas for a population catchment *as a minimum* and is based on average floorspaces in Queensland and other States. Onto this base is then added facilities such as meeting rooms, study areas, story spaces, makerspaces, cafes, heritage rooms and technology areas.

Table 4-3. Queensland Building Standards Minimum Floorspace

Catchment population	Base floorspace m2
35,000	1,502
40,000	1,716
45,000	1,832
50,000	2,035
60,000	2,376
70,000	2,772
80,000	3,168
90,000	3,465
100,000	3,850
110,000	4,235
120,000	4,620
130,000	5,005

Source: SLQ

Based on future population projections, base floorspace would be calculated pro rata and then increased depending on the facilities (meeting rooms, study areas etc.) required for each site.

These Queensland Building Guidelines also recommend the use of 'People Places' tools and standards for floorspace to make robust and rational decisions for library development. Table 4-4 shows the required minimum floorspace against this standard and how Ipswich facilities compare.

The Guidelines focus on this standard as the new model for library provision incorporating the integration of contemporary technology and specialist zones into library functions and design. As such, it is not just a question of whether a library service complies on floorspace alone, but whether buildings provide facilities relevant and fit for purpose for current and future generations of library users.

Due to Ipswich' libraries unique current situation of not inheriting a large network on small, inadequate branches there is a timely opportunity to use this standard to base future library facility developments on and help future-proof library network development.

The floorspace standard is a minimum recommendation and the range of planning tools it offers should be considered including population-based, service-based and the location matrix floorspace calculators. In NSW, the

use of this standard is directly linked to State grant funding for new library buildings, which is something that SLQ are reviewing for consideration in the future.

The national trend is to build multi-functional, co-located libraries in areas of increased urbanisation and high/ mid density living. This trend is also expanding in Queensland through the Community Hubs and Partnerships (CHaPs) initiative that began in 2014 (see examples in Appendix B). Owing to a history of low levels of library buildings funding throughout Queensland, many libraries are not yet meeting the Standard, but most have Facilities Plans that aim to provide significantly larger library facilities, particularly those in areas of high growth such as the Sunshine Coast.

The strategic recommendations for library facilities in Ipswich are therefore focused on looking ahead using a contemporary industry-developed standard rather than a comparison of current available floorspace with peers.

Table 4-4. Assessment of Required Floorspace Over Time based on People Places Service-Based Tool

Location	Existing M² 2019	Industry Minimum Standard 2019	Planned M² 2021	Industry Minimum Standard 2021	Planned M² 2036	Industry Standard 2036
Ipswich Central	2,600	3,520	3,500	3,770	3,500	5,000
Springfield	2,000	2,080	2,000	2,430	2,000	4,500
Ripley[(b)]	-	370	-	1,300	3,000	4,000
Redbank Plaza[(c)]	415	-	415	-	415	-
Redbank Plains[(c)]	850	-	850	-	850	-
Redbank[(c)]	-	2,110	-	2,280	-	3,000
Rosewood	978	840	978	1,050	978	3,000
TOTAL	**6,843**	**8,920**	**7,743**	**10,830**	**10,743**	**19,500**

Source: AEC

Current total floorspace across Ipswich (c.6,843m²) does not meet the required minimum standards (-23.3%) based on existing population numbers and is resulting to significantly lower library patronage. This under provision will continue in future years under the current planned scenario. Even with increased planned floorspace for Ripley (3,000 m²) there is still a 28.5% shortfall of floorspace by 2021 and 44.9% shortfall by 2036 if no further expansion or replacement facilities are provided.

Additionally, it should be noted that library membership levels at Ipswich libraries are low (around 18%) compared to similar councils in Queensland and nationally (around +40%). This means that currently there is less strain on the spaces than could otherwise be the case and is a future risk to Council as Ipswich grows. Another key focus of the strategy is increasing membership, which will place additional pressure on library facilities. The low levels of library space provision to date are a major inhibitor of participation, undermining investment in staffing and stock resources by Council and more importantly limiting the desired community outcomes.

Springfield library will be significantly undersized for its population by 2021 compared to standards. In addition, the library is having to limit public participation in key activities due to legal space restrictions.

This represents a significant challenge for Council to manage and will require some thought as to how to bridge the shortfall over the time period. Workable interim solutions are described in Section 5 'What Are the Opportunities'. The planned relocation of the library in Ipswich's CBD highlights a strategic issue. The name 'Central Library' is no longer helpful as it does not reflect the Council's intention to create several CBDs around the region, instead suggesting a traditional 20th century centralised model. There is an opportunity to rename and rebrand the city centre site to better reflect its role as equal to the other libraries.

On a more operational note, customer feedback on buildings and spaces from the 2017/8 surveys indicated a frustration with noise levels, a need for defined quiet areas and for good browsing space around shelves. This feedback supports the requirement for buildings to be of a significant size to accommodate the range of activities a contemporary library service needs in order to deliver the learning and recreational outcomes for Council. There was also a good appetite for 24/7 access and better accessibility for those with mobility issues. The provision of a coffee offer is now the norm in libraries, galleries and museums, as are amenities for young families such as secure

stroller-parking, parent rooms and robust, clean furnishings, particularly in the children's department. Feedback from the 2018 customer survey also supported the need for these basic amenities.

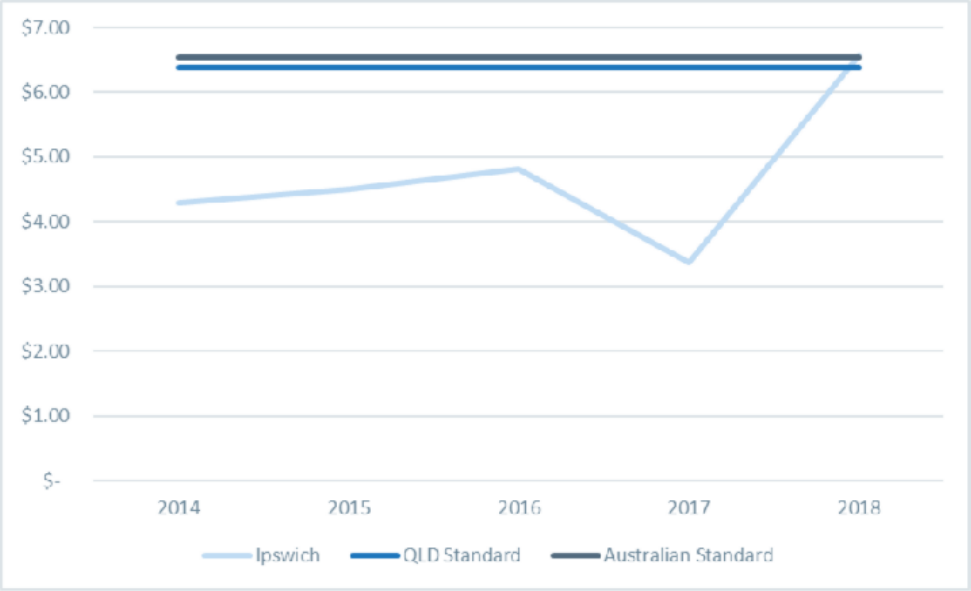
4.5 COLLECTIONS AND RESOURCES

The library collections, both digital and physical, forma key platform for the library service. The 2018 Ipswich Libraries customer survey indicated the most important aspects of the library service is borrowing and returning library material, reading/studying and browsing the library collection. 69% reported satisfaction with the collection but only 55% reported satisfaction with the online services (including eCollections) and even fewer with the newspaper and magazine collection (43%). However, in the same survey 8.8% of respondents were dissatisfied/very dissatisfied with the collection and there were a significant proportion of negative comments and few positive about the collection's size, layout and range.

Although the membership levels are extremely low, there is a good level of borrowing by each Ipswich Libraries member. Retail techniques such as theatrical merchandising and boutique-style layouts have curated highly appealing sub-collections to make the browsing experience rich and tempting. This approach is also being developed in the virtual library.

The main challenges for the Ipswich Libraries are poor access physical space and hours to access resources) and a history of low collections spending. Additionally, even if 2017-18 collections spending levels were maintained, it would take several years to make up for prior under-investment in collections..

Figure 4-1. Expenditures Library Materials per Capita



Source: AEC

Expenditure on library stock also includes subscriptions for eBooks and eJournals which places further strain on the budget for library materials. Not only do libraries service 'the Long Tail' of older formats such as DVDs (extremely popular) but also there is a demand for titles in both e and print/disc format which further depletes the stock's potential for breadth and depth. Based on the analysis, the grant provided by the State government is insufficient on its own to meet the recommended acquisition rate of 0.2 items per capita. A Whole of Life Asset Plan for the collections would forecast the cost of improving the collection over several years in terms of stock numbers, age and quality.

Compounding the issue of low stock is the large number of items in storage areas including the Logistics hub and backroom areas and therefore made unavailable to the public. This amounts to 29,483 items, more than 10% of stock and almost a year's worth of acquisitions, worth approximately $967,000. Many process improvements have

been made in order to fulfil customer need and this will be the focus into the future. Adequate floor space in libraries will allow for more stock to be immediately available and reduce this waste.

4.6 STAFFING

As at January 2019 there are a total of 70 full time equivalent (FTE) staff, 3.25 staff per 10,000 capita served which meets the National Standard and above-standard levels of qualified staff.

As acknowledged by the National Standards, areas such as Ipswich require greater levels of staffing owing a higher proportion of people from lower socio-demographic backgrounds with a consequent higher need for Library Services. This is reflected in a higher proportion of qualified staff to deliver the variety and number of programs and special services required for these cohorts of the community.

Approximately 25% of the operational staff are involved in programming, 25% in content development and digital services with almost 50% available for front-of-house duties. Most respondents in the 2018 customer survey are using the library mainly for borrowing (95.1%) with 30% reporting 'attendance at programs' as their main reason for library use. This is an appropriate proportioning of staff functions, however, continued re-engineering, streamlining and focus on high-value work is required to increase program delivery through partners, reduce materials handling and improve co-operative purchasing across regions to increase staff capacity.

Community feedback from the 2018 survey indicated a desire for more staff presence in the libraries together with a high appreciation for the team members and their skills. Approximately 75.2% of respondents reported the most important aspect of the library service as being 'helpful informative staff'. 'Research assistance from librarians' also ranked highly. The strategy will build on this, focussing on high-quality engagement with the community inside and outside the library building and further developing staff to meet emerging needs in learning, literacies and social connection.

There is a need to improve the processes of integrating the library strategy into Council forward planning. Slippages in the 2008 strategy implementation occurred, particularly in terms of embedding facilities planning and increasing funding for collections. To maximise the productivity and capacity of staff, a key enabler is the optimisation of self-service by library users. Currently, loans made through the self-service technology are at 83% and growing. Good practice suggests that up to 95% of all transactions going through the self-check units are achievable, while maintaining a highly visible and personable staff presence.

The use of automated lending technology can be better optimised, freeing up staff for interaction with customers, helping with technology and other services and minimising manual handling and behind-the-scenes storage work.

Work practices to improve customer service such as removal of charges and improving visual merchandising have been implemented. The membership service can be further improved by tailoring the enrolment process to better suit individual needs rather than a 'one size fits all' self-service approach.

4.7 TECHNOLOGY

Traditionally, libraries have been at the forefront of providing access for all to emerging technologies and learning opportunities. Despite internet access becoming more affordable through mobile phones, there is still a need and demand for desktop PCs, laptops and peripherals such as scanners and printers in libraries to help users access basic services.

The top ten highest ranked library services in terms of importance in the 2018 Ipswich Libraries survey included 'online services' (60.2% of respondents), personal computer access and internet (56.9 %) and Wi-Fi close behind (54.4 %). Interestingly, for those who rarely use the library, access to computers and internet access is quoted as the 4th most important aspect of library services (behind helpful, informative staff, Wi-Fi and disability access).

Satisfaction was not particularly high for the quality of internet access/ computing facilities (63% 'agree/strongly agree') nor for self-service facilities. Satisfaction with the provision of public computers and internet was not notably high at 48% and lower for Wi-Fi (41%).

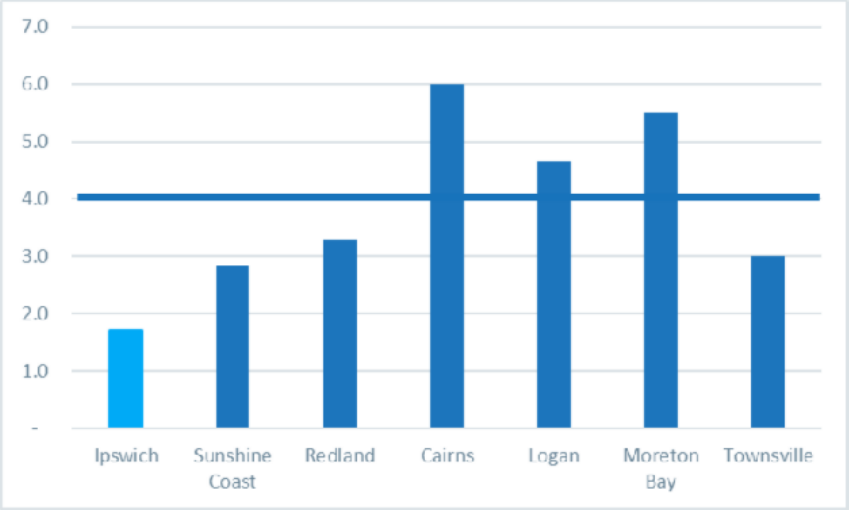
However, the two lowest rated services were self-service checkout and the library website, probably reflecting historic technical issues that have since been resolved. Any feedback from customers on these areas should be

monitored into the future. Negative responses to self-service can often be attributed to lack of staff support to quickly troubleshoot issues or provide social interaction despite the technology itself working smoothly.

Use of technology such as computers, Wi-Fi and printing/scanning is often one of the main reasons for library visits for seeking employment, completing inductions and accessing government services. The provision of internet-enabled public access computers of 1.7 per 10,000 population (2017/18) was below both the Queensland recommended standard of 4 as can be seen in Figure 4-2. Since the opening of Springfield, the Library Service reports an increase to 2.7.

Despite the library attracting a large number of web hits (over 189,000), the library service is not yet highlighted on the front page of Councils website, nor available as a 'Join the library' icon in the *I want to…* section.

Figure 4-2. Devices with Internet Access Per 10,000 Population 2017-18



Source: AEC

In addition to the basic life skill enablers such as internet and computer access, Ipswich Libraries act as the showcase for emerging technologies such as robotics and 3D printers. Such initiatives typically range from 'digital sandpits' and maker spaces where new technology is made available for people to use creatively and interactive pop-up events where new technology can be experienced and explored.

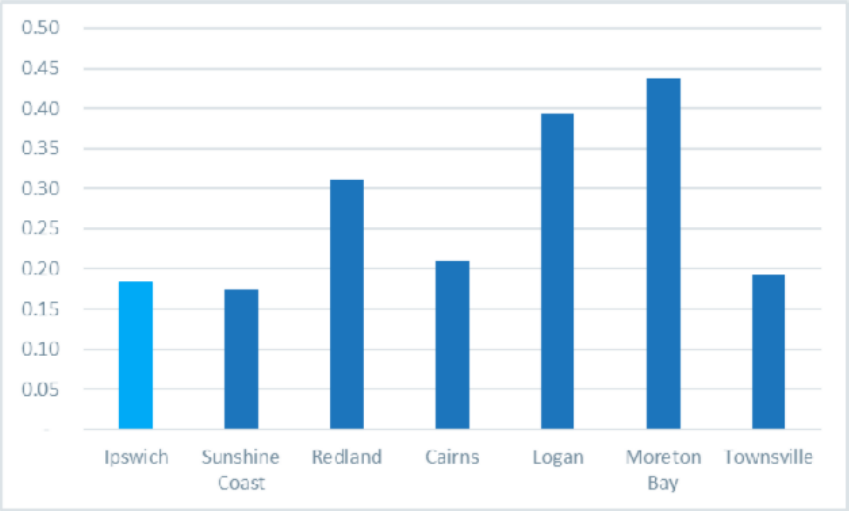
The self-directed nature of the Ipswich Makerspaces combined with the provision of a specialist member of staff has resulted in a service and experience that is a leader not only in Queensland but in Australia. To maintain this momentum, whole-of-life asset planning is required to ensure optimal maintenance, augmentation and replacement.

4.8 LEARNING AND CULTURAL PROGRAMS

Library programs focus mainly on literacies (reading, digital and other life skills) and access to and creation of information, stories and culture and support community connections and skills for life and work. This function differs from the aims of say, a sports and recreation department where the focus is on health and socialising or a waste and water department's programs that aim to improve community use of resources.

The library service has invested significant resources, particularly staff (approximately 23% of total staff) into Public Programming and delivers over 1,200 events each year which is comparable to peer library services. However, attendance figures have room for improvement as seen in the comparison with peers (Figure 4-3). Regulated access to Springfield library's event spaces is restricting the numbers legally allowed into the building. Again, the lack of library space across Ipswich is likely to be a limiter in event participation and the learning and social outcomes in the future without further action.

Figure 4-3. Event Attendance Per Capita 2017-18



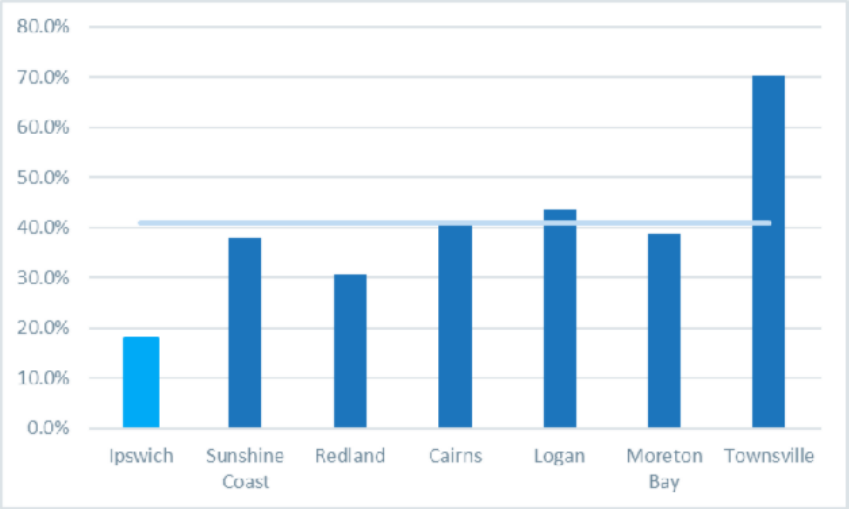
Source: AEC

4.9 SERVICE PARTICIPATION AND AWARENESS

Ipswich Libraries has a significantly lower percentage of the eligible population as active members (17.99% in 2017-18 Source: SLQ) not only when compared to peers in Queensland (41% shown in Figure 4-4 as a blue bar) but also across other States and Countries where active membership ranges between 30-40%. The latest published Australian National average (2015/16) shows active membership at 39%, New Zealand's latest figure is 35% (2016-17).

The disparity is not attributable to peers failing to purge their systems of inactive members. Redlands Libraries for example, purged its membership database of inactive member over the period 2016-17.

Figure 4-4. Membership as a % of Resident Population 2017-18 – Peer Comparison



Source: AEC

Survey feedback in 2017 indicated that the main barriers to coming to the library more often were time constraints (38%) and requiring 'access to the library after business hours' (15%).

The Ipswich Library Pod initiative, whereby outdoor self-service library stations will be installed in key high-footfall locations such as Karalee Shopping Village, will increase service awareness and growth in membership and participation. Continuous innovation in this manner through testing impact and adjusting approach in an agile manner can boost not only library service participation but improve the exposure for Council.

5. WHAT ARE THE OPPORTUNITIES?

5.1 LIBRARY SERVICES STRATEGY

A clear strategy allows the library service to keep the various Ipswich communities' needs at heart, align with Council's direction and to regularly monitor changes in the area and shifts in expectations or trends. The strategy also ensures focus is maintained on managing limited resources, effort and time into key priority areas rather than spreading them thinly or over-servicing where it is not needed.

In looking at the community feedback, demographic information and identifying known challenges and weaknesses, key opportunities and outcomes can be identified for the next five-year period.

5.2 GOALS AND OBJECTIVES

Over the next five years the Library Service will build on its successes and strengthen its name as a trusted and highly valued brand in the Ipswich community. It will;

- Through the Signature Libraries Model, deliver a regional-based service as population growth hits trigger points. By 2036, there will be five significantly resourced library sites each no smaller than 3,000m^2.
- Secure funding to implement the Model that will provide transparency of decision-making and to deliver on the expectations of the Ipswich community.
- Focus on growing participation and engagement, providing a seamless membership experience to match the Ipswich Libraries warm and accessible brand.
- Increase membership to 30%, increase visits by 20% and reach a satisfaction rating of 90% within five years.
- Maximise resources by releasing 75% of currently inaccessible stock into library spaces, implement three 24/7 lending services and optimise the self-check technology to 90%.
- Grow staff roles as Ipswich Libraries Stars with excellent leadership at all levels.
- Increase events and programs participation by 20%, focussing on families, technology, literacy and work skills.
- Forge strong alliances throughout Council and external organisations to increase resourcing and capacity.

5.3 GUIDING PRINCIPLES

The public library service is founded on a deep connection to its local community and its ability to make a meaningful difference for each person, from all backgrounds. The following guiding principles form the foundation of this service and make reference to national [9]and international professional values [10].

- **FREEDOM OF ACCESS TO INFORMATION.** Promotion of the free flow of information and ideas through open access to recorded knowledge, information, and creative works.
- **ENABLER.** Connection of people to ideas, explore opportunities, play and unleash their potential.
- **LITERACY AT THE CORE.** Commitment to literacy, information literacy and learning
- **INCLUSIVE.** Respect for the diversity and individuality of all people.
- **GUARDIANSHIP.** Preservation and dissemination of Ipswich heritage and stories.
- **TRUSTED.** Excellence in professional service to our communities.
- **BOLD and AMBITIOUS.** Doing the best for Ipswich and maximising the investment in libraries.

[9] ALIA Australian Public Library Alliance National strategy and action plan 2015-2018 Reviewed and updated July 2017

[10] Global Vision International Federation of Library Associations 2018 https://www.ifla.org/files/assets/GVMultimedia/publications/gv-report-summary.pdf

5.4 KEY OPPORTUNITIES

5.4.1 Service Delivery – The Signature Library Model

The traditional centralised approach to libraries, with a City Centre site supporting a range of small lending branches is not a model that is suitable for the Ipswich community. A distributed model of several significant Signature Libraries is in line with Ipswich City Council's intent to develop several distinct destination communities across the region.

Table 5-1 compares this Central Hub and Spoke model to the distributed model that better suits the strategic direction for the Ipswich Library service.

Table 5-1. Centralised versus Distributed Models – Summary of Main Features

Drivers for Change	Central Library	Distributed Library	Ipswich
Economy	Large Central Libraries located where one defined CBD is developed.	Regional centres and CBDs developed across an area require several significantly-sized libraries	Historically based around the central model but moving towards the distributed model in response to population changes
Manual processing	Historically all items purchased in print, processed in-house	Print and digital material purchased online and arrive shelf-ready	Recent library developments are in line with the distributed model
Education	Individual quiet study	Group study and learning activities in addition to quiet study spaces	Recent library developments are in line with the distributed model
Diversification	Main service is lending and silent reading	Services include lending, learning, technology help, social space, café, parent activities	Recent library developments are in line with the distributed model
Spaces	A single library space for quiet behaviour, stock and activities	Large libraries with a range of separate spaces for customer choice in addition to stock shelving/display	Recent library developments are in line with the distributed model, but minimum space levels are not being achieved and risk serious under provision and in-built redundancy
Access to Information	Staff-dependent information services at a desk	Digital information services through library P.C.s, Bring Your Own Devices with support from staff and remote access	Recent library developments are in line with the distributed model
Accessibility for special needs	No legal requirement for Accessibility	Accessibility for a wide range of needs - lifts, aisle-width	Recent library developments are in line with the distributed model
Cost Implications	Higher operational costs resulting from inefficiencies of managing many small and unfit-for-purpose facilities. High central library operational costs resulting from increased need to manage and circulate collection and programs to smaller libraries.	More efficient use of resources due to fewer (but larger) self-sufficient libraries	Recent library developments are in line with the distributed model
Staffing	Difficulty in recruiting and retaining staff to smaller libraries due to reduced staff opportunities	Better opportunities in a rich range of services for staff resulting in attracting and retaining high-calibre staff. Also provides higher levels of job satisfaction innovation.	Recent library developments are in line with the distributed model

Source: AEC, Embervision.

As each catchment represents its own significant geographic community within the Ipswich local government area, it is considered that the most appropriate operating and cost-effective model would be a distributed 'Signature Libraries' facilities model. Under this model, each facility would be of a similar significant size no smaller than 3,000m² and deliver core functional services to their geographic community, yet able to have their own 'look and feel' reflecting locality and community.

Each major community catchment would have access to service levels, similar to a traditional central library (opening hours, study space, rich collections, current technology, tailored program of events and amenities such as parents' room and coffee offer) but updated for current lifestyles thus attracting a wider audience and providing easier access.

As Council adapts its services and facilities to suit changing community needs, new libraries will require 24/7 access to key services and spaces including study facilities, browsing stock and technology. Supplementary services such as the boosted Virtual Library (Web subscription services eBooks magazines, movies plus digitised resources), Library Pods, vending facilities and home delivery services will provide access opportunities for a broader audience and act as a *complement* to the main library.

Table 5-2 below compares the Signature Libraries Model and the alternative traditional approach that includes small lending libraries. Currently Ipswich is transitioning away from the 'Hub and Spoke' model towards a network of Signature Libraries. However, Springfield Library requires increased space to fulfil the Signature Library role into the future. The network is currently reflecting a hybrid of the two Models that is causing much rework in logistics to deliver materials in demand, limitations around service provision (event participant numbers) and future scalability of both the Springfield and Central branches.

Table 5-2. Comparison between Centralised Hub & Spoke and Distributed "Signature Library" Models

Criteria for Comparison	Hub and Spoke Model (Central Library/small branches)	The Signature Library Model (Distributed)
Facilities	Requires a large Central Library (>5,000 m2) to service whole City. In smaller branches-facilities limited and basic and dependent on the large central library	Makerspace, coffee, parents' rooms, quiet zones, conference facilities, meeting rooms, rich resources, attractive merchandising and browse space Library Pods are complementary services to major facilities
Cost	A minimum of 8-10 sites if current small branches retained (those under 3,000m2) Central Library minimum 5,000m2	Fewer buildings and co-funded /co-managed
Cost effectiveness	Duplicated resources across many sites	Staffing, technology, F and F, resources and events focused
Local economic development	Large central library drives foot traffic to one central location Small libraries have limited appeal	Drives visits to several key locations
Income generation	Fewer venues of adequate size/access	Conference and meeting venue hire
Potential partnership funding	Lower footfall and basic facilities limits potential	Attractive -being contemporary, aspirational and having a rich service offer
Market Appeal	Traditional users catered for. Risk of reduced patronage. Space limits quiet/noisy activities. Competing areas may attract custom (survey respondents mentioned Mt Ommaney and Brisbane City)	Appeals to broad range of people. Adequate space for a rich range of activities
Community Pride	Many local branches. However, limited visibility, access, hours, appeal and security for any 24/7 services.	Highly visible for each major locality, iconic, a draw card
Choice	Noise issues in smaller spaces. Access is more difficult. Limited opening hours	Compares well with peers

Criteria for Comparison	Hub and Spoke Model (Central Library/small branches)	The Signature Library Model (Distributed)
Heritage Services	Space limits opportunities for content creation and activities. Digital resources available.	Potential for showcasing local heritage throughout building to reflect and grow the community's personality. Spaces to co-create local stories and images and present both physically and online
Inclusivity	Opening hours difficult for shift workers Limited opportunity for 24/7 because of security issues/ secluded locations.	Better hours/ 24hour access more possible with shared security from collocated facilities

Source: AEC, Embervision.

5.4.2 Spaces and Access

A Spaces Blueprint. A detailed facilities plan will need to be produced, aligned with and then woven into the rest of Council's planning and financial frameworks. This plan will forecast and cost the needs of facilities augmentation and replacement and extrapolate whole-of-life maintenance costs. Appendices C, D and E outline key guiding principles for future facilities and library service planning drawn from professional standards, guidelines and toolkits.

Interim solutions for shortfall in library space

- The feasibility of extending current facilities.
- The possible aggregation of planned Council and other facilities (pools, childcare centres, galleries) alongside libraries to create high-impact destinations for each hub locality. Also, co-location opportunities with other government facilities and/or private sector developments.
- Acquiring/ locating sites that are suitable and planning for build and scalability over the time period.
- Relocation of existing facilities to suitable alternative sites if available.
- Complementary small mobile, pop-up and automated facilities. However, these cannot replace the need for adequate floorspace in key population centres.

Advocacy. This will be a crucial success factor to generate a shared understanding across Council for the need for increased library space. Without this, the service will continue to struggle to attract new audiences and will continue to draw negative feedback from the community as their expectations continue not to be met. A senior manager will be required to focus on growing further relationships across Council and to progress the facilities plan through to execution.

Signature Library facilities. Multi-functional iconic buildings will be required, for example a co-located library, gallery, aquatic centre etc. that not only creates a community beacon but also acts as a destination for visitors to the area. These buildings will better service competing library functions (quiet and noisier), creating adequate spaces (30-40% of total floorspace for children's areas for example) noisy services located away from the quieter study, browsing and reading areas, as recent customer feedback highlighted.

An Innovative Name. In aggregating future facilities into one site alongside or with the library, there is an opportunity to give the complex a local name in Aboriginal language. This will also provide the broader community with a destination, something very unique to Ipswich. This idea came from Puke Ariki (2001) in New Zealand (Maori for *place of leaders on the hill)* that houses the library, museum, galleries, visitor information centre, restaurant, shop and café. In doing so this will create a new destination while also flattening the old hierarchy of library sites.

Ipswich stories and images. Maintaining the current overarching Ipswich Libraries brand yet adding more of the unique local flavour, will enable the local community and visitors to have a sense of belonging and affinity to the region. This will also reduce any perception of a standardised shop fit-out that could be located anywhere. Using more digital images from the Heritage and Council collections (building on the type of graphic in the Ipswich Central makerspace) illustrating notable residents, staff faces, members, places and icons for each category in future category picture boards and around key spaces. The quality and sophistication can be retained while injecting more local personality.

Access. Streamlining and reduction of non-essential work processes can increase the capacity of staff resources, improve customer service and opening hours. It may be possible to open partial services (foyer only with limited

key services) at each end of the day as well as swipe-card access to parts of the building 24/7. A business case for increased staffing resources and 24/7 access technologies could increase access/ opening hours and optimise the current paucity of library floorspace.

Optimising Space. This will increase the availability of stock and customer services staff. Further re-engineer systems, making better use of current spaces, minimising wasted backroom areas and create distinct zoning to separate incompatible activities.

5.4.3 Collections, Resources and Services

Maximise current resources. The 2018 customer survey indicated a desire for more stock, both physical and 'e'. Innovative approaches to lending such as allowing floating collections and leaving the most popular material on the Smart Shelves for browsing will provide the customers more access to current stock.

Invest and refocus spending. Increased investment is required for print and eResources while reviewing demand and use by stock category each year to adjust, focus and refine purchasing. A Whole-of-Life Collections Plan will identify the replacement and augmentation costs required annually to better meet demand.

Innovative resourcing approaches. Partnering with publishers, undertaking cooperative purchasing and bundling procurement with similar-sized Councils will maximise resources.

Digital Investment. The library service has intentionally underspent the eBook budget recently as the digital platform precluded good access. Once the situation is fully remedied, a business case may be required to boost the eResources. Further negotiations with suppliers and publishers of eBooks, tight management of in-demand titles, unlimited availability of key best-sellers and cooperative purchasing will enhance access to eCollections over the life of the strategy.

Curation. Online improvements can be made to make the available material more accessible, curating the digital content into topical and high-interest groupings that will be of interest to the Ipswich demographic.

5.4.4 Staff

Ipswich Libraries Stars. Current library users have a high regard for the staff and their skills. Further focus on the creation of an energised, high-performing team whose infectious enthusiasm creates an excitement for customers will be essential. Develop a set of shared behaviour and service standards that can be audited by mystery shoppers. Utilising the most customer-oriented staff in the key front-facing functions will attract and retain high calibre team members. Significant and sustained investment in their ongoing training and support is essential in addition to self-directed development.at all levels.

Staff moving into higher-value work. Increasing self-service and minimising low-value manual work behind the scenes will free up staff further to focus on membership, usage, programs and more efficient resource management, and to maintain and boost interaction with the customers as this is highly valued by users. It will be crucial for leaders to ensure that freed up staff time does not result in less visibility of staff on the library floor or in staff complicating backroom work. Experience demonstrates that there is a tendency for library staff to over-engineer work practices at the expense of customer engagement or community outreach.

It is recommended that adequate numbers of staff are dedicated to managing the physical spaces, to retain staff visibility and accessibility for higher-need customers and to create a social, welcoming and safe environment. Library services differ from banks and retail in that the library experience is more than transactional. The RFID technology is not simply a cost-cutting device but a tool to enrich community contact with staff, services and collections, digitally and physically.

The Library Service must be integrated into Council forward planning and budget processes in order to progress community priorities. In devolving management tasks to the professional team, the senior strategic library team will have more capacity to focus on Council alliances to embed the strategy.

Growth. Development of a 3-year Workforce Plan to identify and fill workforce and skills gaps. In general terms, senior staff will increasingly focus on coaching the team, devolving some tasks to free themselves for innovation, strategic partnering and advocacy to secure increased funding and larger new facilities.

Learning and development. Provide learning opportunities to staff through coaching, role-modelling and at each shift 'huddle' and in project work. Have supervisors set the tone and pace for each work team. More sophisticated tools are available online and through professional organisations such as ALIA that can upskill leaders in communication and motivation and tailor supervisory approaches to suit different personality styles.

Continuous improvement culture. Introduce a whole-of-team approach to agile prototyping methodology to fast track implementation and trial new work approaches, initially focussing on reducing in transit time for stock and optimising staff availability for high-value work.

5.4.5 Technology

Maximising the investment to date. Self-service checkout can be improved so that 90% of loans and returns are customer-led while providing personal service with a team member available in a triage/roving role. Team culture is as important as smoothing the processes (reducing system blocks) and technical optimisation.

Technology Leadership. Continue to develop innovative concepts and shared technologies, investigating alliances with like-minded Councils (such as a One Card or shared subscriptions).

Providing 'long-tail' services. Typically, libraries provide leading-edge technology to allow the community equal access to emerging technologies required for work and home life. However, unlike retail, libraries also hold onto formats long after their demise in the market. The community takes time to move into the new technology because of lack of disposable income or confidence with the new, particularly in areas of higher deprivation. A 'fast-follower' approach rather than be at the 'bleeding-edge' may be a more appropriate strategy in replacing technology and formats (such as DVDs and personal computers) to take account of the lower socio-economic segments of the Ipswich community.

Priority upgrades by ICC. Ensure the library service is on the high-priority asset list for technology renewals, rather than ICT being renewed at the same frequency as Council back-office departments. The library service is also an ideal place for Council to test technology, the team being used to technology trouble-shooting.

Forge a closer partnership relationship with ICC IT department. Rather than a client/customer relationship, meet regularly with key decision-makers in IT to position the library as an early adopter of technology and a means for Council to socialise new equipment and applications with the public.

5.4.6 Learning and Cultural Programs

Planning and evaluation. There is an opportunity to optimise programs and activities to ensure participation rates grow in line with the provision of events. Increased qualitative review of initiatives (using a system similar to that outlined in the National Standards document[11]) folded into a 3-year plan outlining what parts of the community will be targeted, what programs will be suitable, the resources required and allocating responsibility for delivery. This will further embed the library service in Council initiatives and allow Council to leverage the library's positive and growing profile in the community to increase awareness of important projects.

Targeted partnerships. Developing closer relationships with local business people and community leaders will provide more capacity to deliver targeted and collaborative programs and will require planning as these organisations' funding is often committed well in advance.

Potential partners include banking associations, professional associations for accountancy and law and colleges to provide financial literacy sessions (debt management, investing, Power of Attorney) and Centrelink, universities and schools to partner on job-seeking and upskilling sessions.

Targeting key demographic groups and topical issues. Focussing on more high-interest, topical issues that would appeal to a key non-user groups will improve participation.

[11] Guidelines, Standards and Outcome Measures for Australian Public Libraries, 2016 APLA ALIA

Optimising unique collections. Optimising the Heritage Collections for stories and images to support Council initiatives such as celebrating local innovation and industry.

Taking programs out into the community. Optimise participation by leveraging existing program delivery in community settings and providing remote access using podcast and streaming technologies.

5.4.7 Service Awareness and Participation

Membership drive. There is a need for an enriched enrolment experience and the further reduction of any financial impost on potential and existing members. Boost membership through the removal of policy barriers and improving the personalisation of service. Smoothing the joining experience, relaxing the requirement for formal ID, and not expiring membership after two years are ways to maintain peoples' participation and engagement in the library.

Every Child a Member and similar membership drives, supported by notable community figures such as the Mayor, Councillors, sports people and celebrities.

Council's Website. The addition of a *Join Your Library* icon on the front page of the Council website, and to embed more Council initiatives into the most visited library webpages to take advantage of the high library site traffic.

6. HOW WILL WE GET THERE?

This strategy focuses on what matters for Ipswich. It clearly communicates where Ipswich Libraries will focus its energy and resources. In narrowing the focus into key priority areas, it will further develop a contemporary and unique library service, delivering on Ipswich Council goals.

The Strategy will be based on a strong platform of reinvented library functions and leading practice, drive innovation and provide the services, spaces and resources that suit the emerging needs of modern citizens thereby boosting participation and satisfaction.

The positive outcomes for Ipswich will include learning, employability, well-being, community building and pride in the place and heritage.

At the centre are four **Strategic Programs:**

- **Connecting Ipswich**
- **Life Long Learning**
- **Leadership**
- **Access -Your Way**

These Strategic Programs build on the significant progress made to date, supporting the Ipswich community into the future, growing resilience, skills and wellbeing.

The Strategic Programs are underpinned by six **Strategic Enablers:**

- **Library Spaces for People – The Signature Libraries**
- **The Valued Team**
- **Programs and Partners**
- **Technology and Resources**
- **Membership Services**
- **Corporate Citizenship**

These reflect the areas to be worked on to deliver on programme objectives and strategic ambitions.

6.1 STRATEGIC PROGRAMS

6.1.1 Strategic Program One– Connecting Ipswich

Ipswich Libraries are will be focusing on creating opportunities for people to meet up, or simply be alone but be with others in that Third Space, the Community Livingroom. Of highest priority is the need for adequate space to draw in and engage the community in upskilling, socialising, creating and above all, feeling connected and a part of something important. The focus will be on spaces and services that better suit emerging living and working choices. Smaller homes, shift work, long working hours and new learning styles demand larger, flexible spaces and opening hours with amenities such as transport, coffee offer and reading gardens.

Signature Libraries will build local pride and act as community beacons and catalysts of regeneration.

Online spaces and resources, Library Pods and delivery services will complement the libraries.

A key aim would be forging a deeper community connection with Ipswich and pride in its history and stories. Another priority will be to use heritage images and stories more overtly throughout the libraries and digital spaces. New libraries can be named to support community-building and a sense of belonging.

Young families, people working shifts or who are time-poor and new residents will be a key focus for the next five years. There is scope to engage better with those hard-to-reach sections of the community whether their barrier is

lack of awareness, lack of time or distance from a library service. Innovative approaches will be used to create social and learning opportunities through collaborations and digital channels.

Co-creation will be another area of focus. Members of the community will be increasingly central to creation of digital content (e.g. heritage stories) and events, playing a central role or being coached in new skills.

We will focus on:

- Advocating and planning for the staged development of Signature Libraries each functioning equally as a major facility and economic/ community anchor for the locality.
- Channelling staff resources and energies into a membership drive, particularly for new residents and young families.
- Developing and innovating spaces that are our unique selling points, proudly Ipswich and that contribute to Council goals.
- Co-design of services and programs with community members that align to Council's priorities.
- Developing coaching opportunities for the community and partners to develop local content, garner stories and images and build skills in the process with a focus on inter-generational projects.

6.1.2 Strategic Program Two – Life Long Learning

Council's *Advance Ipswich* corporate strategy highlights Life Long Learning as a key community priority. The changing nature of industries, work and life mean that new skills are vital for remaining relevant in society and reducing social isolation, joblessness, anti-social behaviour and crime.

Libraries change lives through programs that prepare children for school, support families with children's homework to providing adults experiences to enhance wellbeing, health and life-skills. The platform for these events and programs is the spaces and meeting rooms, the rich information resources, online and in-house courses, and expert staff to grow self-reliant and motivated learners for life.

We will focus on:

- Positioning the library as the one-stop for information and discovery to enable individuals to participate fully in our fast-changing world.
- Developing life-long reading and literacy as a fundamental library role and provide the community with the motivation and opportunities to participate, learn and grow.
- Providing opportunities to develop key skills around life, creativity, well-being and work to better prepare for the Region's future.

6.1.3 Strategic Program Three – Product Leadership

Ipswich Libraries are already seen as national innovators in the library sector. This program prioritises the continued building of alliances and new approaches to provide resources, services and improved access.

We will focus on:

- Seeking out alliances to develop and deliver innovative library products that increase participation, usage and measurable community outcomes for learning, well-being and community building.

6.1.4 Strategic Program Four – Access Your Way

As lifestyles change and as customers and participation statistics have indicated, providing seamless, barrier-free access to library services is a crucial key to the future success of Ipswich Libraries. Extending opening hours in current buildings, boosting digital resources and services and reducing technological barriers to their use and providing supplementary physical micro services such as Pods. Libraries will utilise the latest technology to extend hours up to 24/7 and grow geographic reach.

This program also focuses on digital upskilling for the Ipswich Community. Public library services fulfil a particular role for those who may have limited digital access, capacity or confidence. They may be at risk of being excluded from work and core services such as health, banking and communication.

We will focus on:

- Enhancing and extending online services and resources and provide engaging interactive events to grow community use and participation online.
- Creating innovative ways to extend access at times and in ways that our changing community wants.
- Removing barriers to use to boost participation.

6.2 PROGRAM ENABLERS

The four strategic programs will be supported by the following strategy enablers that seek to maximise the current resources and find ways to close key service and resources gaps identified earlier in this document.

6.2.1 Program Enabler One – Signature Libraries

We will focus on:

- Committed advocacy for adequate spaces and 24/7 access points for the community by growing alliances across Council.
- Dedicating staff resources into the delivery of the Signature Library network through alliances and advocacy.
- Developing and seeking Council endorsement and funding for a detailed facility plan to reach minimum standards for the range of activities taking place in contemporary library buildings. The plan needs to include services such as the digital library, Pods and other complementary library options.
- Transitioning away from the Central Library model to the more cost-effective Signature Library model (the distributed network of major facilities in key emerging Ipswich localities).
- Innovate heritage services and resource provision to create an engaging, exciting and prominent presence for Ipswich stories and images woven throughout the library experience.
- Reengineering work practices to release staff and resources, and extend services, opening hours and customer contact.

6.2.2 Program Enabler Two – Developing a Valued Team of Stars

Develop a library team of highly skilled and confident staff and attract and retain the best candidates available.

We will focus on:

- Developing a Workforce Plan that addresses succession planning and develops emerging leaders to drive the strategy and its projects.
- Providing enhanced coaching and development opportunities that provide staff with the confidence to handle technical and other service queries.
- Aligning staffing structure and focus around strategy delivery.
- Ensuring accountability is clearly defined and reported on through budget and performance reviews.

6.2.3 Program Enabler Three – Life Long Learning and Partnerships

Library programs have literacy-building as the main focus (including financial, technological, health literacies as well as traditional reading). In growing alliances, the library service will extend its capacity to deliver programs and deliver on local priorities. There is also strong demand for more family interactive sessions.

We will focus on:

- Young families by upskilling them for work and well-being.
- Coaching and enabling through intergenerational, inter-agency and content-creation initiatives.
- Forging further relationships with educational institutions to engage the community in citizen science, in University research talks and to lever off the educational organisations' outreach initiatives, skills and resources.
- Updating the review of session outcomes to refine the calendar of events and grow participation.

6.2.4 Program Enabler Four - The Engine-Room of Technology and Resources

At the heart of the library service is its resources. A contemporary library service will require its traditional print collections for the life of this strategy. Ipswich Libraries need to optimise their current holding, particularly those items in storage while investing to fill significant gaps in the collection such as eAudiobooks, books for young children and junior fiction.

Access to technology is also a key role for the public library, bridging the digital divide by providing equipment. digital resources and internet access. The challenge for the next five years is the careful evolution from traditional formats and technologies to emerging, so that community need is catered for, particularly areas of high need around Ipswich.

We will focus on:

- Developing a whole-of-life asset plan for collections/content to grow key areas of stock and technology, to reduce spending in declining categories and to identify funding needs over the following five years.
- Optimising current stock by further streamlining work practices to release stock currently in storage areas such as trialling automatic unlimited loans for stock categories in good supply, and reviewing floating and rotation practices and simplifying the backroom work/ materials handling around the Marketplace.
- Developing a business case for increased collections budget to rectify historic underfunding.
- Investigating eBook innovation with suppliers (see Auckland), partnerships and increased collaborative purchasing.
- Optimising the RFID take up to a level of 90% smooth, error-free transactions assisted by our most customer-oriented team members.
- Improving discoverability by curating eCollections for the online catalogue to hide material that is unavailable and package topical resources of local interest.

6.2.5 Program Enabler Five– Membership Services

Ipswich Council can benefit significantly from the increasing growth in membership for Ipswich City Libraries. The library's membership is set to double over the next 5 years and this will provide Council with even more opportunity to engage with its public.

We will:

- Initiate a targeted and sustained campaign to focus on membership growth and customer retention/ satisfaction.
- Every Child A Member campaign spearheaded by local celebrity (sports person or TV) or new Council Leader.
- Reengineer enrolment processes to account for personal choice for those who need a personal induction in addition to the self-service/online option.

6.2.6 Program Enabler Six - Corporate Citizenship

Further embedding Ipswich Libraries in other departments across Council will reduce the risk of missed opportunities and will maximise potential impact for the community. In galvanising all managers to cultivate positive working relations that are mutually beneficial, the Ipswich Libraries can grow its influence in and support for Council.

We will:

- Develop further strategic alliances and improve advocacy across Council working through key managers and senior team members.
- Improve the transparency of decision-making by socialising our strategic plans (Facilities, Collections, ICT, Workforce) with key decision-makers and seeking the plans' endorsement and resourcing.
- Further align our initiatives with Council priorities and communicate their impact more widely.
- Develop stronger relationships and collaborations with a broader range of partners to deliver on priority initiatives.

6.3 IMPLEMENTATION AND MONITORING

The Strategy 2019-2024 is an ambitious yet achievable strategy. Its focus is outward to the community, firmly based on the needs of the Region and building on developments and innovation to date.

Developing the strategy is only the first step to boosting improvement and achieving goals. The execution of the strategy will depend on several success factors:

- Developing an annual Operational Plan and scorecard.
- Identifying an accountable person to manage and monitor the Plan.
- Developing and implementing a clear Communication Plan.
- Resourcing the time needed to ensure initiatives progress and succeed.
- Providing regular reports to the community, Council, managers and staff.

As part of this strategy, an initial SMART plan (Specific activities that are Measurable, are Achievable, are Resourced and have a Timeframe) will be created by a cross-section of the library team guided by planning specialists.

A formal review of the strategy will be carried out as part of the next library strategy in 2024

7. IMPLEMENTATION AND TRANSITION PLAN

The following Implementation and Transition Plan identifies the facilities and resources required to service the Ipswich community into the future. Estimates of staffing and operational expenditure have been calculated based on the forecast population of each of the library catchment areas multiplied by the National Standard and therefore represents the minimum levels of resourcing required. If future population levels differ and as technology formats/ needs change significantly, then resourcing levels would require adjustment. Table 7-1 shows a summary of resourcing requirements with Table 7-2 identifying actions and resources by individual library.

Table 7-1. Summary of Resourcing Requirements

2021	2026	2036
• Minimum number of total staff 78.9FTE • Minimum number of qualified staff 23.9FTE • Minimum operational budget (excluding collection) $9.7million • Minimum collections budget $1.3million	• Minimum number of total staff 102.6FTE • Minimum number of qualified staff 31.0FTE • Minimum operational budget (excluding collection) $12.3million • Minimum collections budget $1.8million	• Minimum number of total staff 162.7FTE • Minimum number of qualified staff 49.3FTE • Minimum operational budget (excluding collection) $18.4million • Minimum collections budget $2.2million

Table 7-2. Implementation and Transition Plan

Activity	Actions	Timing	Resourcing
Identify key staff resourcing to lead on strategy	• Advocate for the strategy • Further develop key internal and external relationships • Communicate the risks of under-sized facilities and the benefits	Immediately	Working group including key ICC managers

Activity	Actions	Timing	Resourcing
Construction of and transition to new library in Ipswich CBD	• Estimated population catchment of 94,000 (2021); 105,000 (2026); 130,000 (2036) • Planned floorspace of 3,500m² • Advocate for required floorspace expansion to 4,000 to 5,000m² (minimum)	2019-2021	**2021** • Minimum number of total staff 31.0FTE • Minimum number of qualified staff 9.4FTE • Minimum operational budget (excluding collection) $3.8million • Minimum collections budget $531,000 **2026** • Minimum number of total staff 34.6FTE • Minimum number of qualified staff 10.4FTE • Minimum operational budget (excluding collection) $4.2million • Minimum collections budget $588,000 **2036** • Minimum number of total staff 42.9FTE • Minimum number of qualified staff 13.0FTE • Minimum operational budget (excluding collection) $5.3million • Minimum collections budget $734,500
Revise services to rural areas as the population transitions.	• Identify life-span of mobile library vehicle. • As major facilities are opened, assess usage by rural populations • Identify innovative approaches to service (see Moreton Bay) including using local facilities, tailored delivery from smaller vehicles and vending/pop-ups and events. • Consider running mobile to end of its life or selling when alternatives take over.	Plan in 2019 Implement progressively according to	• As part of Strategic Asset Planning process. • Alternatively, run as separate rural services project and align with SAP.
Consideration of options for the expansion of Springfield Library	• Estimated population catchment of 57,000 (2021); 77,000 (2026); 124,000 (2036) • Current floorspace of 2,000m² • Advocate for required floorspace expansion to 4,000 to 5,000m² (minimum)	2019-2021	**2021** • Minimum number of total staff 18.8FTE • Minimum number of qualified staff 5.7FTE • Minimum operational budget (excluding collection) $2.3million • Minimum collections budget $322,050 **2026** • Minimum number of total staff 25.4FTE • Minimum number of qualified staff 7.7FTE • Minimum operational budget (excluding collection) $3.1million • Minimum collections budget $435,050 **2036** • Minimum number of total staff 40.9FTE • Minimum number of qualified staff 12.4FTE • Minimum operational budget (excluding collection) $5.0million • Minimum collections budget $700,600

Activity	Actions	Timing	Resourcing
Construction of and startup of new Ripley Library	• Estimated population catchment of 19,000 (2021); 45,000 (2026); 109,000 (2036) • Planned floorspace of 3,000m² • Advocate for required floorspace of 4,000m²if possible	2020-2023	**2021** • Minimum number of total staff 6.3FTE • Minimum number of qualified staff 1.9FTE • Minimum operational budget (excluding collection) $0.8million • Minimum collections budget $107,350 **2026** • Minimum number of total staff 14.9FTE • Minimum number of qualified staff 4.5FTE • Minimum operational budget (excluding collection) $1.8million • Minimum collections budget $254,250 **2036** • Minimum number of total staff 36.0FTE • Minimum number of qualified staff 10.9FTE • Minimum operational budget (excluding collection) $4.4million • Minimum collections budget $615,850
Construction of and transition to new Redbank Library (following termination of Redbank Plaza lease and closure of Redbank Plains libraries)	• Estimated population catchment of 54,000 (2021); 60,000 (2026); 72,000 (2036) • No planned floorspace at this stage • Advocate for required floorspace of 3,000m²	2020-2023	**2021** • Minimum number of total staff 17.8FTE • Minimum number of qualified staff 5.4FTE • Minimum operational budget (excluding collection) $2.2million • Minimum collections budget $302,400 **2026** • Minimum number of total staff 19.8FTE • Minimum number of qualified staff 6.0FTE • Minimum operational budget (excluding collection) $2.4million • Minimum collections budget $339,000 • **2036** • Minimum number of total staff 23.8FTE • Minimum number of qualified staff 7.2FTE • Minimum operational budget (excluding collection) $2.9million • Minimum collections budget $406,800

IPSWICH LIBRARIES STRATEGY 2019-2024

Activity	Actions	Timing	Resourcing
Consideration of options for the expansion of the Rosewood Library	• Estimated population catchment of 15,000 (2021); 24,000 (2026); 58,000 (2036) • Current floorspace of 978m2 • Advocate for required floorspace of 3,000m2 • Begin communication plan for the transitioning away from large mobile facility to smaller vans, Library Lounges and pick-up facilities.	2020-2023	**2021** • Minimum number of total staff 5.0FTE • Minimum number of qualified staff 1.5FTE • Minimum operational budget (excluding collection) $0.6million • Minimum collections budget $84,750 **2026** • Minimum number of total staff 7.9FTE • Minimum number of qualified staff 2.4FTE • Minimum operational budget (excluding collection) $0.8million • Minimum collections budget $135,600 **2036** • Minimum number of total staff 19.1FTE • Minimum number of qualified staff 5.8FTE • Minimum operational budget (excluding collection) $2.4million • Minimum collections budget $327,700
Operational actions to support the strategy			
Develop detailed plans for ICT, funding, facilities, workforce, programs, collections and access	• Plans completed and aligned with any • Budget bids • Funding partners identified • State Library discussions	2019-2020	Current working groups' programmes or allocate senior staff to lead.
Further improve the customer journey	Further remove bureaucracy a to boost resources and membership Team Development; Agree on behaviours and service standards Communication and coaching on • Coaching Standards in place • Standards audited, mystery shopped annually • Implement simplified enrolment process	2019	Current working groups' programmes or allocate senior staff to lead. Employ mystery shoppers or seek 'critical friend' feedback from colleagues
Increase children's membership by 20%	• Targeted membership drive such as Every Child A Member • Develop and implement program	2020	

IPSWICH LIBRARIES STRATEGY 2019-2024

Activity	Actions	Timing	Resourcing
Set motivating yet achievable targets	• To be agreed with team: • An extra 8000 members this year • Increase estock levels by 50% • At least 90% customer satisfaction July 2019 • 10 programs planned to further support key Council initiatives • 3 partnerships developed to deliver programs • RFID usage boosted to 90%	2019	

Note: All dollar values are at 2018-19 prices

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APPENDIX A: IPSWICH COMMUNITY PROFILE

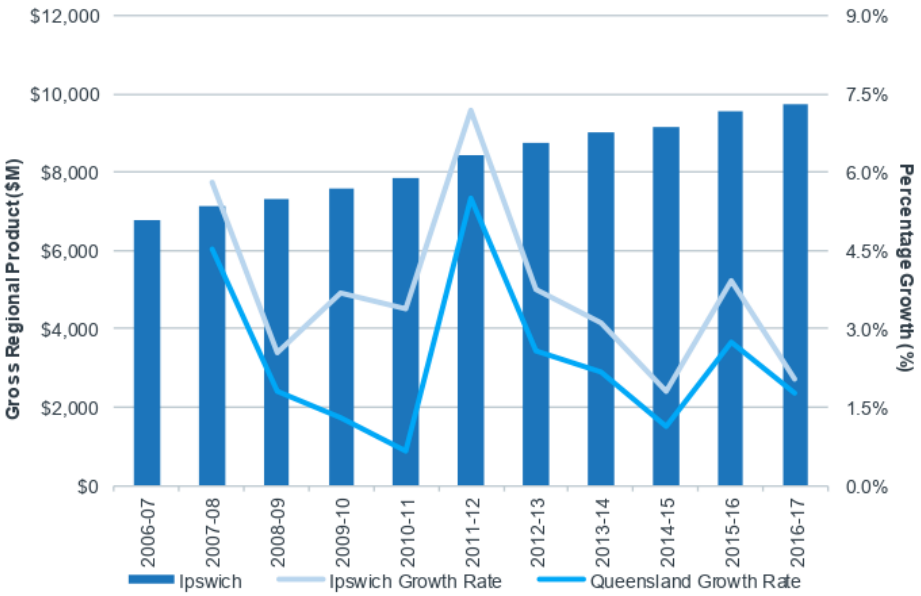
This Appendix provides a socio-economic analysis for Ipswich LGA, in comparison to Queensland where applicable.

ECONOMY

Gross Regional Product

The Ipswich Local Government Area (LGA) experienced strong economic growth between 2006-07 and 2016-17, with an average growth rate of 3.7% per annum, reaching a Gross Regional Product (GRP) of $9.7 billion in 2016-17. Comparatively, growth in Queensland averaged consistently lower, at approximately 2.4% per annum, over this same period, albeit following similar trends. Since its peak in 2011-12 with 7.2% growth, Ipswich has exhibited slowing growth, with most recent annual growth of 2.0%. This slowing was likely a result of declines in industries of manufacturing and construction. The significant reduction in state government spending on public sector building and construction likely contributed to the decline in these industries (Master Builders Queensland, 2018).

Figure A.2 Gross Regional Product, 2006-07 to 2016-17



Source: AEC (unpublished).

Prominent industries in Ipswich in 2016-17 included:

- Public administration and safety (contributed 12.6% to Gross Value Add (GVA))
- Manufacturing (12.4%)
- Health care and social assistance (8.6%)
- Construction (8.5%).

Three of these top industries' contributions to GVA have seen declines in growth since 2011-12. Public administration and safety remained relatively the same in terms of its contribution to GVA between 2006-07 and 2016-17, growing by 0.3% percentage points. Health care and social assistance grew by 1.6% percentage points, whereas manufacturing and construction fell by 5.2% and 0.6%, respectively. Construction and health care and social assistance were also two of the top contributors to GVA in Queensland, contributing 8.9% and 7.8%, respectively, in 2016-17.

Table A.1 Change in Proportion of Contribution to Gross Value Added, 2006-07 to 2016-17

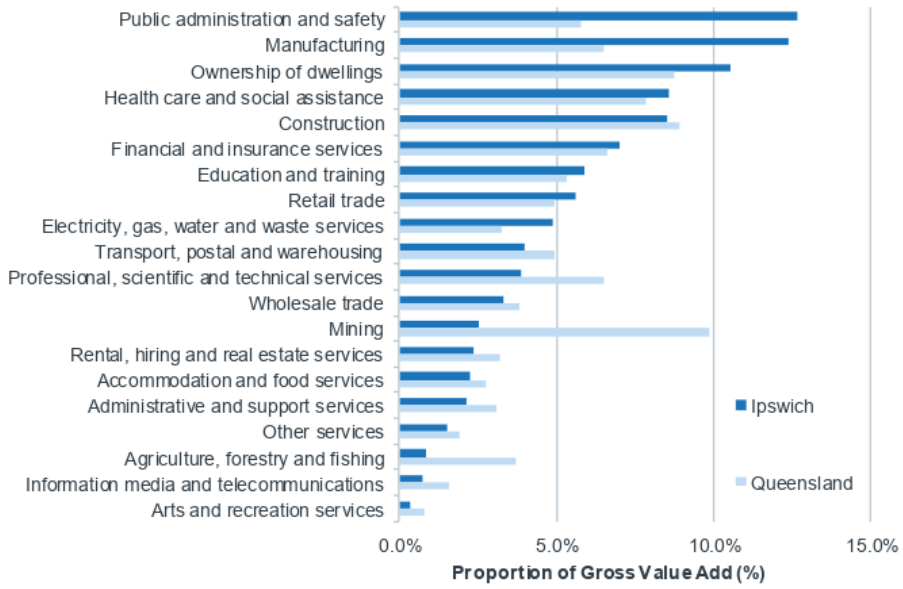
Industry	Change in GVA (percent points)
Financial and insurance services	2.6%
Health care and social assistance	1.6%
Electricity, gas, water and waste services	1.5%
Professional, scientific and technical services	0.7%
Agriculture, forestry and fishing	0.3%
Public administration and safety	0.3%
Information media and telecommunications	0.2%
Mining	0.1%
Rental, hiring and real estate services	0.1%
Retail trade	0.1%
Wholesale trade	0.0%
Accommodation and food services	0.0%
Education and training	0.0%
Administrative and support services	-0.1%
Arts and recreation services	-0.1%
Other services	-0.2%
Transport, postal and warehousing	-0.5%
Construction	-0.6%
Manufacturing	-5.2%

Source: AEC (unpublished).

Almost all the prominent industries in Ipswich contributed a greater proportion to Ipswich than they did to Queensland in 2016-17. Public administration and safety only contributed 5.4% to Gross State Product in Queensland, manufacturing contributed 6.1% and health care and social assistance contributed 7.3%.

Ownership of dwellings is a significant sector for both Ipswich and Queensland, contributing 9.9% and 8.2%, respectively, to GVA in 2016-17.

Figure A.3 Gross Value Add, 2016-17



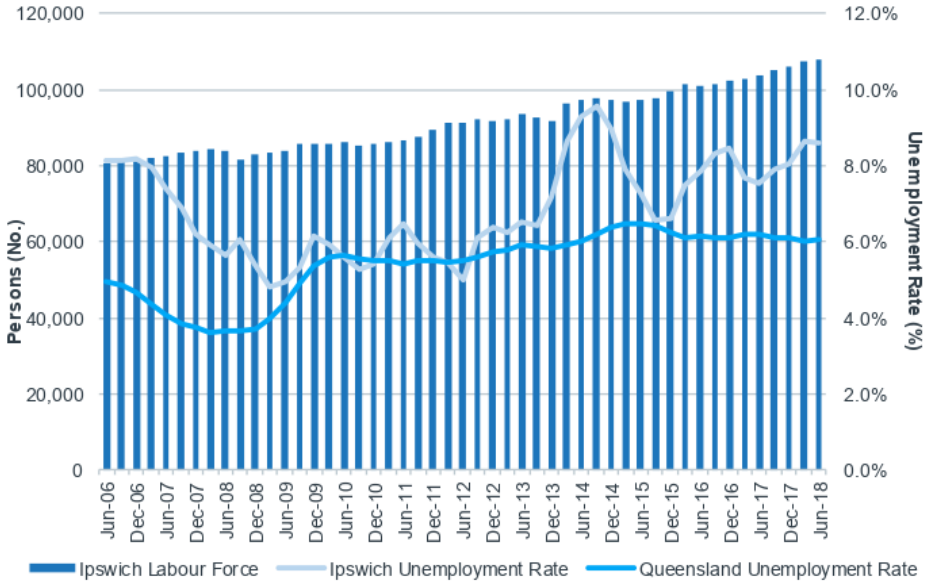
Source: AEC (unpublished).

Labour Force

Labour force in Ipswich has grown over time, with an average annual growth of 2.4% between June 2006 and June 2018, reaching approximately 108,000 in June 2018. This growth is higher than that of Queensland, which had an average annual growth of 1.9%.

The Ipswich unemployment rate has been volatile between June 2006 and June 2018, and typically higher than that of Queensland. Unemployment in Ipswich peaked in September 2014, with an unemployment rate of 9.6%. There has been a recent upward trend in unemployment since June 2012, largely led by high youth unemployment. During the peak period of unemployment in 2014, Ipswich was labelled as one of the hardest places in Australia to get a job for 15 to 24-year old's (Moore, 2014).

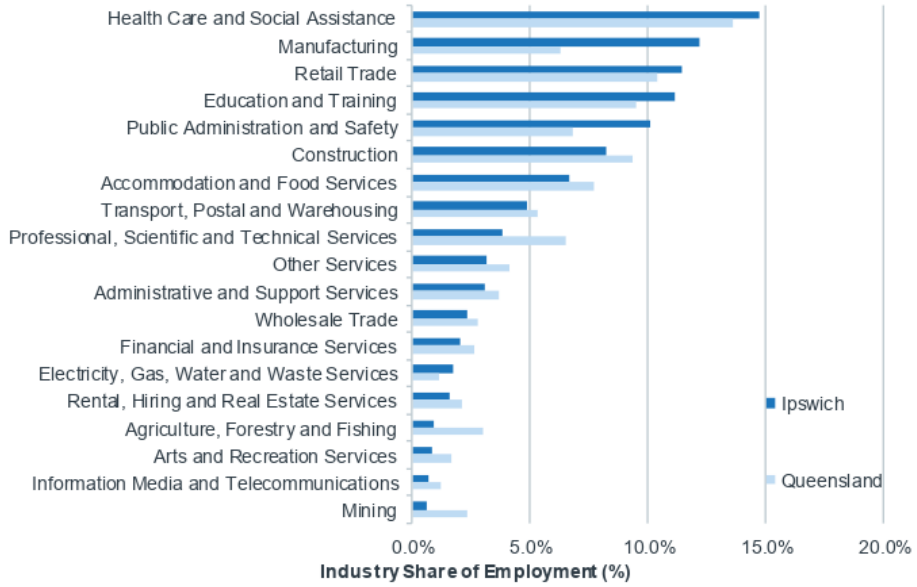
Figure A.4 Labour Force and Unemployment, June 2006 to June 2018



Source: DoJSB (2018).

Health care and social assistance was the highest employing industry in 2016, employing 14.7% of people working in Ipswich. Manufacturing and retail trade were other high employing industries, employing 12.1% and 11.4%, respectively, of people working in Ipswich. All these industries employed a greater proportion of people working in Ipswich than that in Queensland. Health care and social assistance and manufacturing are also two of the greatest contributors to GVA, indicating their significance to the Ipswich LGA.

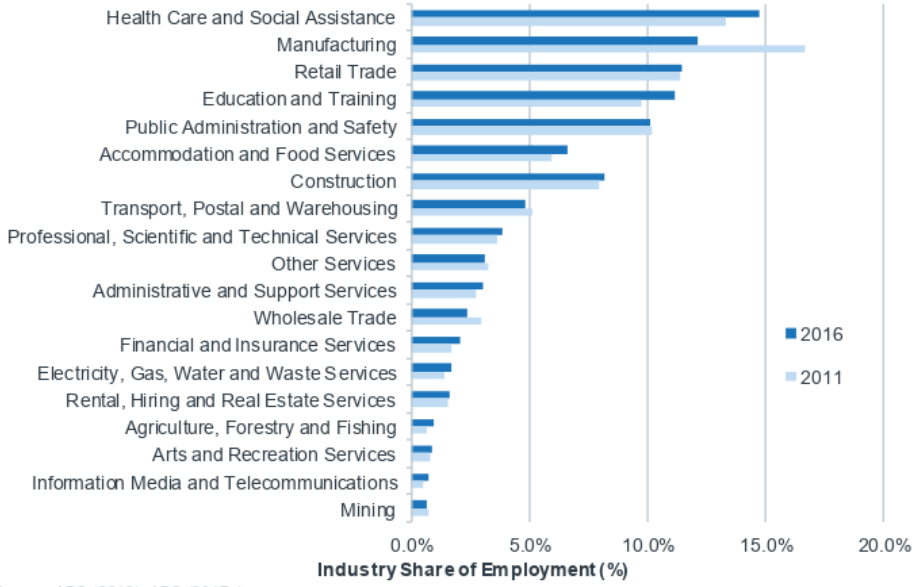
Figure A.5 Employment by Industry, Place of Work, 2016



Source: ABS (2017a).

Of these top three employing industries, health care and social assistance and retail trade grew in terms of employment between 2011 and 2016. However, manufacturing fell from employing 16.7% of people working in Ipswich in 2011 to 12.1% in 2016. The Ipswich region has experienced issues of accessing skilled staff to fit local business needs, shortages of people with the skills to diversify across the manufacturing production line, as well as difficulty in adapting to new processes and training their staff, leading to declines in employment in the manufacturing industry (Jobs Queensland, 2018).

Figure A. 6 Employment by Industry, Place of Work, Ipswich

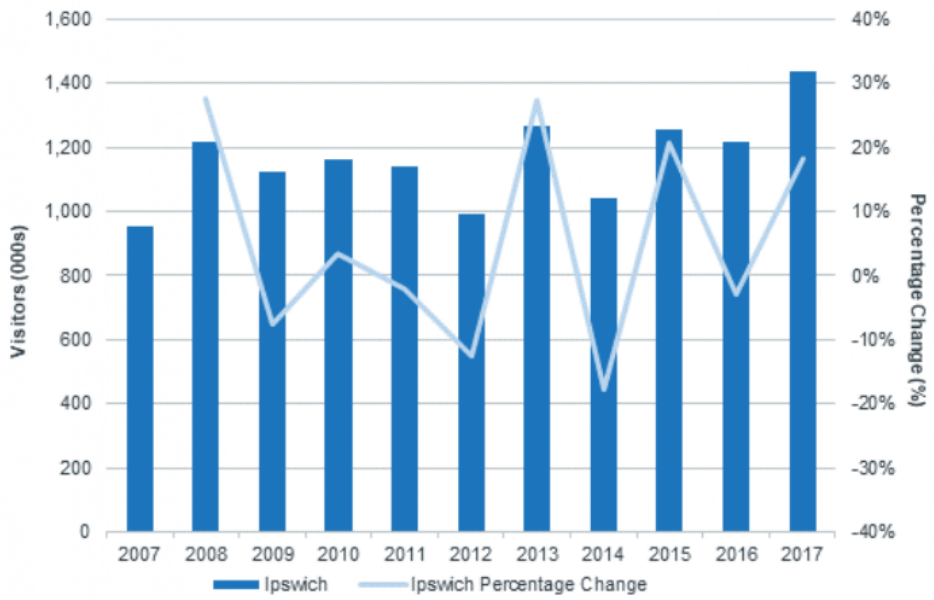


Source: ABS (2012), ABS (2017a).

Tourism

Total visitors to Ipswich[12] fluctuated between 2007 and 2017, ranging from approximately 955,000 in 2007, to 1.4 million in 2017.

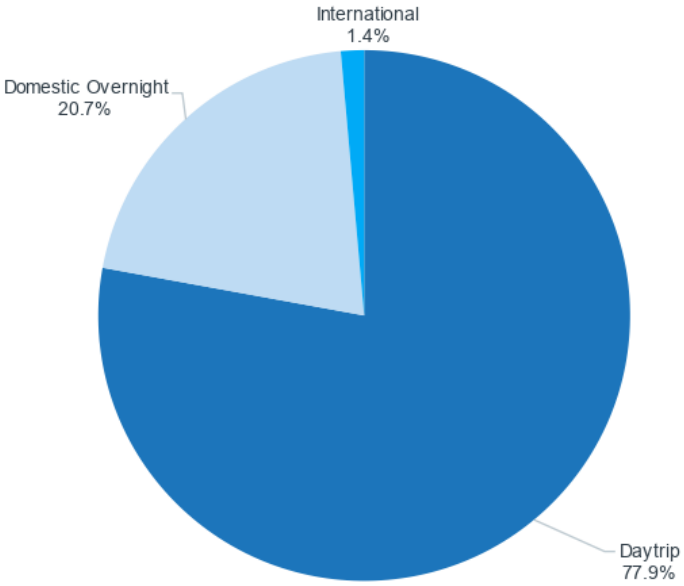
Figure A.7 Total Visitors and Annual Change, 2007 to 2017



Source: TRA (2018a), TRA (2018b).

Domestic daytrip visitors comprised the majority of visitors to Ipswich in 2017, making up 77.9% of total visitors. This was followed by domestic overnight visitors, contributing 20.7% of total visitors.

Figure A.8 Proportion of Visitor Type, 2017, Ipswich

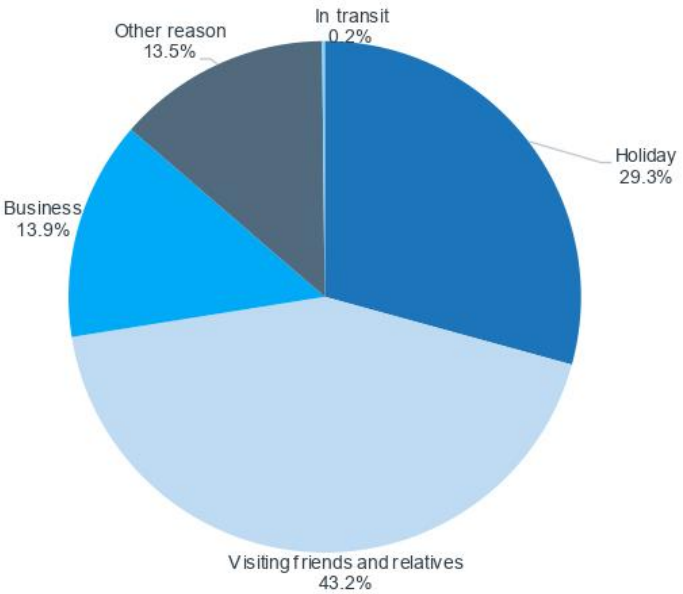


Source: TRA (2018a), TRA (2018b).

[12] Ipswich LGA data is made up of all SA2's in Ipswich LGA

In 2017, the main reason for visiting Ipswich was visiting friends and relatives, which comprised 43.2% of total visitors. This was followed by holiday (20.3%) and business (13.9%).

Figure A.9 Ipswich Reason for Trip, 2017



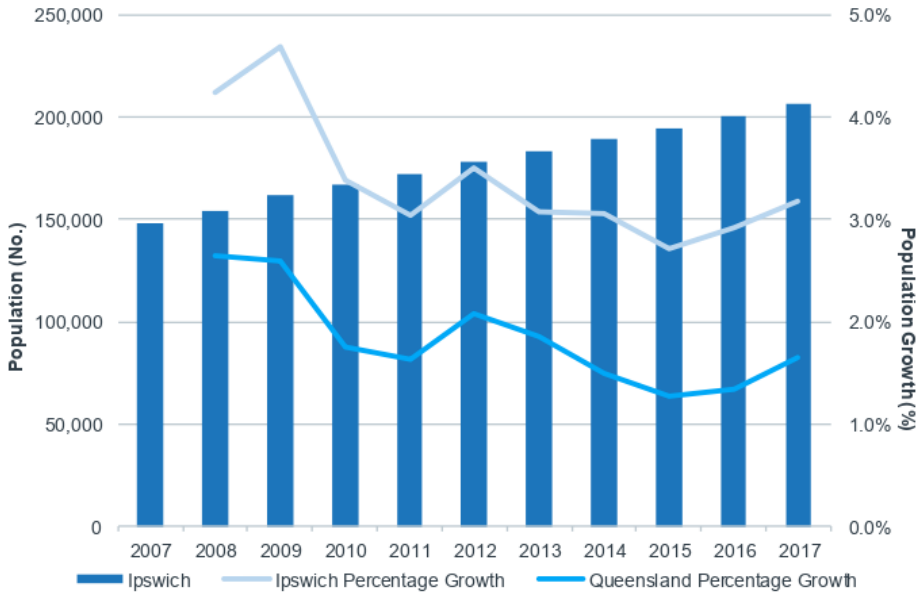
Source: TRA (2018a), TRA (2018b).

DEMOGRAPHICS

Population

Ipswich has had steady population growth between 2007 and 2017, increasing from 148,133 people in 2007, to 206,467 in 2017. Population grew at a stronger rate in Ipswich than in Queensland, with an average annual growth rate of 3.4% in comparison to 1.8%. The trend of Ipswich's population growth mirrored that of Queensland, albeit consistently higher. Population growth was strongest at the beginning of this ten-year period for both Queensland and Ipswich, although growth has picked up in both regions since 2015.

Figure A.10 Ipswich Population and Population Growth, 2007 to 2017



Source: ABS (2018c).

Of the SA2's comprising the Ipswich LGA, Redbank Plains had the largest population, with 20,949 persons, followed by Ipswich – East with 18,716 persons. Redbank Plains saw significant average annual growth of 7.4% between 2007 and 2017, whilst Ipswich – East only grew by 1.1% on average. Springfield Lakes had the third largest population and an average annual growth rate of 10.0%.

Most regions in Ipswich LGA grew between 2007 and 2017, except for Riverview with an average annual decline of 0.9%.

Table A.2 Historical Population, SA2s within Ipswich, 2007 to 2017

SA2 Region	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Rosewood	11,046	11,282	11,621	11,906	12,039	12,035	11,666	11,619	11,745	12,081	12,201
Brassall	8,002	8,355	8,913	9,145	9,454	9,916	10,245	10,581	10,930	11,222	11,600
Bundamba	7,570	7,625	7,764	7,959	8,085	8,316	8,569	8,774	8,992	9,187	9,405
Churchill - Yamanto	5,534	5,738	5,865	5,990	6,106	6,297	6,464	6,715	6,900	6,974	7,090
Ipswich - Central	6,430	6,572	6,636	6,752	6,857	6,848	6,835	6,815	6,804	6,782	6,818
Ipswich - East	16,746	16,827	17,107	17,276	17,444	17,694	17,916	18,027	18,234	18,521	18,716
Ipswich – North*	3,739	3,859	4,056	4,220	4,422	4,529	4,642	4,668	4,700	4,783	4,918
Karalee - Barellan Point	4,570	4,753	4,883	4,976	4,985	5,125	5,292	5,372	5,468	5,689	5,812
Leichhardt - One Mile	6,269	6,284	6,505	6,607	6,911	7,188	7,388	7,481	7,670	7,879	8,158
North Ipswich - Tivoli	6,161	6,284	6,428	6,488	6,526	6,538	6,546	6,545	6,556	6,573	6,617
Raceview	12,453	13,260	13,918	14,467	14,635	15,018	15,271	15,366	15,467	15,581	15,829
Ripley	2,654	2,766	2,865	2,889	2,921	3,183	3,507	3,889	4,305	4,755	5,451
Riverview	3,390	3,367	3,348	3,372	3,409	3,407	3,385	3,346	3,282	3,164	3,109
Bellbird Park - Brookwater	5,589	6,019	6,876	7,716	8,689	9,705	10,806	12,123	13,165	14,280	15,460
Camira - Gailes	9,290	9,297	9,306	9,331	9,357	9,365	9,409	9,433	9,467	9,511	9,545
Carole Park	0	4	7	11	15	12	10	7	5	4	4
Collingwood Park - Redbank	7,031	7,364	7,740	7,918	7,993	8,279	8,483	8,559	8,642	8,783	8,902
Goodna	8,538	8,843	9,211	9,394	9,649	9,892	10,334	10,649	10,911	11,271	11,474
New Chum	0	0	0	0	0	0	0	0	0	0	0
Redbank Plains	10,275	11,303	12,723	13,925	15,375	16,689	17,464	18,443	19,264	20,072	20,949
Springfield	6,196	6,604	6,762	6,845	6,867	6,893	6,936	6,955	6,989	7,054	7,148
Springfield Lakes	6,745	8,110	9,223	10,036	10,548	11,384	12,620	13,928	14,880	16,037	17,450

Note: *Only 98% of Ipswich North is in Ipswich LGA, but this data reflects the entire population of the SA2.
Source: ABS (2018c).

Population projections from the Queensland Statistician's Office suggest that Ipswich will grow up to 429,223 persons by 2036, and will exhibit strong annual growth over this period, averaging at 4.7%.

Of the SA2s comprising the Ipswich LGA, Ripley is projected to see the greatest growth, with an average annual growth of 17.2% and population reaching 108,628 people by 2036. This is likely projected due to the development of a master-planned community, allowing for 120,000 people to live there (Ecco Ripley, 2018). Rosewood is also projected to see large population growth, with an average annual growth of 8.6%, along with Springfield lakes, with an expected average annual growth of 6.2%.

Table A.3 Population Projections, Ipswich SA2 and LGA, 2011 to 2036

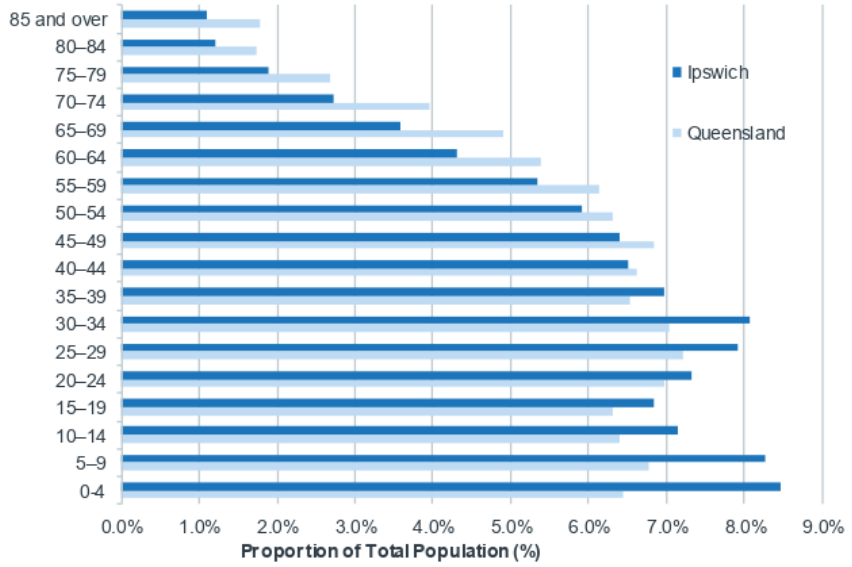
Region	Population					Average Annual Growth (2017-2036)
	2017	2021	2026	2031	2036	
Rosewood	12,196	15,009	23,809	37,405	57,520	8.6%
Brassall	11,595	12,388	13,740	15,114	17,111	2.2%
Bundamba	9,401	10,071	11,671	12,766	14,328	2.4%
Churchill - Yamanto	7,087	7,460	8,032	8,699	9,209	1.5%
Ipswich - Central	6,815	7,464	9,187	11,301	14,659	4.2%
Ipswich - East	18,708	19,545	21,257	23,382	24,906	1.6%
Ipswich - North	4,914	5,086	6,049	7,018	8,509	3.1%
Karalee - Barellan Point	5,809	5,977	6,509	7,139	8,110	1.9%
Leichhardt - One Mile	8,154	8,379	8,952	9,634	10,505	1.5%
North Ipswich - Tivoli	6,614	7,121	8,042	9,143	10,515	2.6%
Raceview	15,822	16,497	17,759	18,972	20,208	1.4%
Ripley	5,449	18,608	44,946	77,533	108,628	17.2%
Riverview	3,108	3,254	3,406	3,569	3,729	1.1%
Bellbird Park - Brookwater	15,453	18,697	27,386	38,350	49,530	6.4%
Camira - Gailes	9,541	9,773	9,971	10,197	10,464	0.6%
Carole Park	4	4	4	4	4	0.0%
Collingwood Park - Redbank	8,898	9,707	11,322	12,965	15,426	3.1%
Goodna	11,469	12,081	12,848	13,539	14,201	1.3%
New Chum	0	0	0	0	0	-
Redbank Plains	20,940	22,767	26,228	28,664	30,902	2.2%
Springfield	7,145	7,247	8,136	8,981	10,617	2.2%
Springfield Lakes	17,442	21,546	31,618	41,424	53,118	6.2%
Total*	**206,565**	**238,682**	**310,872**	**395,797**	**492,200**	**4.7%**
Ipswich LGA	**206,467**	**238,580**	**310,750**	**395,654**	**492,028**	**4.7%**

Note: Total and Ipswich LGA do not match due to the inclusion of the entirety of Ipswich-North in the total calculation.
Source: QGSO (2015).

Population by Age

Ipswich has a younger population than Queensland, with a median age of 34 years, whilst Queensland has an average age of 37.9 years. The largest age group in Ipswich is 0-4 years old, comprising 8.5% of the population. In Queensland, the largest age group is 25-29 years old, comprising 7.2% of the population.

Figure A.11 Population by Age, 2017



Source: ABS (2018b).

Indigenous Population

In 2016, Ipswich has a slightly larger indigenous representation compared to Queensland, with Ipswich's Indigenous population comprising 4.6% of the total population, in comparison to 4.2% in Queensland (ABS, 2017b).

Country of Birth

Table A.4 shows the top ten countries of birth for the Ipswich LGA in 2016. In this year, 78.4% of the population were born in Australia, followed by 6.1% born in New Zealand and 4.0% born in the United Kingdom. A marginally higher proportion of the Ipswich population was born in Australia and New Zealand in comparison to Queensland.

Table A.4 Country of Birth, Top 10, 2016

Country	Ipswich	Queensland
Australia	78.4%	76.7%
New Zealand	6.1%	4.6%
United Kingdom, Channel Islands and Isle of Man	4.0%	4.9%
India	1.0%	1.1%
Philippines	1.0%	0.9%
Vietnam	0.6%	0.4%
South Africa	0.5%	0.9%
Fiji	0.4%	0.3%
Netherlands	0.3%	0.3%
China (excludes SARs and Taiwan)	0.3%	1.1%
Born Elsewhere	7.3%	8.7%
Total	**100.0%**	**100.0%**

Source: ABS (2017b).

Language Spoken at Home

Table A.5 shows the top languages spoken at home for the Ipswich LGA in 2016. In 2016, 87.6% of the population spoke English only. This was followed by 2.3% who spoke Samoan and 1% who spoke Vietnamese. Samoan was more prominent in Ipswich than in Queensland.

Table A.5 Language Spoken at Home, Top 10, 2016

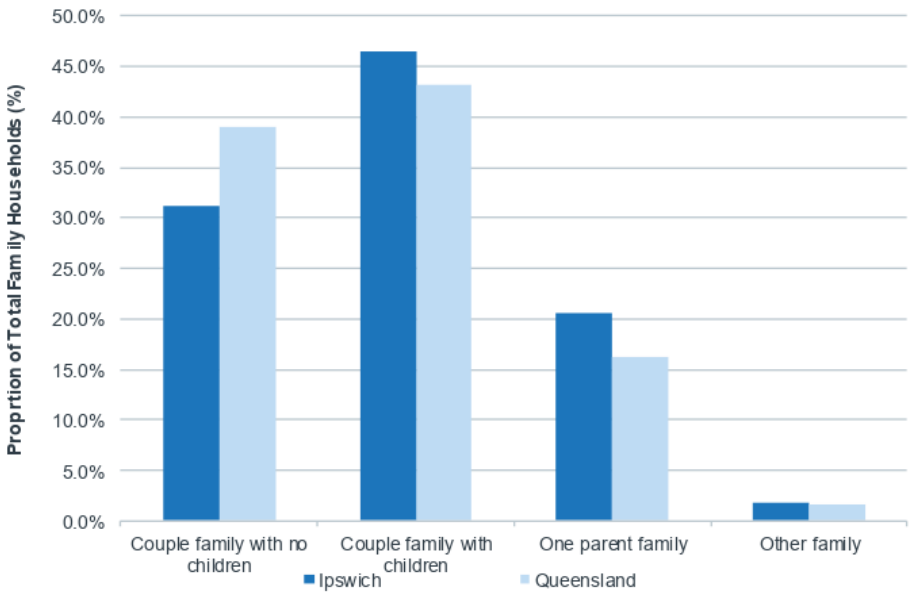
Language	Ipswich	Queensland
Speaks English only	87.6%	87.3%
Samoan	2.3%	0.3%
Vietnamese	1.0%	0.6%
Spanish	0.6%	0.5%
Hindi	0.5%	0.4%
Chinese languages: Mandarin	0.5%	1.6%
Tagalog	0.4%	0.4%
Filipino	0.3%	0.3%
Arabic	0.3%	0.3%
Punjabi	0.3%	0.4%
Other	6.3%	8.0%
Total	**100.0%**	**100.0%**

Source: ABS (2017b).

Family and Household Type

In 2016, the main family composition in Ipswich was couple family with children, comprising 46.6% of total family households. This was greater than when compared with Queensland, where 43.2% of total family households were couple families with children. Couple families with no children comprised the second largest proportion of family composition, with 31.2%. This type of family composition made up a higher proportion of Queensland, with 39% of total family households.

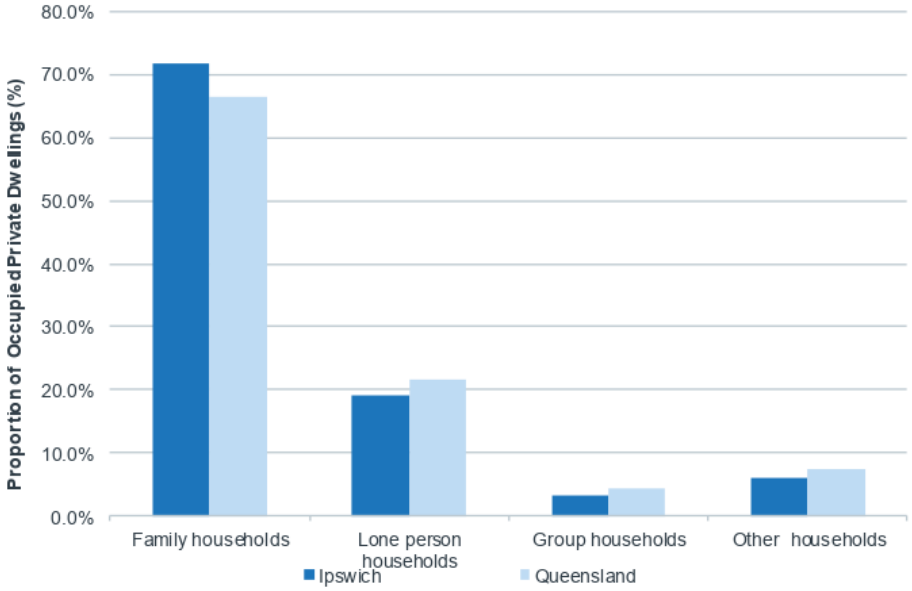
Figure A.12 Family Composition, 2016



Source: ABS (2017b).

The main type of household in 2016 was family households for both Ipswich and Queensland. This type of household comprised 71.7% of households in Ipswich, compared to only 66.4% in Queensland. Lone person households accounts for the second highest proportion of household composition in both Ipswich and Queensland.

Figure A.13 Household Composition, 2016



Source: ABS (2017b).

Internet Connections and Use

Internet connection is similar in both Ipswich and Queensland, with almost 86% of both regions having internet accessed from dwellings in 2016.

Table A.6 Internet Connection, 2016

Region	Ipswich	Queensland
Internet accessed from dwelling	85.8%	85.9%
Internet not accessed from dwelling	14.2%	14.1%
Total	**100.0%**	**100.0%**

Source: ABS (2017c).

Education Levels

Ipswich had a lower level of high school completion in 2016 than Queensland, with 51.2% of the population having completed high school in comparison to 55.5% in Queensland.

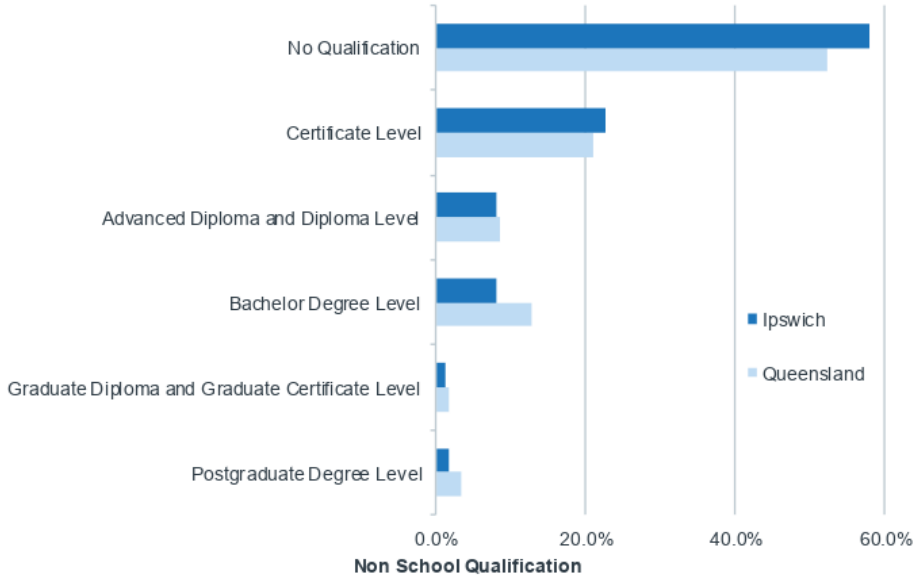
Table A.7 High School Completion, 2016

Region	Ipswich	Queensland
Completed high school	51.2%	55.5%
Did not complete high school	48.8%	44.5%
Total	**100.0%**	**100.0%**

Source: ABS (2017c).

The distribution of non-school qualifications is similar in Ipswich and Queensland. Excluding no qualification, certificate level was the most common form of qualification for both Ipswich and Queensland, comprising 22.8% and 21.0% of the population, respectively. Persons with a Bachelor level qualification had the largest discrepancy between Ipswich and Queensland, with 8.2% of Ipswich having a Bachelor level qualification, whilst 12.8% of Queensland had a Bachelor level qualification.

Figure A.14 Non School Qualification, 2016



Source: ABS (2017c).

Household Income

In 2016, Ipswich LGA had a lower average weekly household income when compared to Queensland. Of the SA2s within Ipswich, Karalee – Barellan Point had the greatest average weekly household income, more than $600 higher per week than the average Ipswich income. Riverview had the lowest average weekly household income, with $1,144 per week.

Table A.8 Average Weekly Household Income, 2016

Region	Average Weekly Household Income
Rosewood	$1,602
Brassall	$1,515
Bundamba	$1,418
Churchill - Yamanto	$1,718
Ipswich - Central	$1,501
Ipswich - East	$1,371
Ipswich - North	$2,126
Karalee - Barellan Point	$2,249
Leichhardt - One Mile	$1,273
North Ipswich - Tivoli	$1,332
Raceview	$1,615
Ripley	$2,010
Riverview	$1,144
Bellbird Park - Brookwater	$2,189
Camira - Gailes	$1,637
Carole Park	-
Collingwood Park - Redbank	$1,590
Goodna	$1,386
New Chum	-
Redbank Plains	$1,521

Region	Average Weekly Household Income
Springfield	$2,000
Springfield Lakes	$2,063
Ipswich	**$1,642**
Queensland	**$1,727**

Source: ABS (2017c).

Socio-Economic Indexes for Areas (SEIFA)

Socio-Economic Indexes for Areas ranks areas in Australia according to relative socio-economic advantage and disadvantage, which relates to people's access to material and social resources, and their ability to participate in society.

The following three indices are provided in the table below for each SA2 within Ipswich as well as Ipswich LGA, with a lower ranking representing a greater degree of disadvantage:

- Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD), which consists of dimensions of income, education, employment, occupation and housing.
- Index of Education and Occupation (IEO), which includes variables relating to the educational and occupational aspects of relative socio-economic advantage and disadvantage (e.g. skills, qualifications).
- Index of Economic Resources (IER), which includes variables relating to financial aspects of relative socio-economic advantage and disadvantage (e.g. indicators of high and low income, variables that correlate with high or low wealth).

Ipswich ranked relatively low across each of the three indices in 2016. The region ranked lowest in the IEO, within the 31st percentile when compared to Australia, and 55th percentile within Queensland. This was followed by the IRSAD, where the region ranked within the 43rd percentile within Australia, and 63rd in Queensland. The region ranked marginally higher in the IER. This indicates a reasonable level of disadvantage, particularly regarding education and occupation.

Within Ipswich, Riverview ranked the lowest, ranging between the first and fourth percentile across all indices for both Queensland and Australia. This indicates high disadvantage across all areas. Karalee – Barellan Point ranked relatively high across all indices, indicating higher advantage. This aligns with the higher average weekly household income for the region.

Table A.9 Socio-economic Indexes for Areas, 2016

Region	Score			Percentile within Australia			Percentile within Queensland		
	IRSAD	IEO	IER	IRSAD	IEO	IER	IRSAD	IEO	IER
Rosewood	952	925	1,014	30	20	58	34	28	60
Brassall	928	922	953	20	19	23	24	26	28
Bundamba	902	892	929	12	10	15	13	12	18
Churchill - Yamanto	959	920	999	33	19	48	36	25	51
Ipswich - Central	933	975	910	22	46	10	27	51	12
Ipswich - East	906	917	918	13	18	12	15	24	15
Ipswich - North	1,033	1,003	1,082	65	56	88	70	61	90
Karalee - Barellan Point	1,066	1,027	1,111	78	65	95	84	70	97
Leichhardt - One Mile	843	859	884	3	4	6	4	4	7
North Ipswich - Tivoli	905	915	930	12	17	15	14	23	18
Raceview	948	922	986	29	19	41	32	26	45
Ripley	1,037	981	1,077	66	48	86	72	53	89
Riverview	798	817	835	2	1	3	3	2	4
Bellbird Park - Brookwater	1,041	1,008	1,060	69	58	81	75	62	84

Region	Score			Percentile within Australia			Percentile within Queensland		
	IRSAD	IEO	IER	IRSAD	IEO	IER	IRSAD	IEO	IER
Camira - Gailes	954	922	998	31	19	47	35	26	50
Carole Park	-	-	-	-	-	-	-	-	-
Collingwood Park - Redbank	938	911	972	25	16	33	29	21	36
Goodna	868	865	896	6	4	8	7	5	10
New Chum	-	-	-	-	-	-	-	-	-
Redbank Plains	906	877	938	13	7	17	15	7	21
Springfield	1,005	969	1,042	54	43	74	57	48	78
Springfield Lakes	1,046	1,029	1,038	71	66	71	76	71	75
Ipswich	**948**	**932**	**976**	**43**	**31**	**44**	**63**	**55**	**64**

Source: ABS (2018a).

APPENDIX B: THE STRATEGIC AND COMMUNITY VALUE OF LIBRARIES

INTRODUCTION

Nationally, public libraries are highly appreciated by citizens and offer significant value[13]. Recent research on behalf of the State Government of Queensland identified that the economic benefit for every dollar invested in libraries returns between $3.10 to $5.00 to the regional economy[14] in the form of library members spending in travelling to and from libraries, retail shopping and purchasing food and drink.

The same report also noted that through sharing community library resources, every Queensland library member saves on average $345 per year on services that they would otherwise have to pay for, such as lending materials, online services, Wi-Fi and newspapers.

The 2018 Ipswich Libraries community survey pointed to the high value people place on library services with over 92% reporting that borrowing books, DVDs and music were important/very important *even if they didn't use the service*. Moreover, over 73% reported digital services and collections as important/very important, again, even if they didn't use them.

LEARNING AND LITERACY

Literacy is a foundation skill used throughout life to allow people to thrive socially, economically and gain access to work. Research shows that 80% of language is learned before a child is 5 years old and children (typically from less wealthy homes) who do not have exposure to books and language before school can be as much as 14 months behind those having had access[15]. Libraries are one of the key services to provide this.

Those people with poor literacy skills also have no or little contact with government agencies, yet when literacy is improved, engagement grew to 16%. Although Australia is reporting growth in access to the internet from home (86% of the urban population; 77% in remote areas – 85.8% in Ipswich), there is a deepening divide[16], particularly for those with less education, including the unemployed, disabled, those with mobile only access, women and older people[17].

The risks of low literacy are social isolation, drug-use, unemployment and crime that have flow-on impacts on the community (and to Council) in terms of cost and anti-social behaviour. Conversely, those with good literacy skills are more likely to vote, smoke less, drink less, have better mental health, be better skilled and create a more flexible workforce.

Simply by improving literacy, the likelihood of individuals being reliant on state benefits reduces from 19% to 6% and increases the chances of being able to use a computer at work from 48% to 65%.[18]

Literacy is a precursor to digital engagement[19]. Not only do literacy programs make a positive impact on a person's life, their chances of digital engagement are higher as reading and writing skills are 'essential precursors to digital literacy'[20]. As more basic services such as banking, health, retail, education and communication become

[13] Australian Public Libraries Statistical Report 2014-2015, National and State Libraries Australasia, accessed 14 July 2017 http://www.nsla.org.au/sites/www.nsla.org.au/files/publications/NSLA.Aust-PubLib-Stats_2014-15_2.pdf

[14] The Library Dividend summary report A guide to the socio-economic value of Queensland's public libraries September 2012

[15] http://first5forever.org.au/

[16] Ewing, S. (2016, Feb 23). Australia's digital divide is narrowing but getting deeper. The Conversation. http://theconversation.com/australias-digital-divide-isnarrowing-but-getting-deeper-55232

[17] Measuring Australia's Digital Divide, The Australian Digital Inclusion Index 2017[17] https://digitalinclusionindex.org.au/the-index-report/report/

[18] National Literacy Trust, Literacy Changes Lives, 2008

[19] National Literacy Trust. Literacy Changes Lives, 2008

[20] ALIA Australian libraries: the digital economy within everyone's reach, 2017 p10

available only in digital format, it is likely that many will be left behind, isolated and at risk of losing their role in and contribution to society.

It is estimated[21] that online transactions are considerably less expensive for organisations than transactions over the phone (20 times more expensive) and in person (50 times as costly). Helping the community build digital skills can therefore benefit both Council and the individuals it serves.

Libraries also play a role in providing access to basic technology (internet access, eResources, PCs, laptops, scanners and tuition) and just as importantly a safe, non-threatening space with helpful staff to grow community confidence in the digital world and avoid being excluded.

SPACES AND CONNECTION

Libraries have always been a key meeting place for the community, from their early days as Mechanics Institutes and Schools of Arts to the present day's rich offer of book store, café, information service, heritage rooms, childrens' zones, study spaces and seminar rooms. Libraries are well positioned to strengthen a region's resilience during times of uncertainty and emergencies, strengthening the social networks and providing safe places to meet, seek help and be welcome no matter your background.

The library is also seen as a safe and neutral place for people to share in robust debate, discuss opinions and learn new perspectives. Libraries reach out to all groups, including business and community groups to provide opportunities to access resources, learn or create. Equipment such as 3D printers and emerging technology can be made available to allow groups and individuals to push their entrepreneurial and creative boundaries or develop work skills.

Libraries also play a key role in connecting the community to key Council initiatives, developing and supporting programs around locally-important issues and providing professional information services.

It is not just about bringing people together to socialise in what has sometimes been called 'The Third Space', but to provide a place to enter alone and 'just be' with others, with no pressure to interact. In itself this can improve mental well-being by providing a safe, neutral place where people can be in a noisy or peaceful study space. It is all about choices.

WHAT IS HAPPENING GLOBALLY?

Libraries are proactively responding to increased expectation from communities, tightening budgets, and changes in daily life and work:

- **The Destination or Signature Library**. Larger library buildings co-located with other services, attractions and retail create a hub or destination. Libraries are now seen as catalysts for urban regeneration, place making, showcasing technology and providing valuable foot-fall for neighbouring businesses.
- **The Third Place/ Fourth Place**. Libraries as community living rooms away from the workplace and home, offering the latest in aspirational interior design, refreshments and family-friendliness. The Fourth Place[22] is a recently coined term for the emerging trend for co-working and a sharing approach to life and work places.
- **Local and unique.** Consumers are responding to local boutique and artisan products and libraries are responding reflecting the locale using local building materials and images.
- **Local pride, local heritage, embracing many cultures**. In response to increasing globalisation, libraries are encouraging and embracing local culture by gathering stories and partnering to celebrate and nourish traditions. Heritage materials such as home and family histories are in growing demand and digitisation projects enable remote access world-wide. Libraries are also collaborating to revitalise First Peoples'

[21] https://www.gov.uk/government/publications/digital-efficiency-report/digital-efficiency-report

[22] A Typology of Places in the Knowledge Economy: Towards the Fourth Place". Morisson, Arnault , 2018

languages and traditions and working with new arrivals to provide a greater level of mutual understanding and belonging and reduce social isolation and unwelcoming attitudes.

- **Digital subscription-sharing** of eResources such as eBooks, images and eJournals. Libraries provide curated collections of members-only subscription services not available on the Web, allowing people shared access to books, film, music and information. With more and more material moving behind pay-walls, libraries are providing equal access for all.
- **Life-long learning.** Libraries bring people together to learn skills from each other and from specialists such as how to better manage money and engage with technology. Programs can also provide coaching opportunities such as *Bookstart*[23] and *Get it Loud in Libraries* (now an international program) where young people can learn event management, with record companies providing major bands to play in libraries.
- **Making and creating.** The re-emergence of DIY and upcycling has led to the maker movement and Maker Spaces, from low-tech composting and bee-keeping to IT coding and circuitry, running parallel to promoting books, magazines and eResources on these subjects.
- **Digital coaching**. Libraries are increasingly providing technology skills (digital literacy coaching) and access to emerging technology to give people the skills and confidence for the basics in life and work.
- **Information Literacy**. Library staff can provide the skill to sift good quality information from the overwhelming supply of untrustworthy or erroneous data.
- **Sharing Library Networks.** Public library services each have their own collections containing mainstream and uniquely local material and joint purchasing is increasing between Councils, States and even across nations.
- **Reading Revival**. Print books are still being published, purchased and borrowed, despite forecasts to the contrary. eBooks continue to grow in popularity but still only account for a fraction of stock and loans. Print reference collections however (encyclopedia, yearbooks and the like) are almost gone, except for original heritage materials that are also growing in popularity.
- **A safe place to share opinions** and understand others' perspectives and cultures, increasingly libraries are also delivering programs and sessions such as Pecha Kucha and TEDx to expand people's horizons.

WHAT IS HAPPENING IN AUSTRALIA?

A comparison between the 2016/17 and 217/18 State Library of Queensland Statistical Bulletin see the following increase in;

- Total expenditure, operating and collections expenditure.
- Loans of eBooks and eAudiobooks and eDownloads.
- Opening hours.
- Staffing.
- Public access and internet computers.
- Larger multifunctional buildings
- Alternative approaches to servicing more remote areas including partnerships, smaller vehicles with tailored stock, automated lockers, home delivery and eBooks/eAudio.

The following indicators have experienced little change.

- Collections size.
- Memberships.

[23] *Bookstart* early literacy project UK 1992 https://www.booktrust.org.uk/what-we-do/programmes-and-campaigns/bookstart/practitioners/history/

- Loans of print and physical collections.
- Visits.

WIFI sessions have dropped as have the number of learning programs/ participation.

Also reported was a move away from larger mobile library vehicles and a reduction of community-run sites (replaced with professionally run sites).

The United Nations 2030 Agenda

Australia has recently committed to progressing the economic, social and environmental development goals outlined in this global initiative. Public libraries in Australia have been recognised as key in delivering at least 5 of these targets through the provision of universal and affordable access to information, technology and skills development, protection of cultural heritage and building literacy skills. Australia has opted to report voluntarily on progression towards the 17 goals and discussions are under way between the national library association ALIA and DFAT to formalise the role of public libraries in this initiative.

Library Trends

- **School-readiness and early literacy.** Forward-thinking library services around Australia are increasingly acknowledging and optimising their key role in introducing children and their parents to literacy through interactive activities, the provision of lending stock and online resources. Structured sessions such as *Wiggle Giggle Read* or *Baby Bounce and Rhyme* coach parents and carers as 'first teachers'.[24]
- **First 5 Forever (F5F) program**. More recently, this Queensland State Government funded initiative has been rolled out through public libraries providing parents and carers with experiences that support them in their child's 'literacy journey'. According to the project, "Queensland children need to start kindy and school stronger in their language and comprehension development and with more confidence in reading."[25] Supporting this, research shows that 58% of parents do not read regularly to their pre-schoolers and 17% of five-year-old children are at risk of not developing the reading skills they need to succeed in the workplace. Ipswich Libraries have been highly engaged in this project, providing many initiatives including Baby Bounce, Toddler Time and Story Time sessions across the community.
- **Summer reading programs.** Over the summer school break, children, particularly those from less wealthy families, are at risk of falling behind in their literacy skills, known as the 'Summer Slide' in the teaching profession. These children are often 12-14 months behind in their literacy when they start or recommence school so this regression in reading can impact significantly. Public libraries step up to the challenge by providing structured and engaging ways to grow the reading habit and improve a child's chances in life.
- **Creativity incubators.** The last five years has seen the consolidation of creative spaces in public libraries into *Makerspaces, Playpens* or *Digital Sandpits*. Ipswich Libraries are considered to be a leader in this field, with their seamless, open experience of a range of low and high-tech experiences including Virtual Reality, stop-motion filming equipment and 3D printing.
- **Resource sharing and collaboration.** A single membership system, 'One Card', has been introduced in South Australia across all libraries which allows access to all resources across all Councils. In several states purchasing consortia are in place and growing. The National Library also provides its digital images through Trove and the State Library of Queensland provides access to many shared resources that can be accessed.
- **Provision of digital services.** This is an ongoing challenge for most Australian libraries limited by poor internet speeds and the need for constant upgrades. A key solution is investment in shared internet access and technology equipment in libraries. Providing technical infrastructure is now seen as core as providing water and power to communities. While good progress is being made at national and State level to develop coordinated advocacy and initiatives, other solutions may be required such as major partnerships from local

[24] Little Big Book Club, South Australia 2006

[25] http://www.slq.qld.gov.au/whats-on/programs/first-5-forever Fast Facts

or technology industries or philanthropy. The increased prevalence of mobile devices has seen an increased need for services and programs around BYOD (Bring Your Own Device) to help people access resources.

- **Community connections.** Library spaces in Queensland and around Australia are being designed for the future, with multiple spaces for a range of activities. The Gold Coast, Geelong, Noosa, Melbourne, Moreton Bay Libraries and many others have co-located with aquatic centres, art galleries, retail, makerspaces and have secured funding from developers, State and Federal governments in addition to commitments through their own budgets.
- **Boosting participation, removing barriers.** Such as the removal of overdue charges which is now the norm for the majority of Queensland Councils. or identification at enrolment. There is a move to further reduce any barriers to participation such as relaxing the need for identification for membership.
- **Servicing rural areas**. There is a trend away from large, costly mobile library vans to a range of alternatives including more personal deliveries, smaller vans with newer stock tailored to the customers visited. In addition, a range of other services are in use such as pop-up programs, self-service book lockers and rural collaborations in spaces such as cafes where Council provides shared resources such as WIFI, collections and programs.

CASE STUDIES

Community Hubs and Partnerships CHaPs

CHaPs, the Queensland initiative that began in 2014 brings partners (all levels of government, NGOs and industry) together to create multifunctional facilities aiming to deliver better and more cost-effective outcomes for communities. The facilities tend to be a mix services that include health/wellbeing, learning and employment, open space, sport/recreation, community services, public transport and active transport nodes, cultural amenity and commercial offerings. On an operational level it helps parties agree the scope, operational functions and funding obligations from each partner.[26]

Supporting economic development

Successful community hubs are catalysts for economic development as they attract additional investment from industry that creates employment opportunities and contributes to place-making. CHaPs's achievements for economic growth include "facilitating complex projects that contribute to local economic growth and job creation, maximising infrastructure development opportunities in partnership with industry throughout Queensland and has saved tens of millions of dollars in capital investment costs."

Supporting community building

The other aim of the initiative is to improve access to quality services (increasing service visibility and participation) through co-location and place-based decision-making; "its unique approach encourages innovation in the design, location and sharing of social infrastructure that improves the accessibility of services, connects communities and maximises investment. It responds to the challenges of delivering cost-effective and responsive services and social infrastructure in line with population growth and increasingly constrained funding environments."

[26] www.dsdmip.qld.gov.au/chaps accessed 23.1.19

UPPER COOMERA COMMUNITY HUB

Facing a doubling in population in Upper Coomera, the Gold Coast Council instigated a partnership approach that not only delivered an affordable facility for the community but also combined several services to create a significant destination. Partners included the Regional Development Fund and the Wesley Mission. The facility houses a library, a youth space, aquatic centre, community hall, meeting rooms, Councillor's office, art workshop, a small park, café, walks and cycling trails. Total cost $23.5M. Outcomes include shared management costs, shared staffing, shared amenities/costs and income-generation.

THE FRANK BARTLETT LIBRARY AND MOE SERVICE CENTRE

The Moe community (Victoria, pop.17,000, mining, dairy region) has high unemployment and a lack of services forcing people to travel outside the area. The 2,000m2 library has been designed to bring two disjointed parts of the city together and creating a destination for locals and visitors.

It is co-located with a café, health consulting rooms, public bookable meeting rooms, a community kitchen and a council service desk and call centre. It provides lounge spaces, a rooftop garden and a North-facing marketplace for longer visits. Total cost $14M; local, State and Federal funding. Outcomes; the two-storey facility has engendered community pride and offers this modest city an iconic landmark and a community living room with inspirational mountain views.

THE EXCHANGE AT DARLING SQUARE

This 6-floor building will house the new Chinatown branch for City of Sydney Libraries and over its 2 floors will house a 200mq Ideas Lab, a place where collaborators can innovate, learn new skills or take their first steps to setting up a business. The building will also include a child care centre, and ground floor retail/food businesses

STRATEGIC INSIGHTS

- Ipswich Libraries has created an innovative customer experience in its new Springfield site.
- It is not encumbered with a large network of sites and is in a strong position to develop a robust network of libraries, fit for the future needs of Ipswich.
- It is also well-placed to support Council in re-engaging with its community, using its valued and positive position to rebuild trust and highly visible libraries for Council.

APPENDIX C: TECHNOLOGY PLANNING PRINCIPLES

Developing a **technology plan** is recommended to articulate lifecycle management: emerging needs, set timeframes around replacement of hardware and software and to reduce the risk of unexpected expense.

Considerations:

- Involve relevant stakeholders.
- Refer to Census and Library management Systems/ Council systems information for changes in technology use by the community.
- Consider the libraries as being included in Council's emergency response facilities (in addition to Gordon White branch currently), in which case the systems will require priority and back-up telecom services.
- Include service level agreement milestones with any service providers.
- All plans should have short and long-term goals.
- Plans should have appropriate levels of capital and recurrent funding, i.e. acquisition of computers, and replacement, staff to run computer courses and develop online services, upgrades etc.
- Explore opportunities to gain funding for technology through other government resourcing programs, partnerships with other agencies or outside the traditional library funding sources e.g. Community Technology Centres (CTCs) and universities have co-located additional computer resources within public libraries processes.
- Some technology will be available in the library long after its disappearance in the shops as some in the community will still use the older technology such as DVDs.
- Disaster management systems to ensure service continuity including system recovery.
- Security of data with reference to current privacy legislation.
- Policies such as access, social media, staff training, filtering and appropriate use.
- Staff dedicated to the management and development of technology services.

Considerations for replacement or augmentation can cover:

- Computerised and online library systems: including scanners/printers and self-checking equipment for borrowing; acquisitions; and cataloguing including Online Public Access Catalogue (OPAC) terminals.
- Community Information Systems: for community information and Council public information.
- Terminal work stations for staff: based on one dedicated work station per full-time staff member.
- Public access computers: analysis of the (as per current recommended standards).
- Consider public access computers for computer games.
- Adaptive technologies for those with special needs.
- Loan of in-house, iPads, eReaders and smart phones.
- Appropriate furniture and equipment to access all technology resources.

APPENDIX D: VIRTUAL LIBRARY PLANNING PRINCIPLES

1 Digital library planning will be aligned to the council's strategic directions and priorities.

2 Accessibility lies at the heart of digital developments and is fundamental to the future direction of Ipswich City Libraries.

3 The digital library is the virtual library for all who want to access services and content online or by mobile device.

4 All in our community should have equitable access to online library services and information technology from anywhere at any time.

5 A separate public digital network with capacity to handle increases in digital traffic over time is fundamental, e.g. streaming media.

6 The digital library is managed as a region-wide resource. Some content and services may be developed locally to reflect the local community and identity.

7 Libraries will work in partnership with Ipswich City Council information technology teams to ensure that the IT infrastructure meets growing and changing needs.

8 Asset plans and library budgets will be applied to keeping digital and IT infrastructure fit for purpose, sustainable and up-to-date.

9 Libraries' digital and technology planning and response will be flexible and nimble to meet the fast-changing information environment and customer needs.

10 Technology may be owned, leased or be developed through a partnership model, whichever model provides the community and the council with the best value service.

11 Libraries will participate actively in collaborative national and international initiatives which enhance access to content.

12 Libraries will take a whole-of-life approach to the collection, management and preservation of born-digital and digitised content.

13 Libraries will seek to work in mutually beneficial partnerships with digital development experts in university and commercial sectors to develop innovative digital solutions.

14 Use of open and linked data is key to opening up access and use of library collections.

15 The digital library will reflect the diverse communities served and will seek community input to strengthen that content.

16 As far as possible, Libraries will apply creative commons licences to its digital content.

17 Libraries staff will develop and maintain high levels of digital expertise to support customer access and ongoing innovation.

18 A digital library plan will be prepared to establish development priorities, taking into account the following factors:

   a linkage to the Ipswich City Council Plan and the Library Services Strategy priorities.
   b the needs of customers for easy access and self service.
   c the special requirements and nature of a publicly accessible network.
   d growth in demand for technology to deliver new services.
   e the adequacy of the existing infrastructure to deliver current services.
   f the need to migrate to new versions of software in a timely manner.

APPENDIX E: LIBRARY FACILITIES PLANNING PRINCIPLES

The following guidelines are intended to provide a basis for the development of the Ipswich Library Service Facilities Plan.

- Libraries facilities development planning should be aligned with Corporate Plans, Planning Scheme and relevant building codes.
- An accessible physical library is a fundamental planning principle complemented by digital library services.
- Libraries have an important place-making role as public civic spaces.
- Residents should have equitable access to library and information services regardless of where they live in the region.
- Libraries form an integrated regional network which provides for differing hubs with local and specialist roles including the long-term storage and preservation of heritage materials.
- Library facilities should be fit for purpose, functional spaces.
- Libraries should be flexible, multi-purpose spaces able to offer a range of activities which reflect the interests of the community.
- Local communities should be actively involved in the design of library buildings.
- Library space should increase relative to population growth.
- Queensland Physical Space Standards (State Library of Queensland) should be used to evaluate current services and establish targets for improvements.
- Consideration of co-location with multi-purpose community facilities should be a pre-requisite consideration.
- A facilities plan will establish the priorities for the development of and new or redeveloped buildings taking in to account:
    - Integration with Corporate objectives.
    - Balance of provision across the region.
    - Urban regeneration and place-making.
    - Response to gaps and population growth.
    - Adequacy of existing facilities.
    - Optimisation of service delivery.

The following Location Matrix tool is based on an example from People Places, adapted for specific criteria relevant to Ipswich. It enables Council to minimize risk and to make cost-effective, evidence-based decisions for library buildings to meet community need. Instructions on its use in tandem with the benchmarking tools above are to be found in the People Places document). Using the matrix to assess the current library locations would highlight deficiencies outlined below.

LOCATIONAL CRITERIA	WEIGHTING (OPTIONAL)	SITE A	SITE B	SITE C
SCALEABILTY – FUTURE EXPANSION POSSIBLE	1			
MAIN STREET OR SHOPPING CENTRE LOCATION	1			
HIGHLY VISIBLE LOCATION	3			
GROUND FLOOR AND STREET FRONTAGE	3			
HIGH LEVELS OF PERSONAL AND PROPERTY SAFETY	3			
FULLY ACCESSIBLE	3			
ACCESSIBLE FROM LOCAL SCHOOLS	2			
POTENTIAL FOR OUTDOOR SPACE	1			
PRIORITY PEDESTRIAN ACCESS	3			
WALK TO PUBLIC TRANSPORT	1			
ADEQUATE, CONVENIENT AND SAFE PARKING	2			
ACCESSIBLE FOR ALL VEHICLES	3			
MEETS MINIMUM SPACE STANDARDS? SCALABLE TO MINIMUM STANDARD	1			
Add your own local criteria such as				
• LOW FLOOD RISK	1			
• POTENTIAL TO ATTRACT PARTNERS/ MULTIFUNCTIONAL DESTINATION FACILITY	1			
• WILL SUPPORT COUNCIL PRIORITY SUCH AS ECONOMIC DEVELOPMENT OR ACTIVATION OF A PRECINCT	2			
• POTENTIAL FOR 24/7 ACCESS (SECURITY/SAFETY/24/7 ORGANISATION CO-LOCATED)	3			
• PEPPERCORN RENT, FUNDING PARTNERSHIP OR SIMILAR	1			
OVERALL SCORE				

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OUTCOME DRIVEN

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OUTCOME DRIVEN

Item 21 / Attachment 3.

Libraries Strategy Review

Focus Group and Community Engagement Report

December 2018
Community Engagement Branch
Arts, Social Development & Community Engagement Department

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Background and Purpose

In March 2009, ICC adopted the *Ipswich Library and Information Service Coping with Growth 2008-2026 Strategy* as the basis for forward planning of library facilities. In 2018 ICC Library Services engaged an external consultant to conduct a review of this strategy. As part of the review, ICC Community Research and Engagement team has undertaken community consultation, concurrently with the external review, to identify community priorities regarding community facilities and library services. This included a city-wide survey, and a series of 10 focus group sessions.

The purpose of this report is to report on the methodology and findings drawn from the focus group sessions, in order to contribute to the Library strategy review. These findings will be considered alongside analysis of survey findings, being carried out by Market Facts.

Community Engagement Methodology

Community consultation involved a mixed method approach, combining a survey (administered by Library Services) with focus groups (facilitated by Community Research and Engagement team), both made available in each of the 10 electoral divisions.

City-wide Survey

Survey and focus group questions were drafted to align with past library surveys, with 19 questions designed to ascertain what kinds of services are needed at the libraries, and how far people would be willing to travel to access these services. Appendix A contains a copy of the survey.

The survey was made available online, in paper copies at Libraries and Community Offices, and face-to-face at the following locations:

- Robelle Domain
- Ipswich Showcase Markets
- Redbank Plains Cricket Grounds
- Cribb Park Cricket Grounds
- Ivor Marsden Crick Grounds
- Top End of Town
- Bell St Transit Centre
- Springfield Orion
- Riverlink Shopping Centre

The response target was a minimum of 390[1] completed surveys, and 30 per cent non-library users (minimum approx. 117). Library Services offered a $50 voucher as an incentive for taking part in the survey.

A total of 2,023 people completed the survey, of which 15 per cent (around 300) were non-library users. The breakdown by collection mode is listed below:

Collection Type	Participants
Online	1,314
Face-to-face	383
Paper	326

[1] Based on a total population of 200,000, calculated via http://www.raosoft.com/samplesize.html

Survey data analysis has been carried out by external consultant Market Facts.

Focus Groups

Community focus groups were held in each of the 10 divisions across the Ipswich LGA, at the following locations:

- **Division 1 -** Springfield Central Library, Sirius Dr, Springfield Central
- **Division 2 -** Goodna Neighbourhood House, 33 Queen St, Goodna
- **Division 3 -** Redbank Community Office, Level 3 Redbank Plaza, 1 Collingwood Dr, Collingwood Park
- **Division 4 -** Booval Community Office, 38 South Station Rd, Booval
- **Division 5 -** East Ipswich Community Office, Shop 1 Jacaranda Plaza, 3 Jacaranda St, East Ipswich
- **Division 6 -** The Brassall Centre, 34a Workshops Street, Brassall
- **Division 7 -** Ipswich Central Library, 40 South St, Ipswich
- **Division 8 -** Leichhardt Community Office, Leichhardt Village Court, Toongara Rd, Leichhardt
- **Division 9 –** Community Office Redbank Plains, Orion Shopping Centre, Springfield Central
- **Division 10 -** Rosewood Community Office, Rosewood Plaza, 20 John St, Rosewood

Sessions took place between 5/11 and 14/11, including morning, afternoon and evening sessions. Ninety people took part in the 10 sessions over the two weeks.

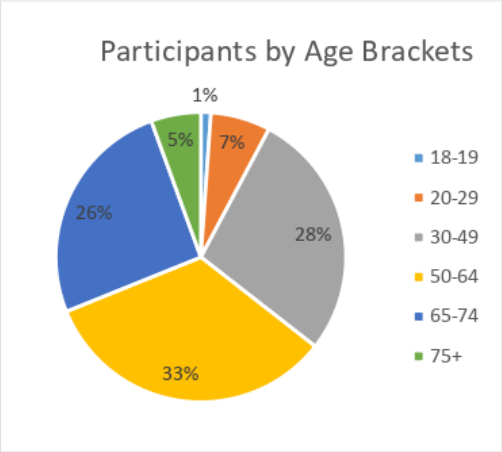
The participation target for the focus groups was 100 to 150 people, with a goal of 10 to 15 people per focus group. Participants were selected via an expression of interest process. An expression of interest form was shared online, via emails from Library Services, via social media, and in paper at the Libraries and Community Offices. Over 270 people expressed their interest to take part in one of the 10 sessions. From this pool of over 270 people, participants were selected on the basis of gender, age and cultural representativeness. Whilst most sessions were near/fully subscribed before they took place, attendance at each session totalled ninety people across the 10 focus groups. The target of 100 people was not reached due to:

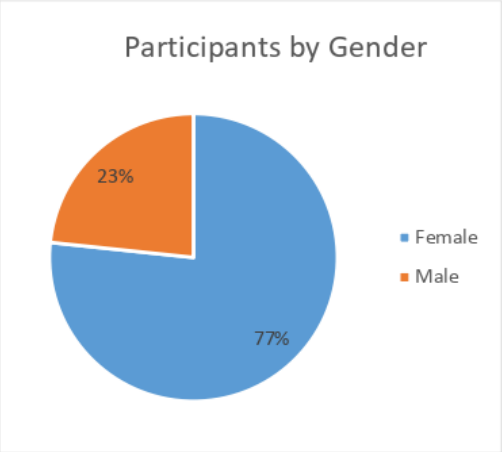
- Complexities associated with reallocating people to sessions other than their first preferred options, given that some sessions had a much higher interest than others. For example, nearly 70 people expressed interest in attending the Ipswich Central session, while only 9 people expressed interest in attending the Rosewood session.
- There were people who were selected to take part who were then unable to attend the sessions at the last minute. In each session, there was at least 2 people allocated who did not attend.

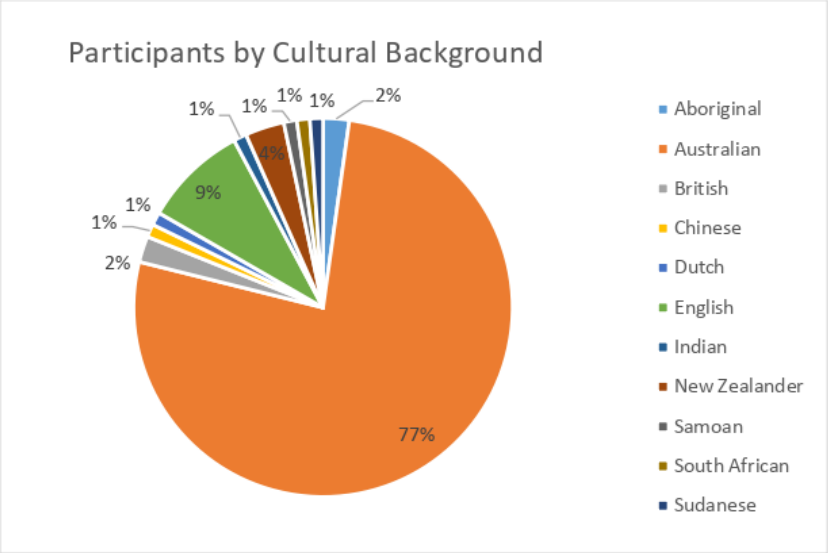
The number of participants per venue is listed in the table below:

Location	Participants
Ipswich Central Library	14
Redbank Plaza	9
East Ipswich	9
Springfield Library	11
Booval	10
Brassall	8
Leichhardt	8
Springfield Office	6
Rosewood	9
Goodna	6
TOTAL	**90**

The breakdown of participants across age, gender and cultural backgrounds is presented below. The majority (77 per cent) of participants identified as female. Thirty-three per cent were aged between 50 and 64 years of age. Seventy-seven per cent identified as Australian.







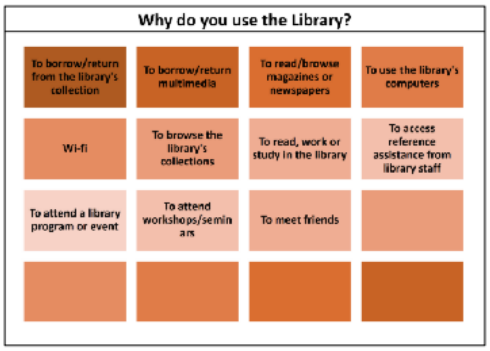
Focus groups followed a semi-structured format and utilised a range of participatory and interactive tools to gather information and encourage discussion. Focus groups were facilitated by Community Research and Engagement (CR&E) staff, rather than Library staff, in order to provide a level of independence. This included one facilitator, and a support staff member taking detailed notes on large sticky notes on the wall. Each focus group session began with:

- An acknowledgement of country, and an acknowledgement of the essential contributions of Aboriginal and Torres Strait Islander people to literature, art and education.
- An overview of the goals and objectives of the broader Library strategy review, including the role of an independent consultant
- The role of CR&E staff as community engagement facilitators.
- The agenda for the session

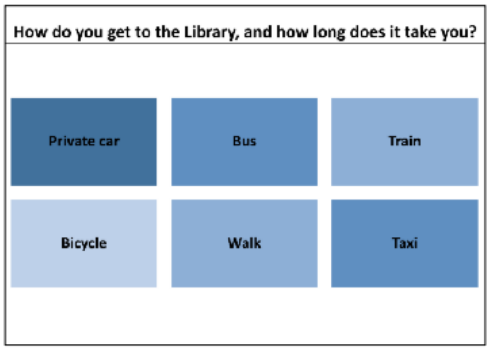
A series of interactive posters (below) guided discussion at each of the ten focus groups.

As an introduction, participants were asked to indicate which Library or Libraries they visited most often. Participant names were written up on the poster.

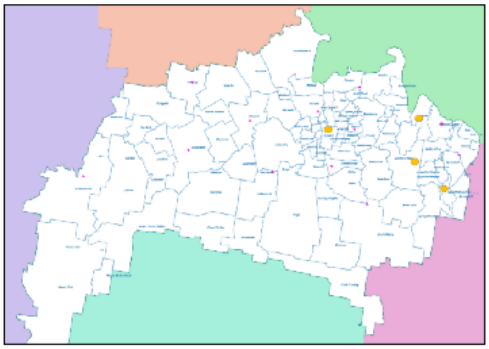
From here, participants were asked to reflect on why they visited the Libraries they do, with notes written up on the poster.



To fill any gaps in the preceding discussion, participants were guided through some of the suggestions listed on this poster, asking for details. For example, for those who indicated attending events, which events?



Participants were asked to write on the poster how long their journey is to the Library they visit most often, and by what transport.



Participants were also asked to draw a line on the map to indicate which Library they visited, and where they were travelling from.

Participants were asked to reflect on those library services that they consider most valuable. Participants were given five sticky dots, to allocate across a range of suggested services. If services weren't listed, they were added to the list. Participants were then asked questions about those services that had received dots, for example, why is adult literacy important? Why is the local history services important? Notes were recorded on the poster.

Participants were then asked to reflect on barriers that they, or others they knew, might face in accessing Libraries. Issues were recorded.

Resource Inputs

Community engagement tasks were shared between Library Services, and the Community Engagement and Research Team. Key tasks are outlined as follows:

Task	Team Responsible
Venues booked	CR&E
EOI drafted	CR&E
EOI form set up and administered in Smart Sheets	Library Services
Sharing EOI link via newsletter, social media and flyers	Library Services
Response to EOIs and attendee list management	Library Services
Preparing resources	CR&E
Book catering	Library Services
Facilitation and note-taking	CR&E
Focus Group findings report	CR&E

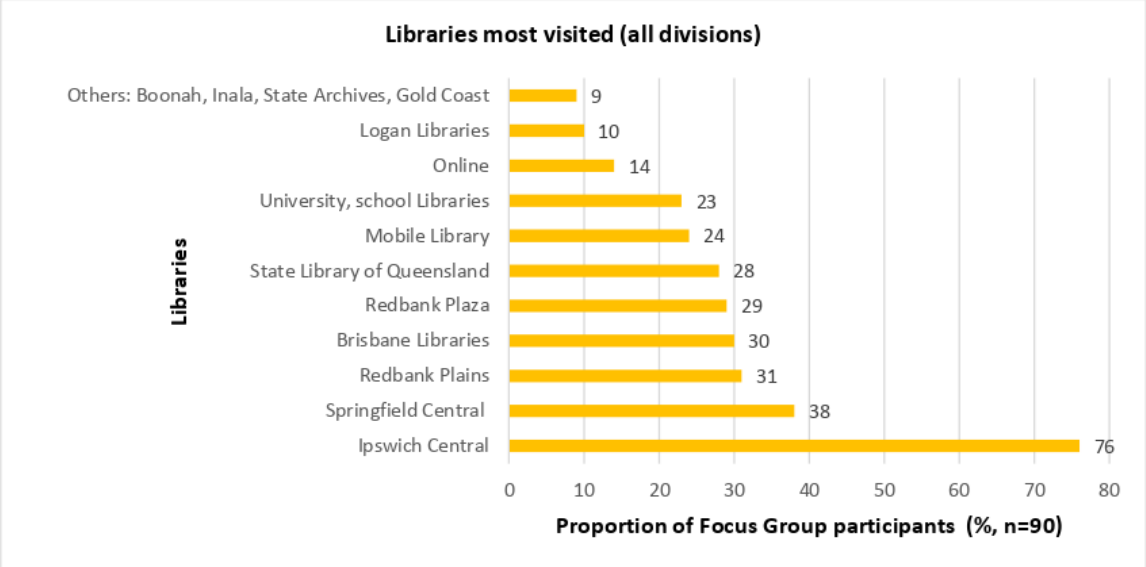
Three Community Research and Engagement staff contributed a total of 230 hours to this project.

1. Responses to Key Questions

The following section outlines the responses to the key questions asked in the focus groups.

1.1 Locations: Which Libraries do people use?

Participants were first asked to indicate which library, or which libraries, they visit most often. A summary of responses are tabulated below (refer Appendix B for data by focus group).



1.2 Motivations: Why do you visit the Library?

Participants were then asked why they visit the various Ipswich libraries, and what attracts them to libraries outside of Ipswich. **For the majority of participants, the library they visit most often is based on proximity to their home or work**. Participants also indicated a range of factors that make the various libraries appealing. The below table is a summary of factors most discussed across focus groups about each of the libraries. The full table of factors that emerged from focus group discussions is included at Appendix C.

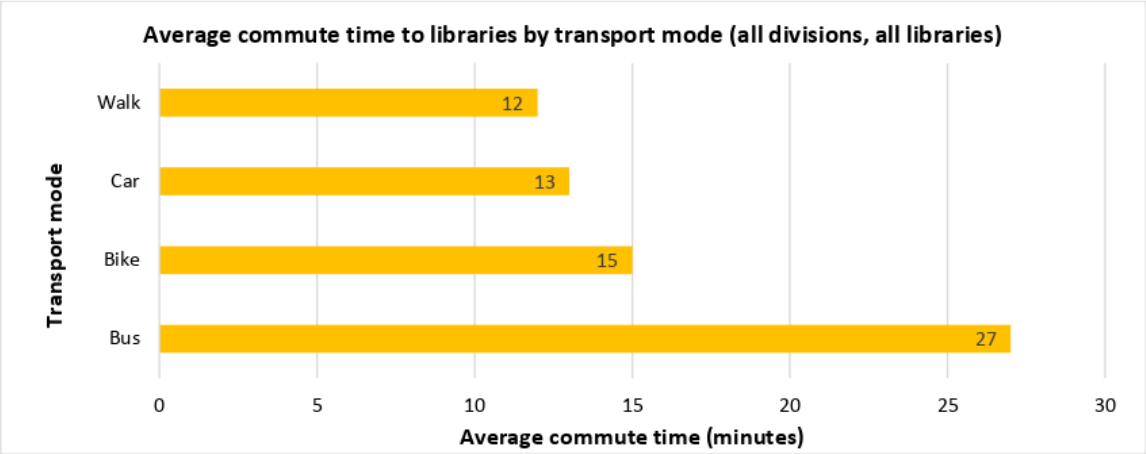
Ipswich Central Library	• **Central Location** • **Parking:** Particularly parking behind the library, noting challenges with time limits. • **Wide Collection** • **Activities and Events:** Including author events, multicultural events, technology and kids activities. • **Building and Design:** Pleasant air conditioned building with lovely fit out. • **Good opening hours** • **A 'safe' place for the community and organisations to meet** • **Cafe** *(see note in Appendix E for details).*
Springfield Central Library	• **Building and Design:** Beautiful design; Lovely clean facilities; but some lack of external signage. • **Collection:** Good range and up-to-date collection, noting concern about books being shifted from other Libraries.

	• **Good Opening Hours:** Better opening hours than the other Libraries, with 24/7 pick-up/drop off. Open on weekends. • **Great Kids Collection & Facilities** • **Parking:** Basement parking is great; Easy access to parking in shopping centre. • **Technology:** Great technology section, with the 3D printer; suggestion for computer training sessions. • **Commercialisation:** Close to shops as a benefit *(see further discussion at 2.2).*
Mobile Libraries	• **Convenient:** But noted feedback on limited timeframes. • **Accessibility:** Provides access to Library books in areas far from Libraries, noting issues with the accessibility of the mobile library itself, and issues with parking. • **Important resource for Rosewood & Walloon**
Redbank Plaza	• **Borrowing & Returning:** Easy for drive-by book returns. • **Commercialisation:** Integrate with shopping *(see further discussion at 2.2)*. • **Location:** Close to work/home.
Redbank Plains	• **Concern about Changes:** Concerns around diminished collection and lack of consultation. • **Location:** Great to integrate with a trip to the park. • **Good parking**
Online Services	• **Collection:** Downloading audio books, e-books and e-comics, magazine subscriptions / downloads. • **Services:** Reservations, on-hold and renew • **Historical Resources:** Accessing Picture Ipswich and other historical resources. • **Used and valued by younger people**
University Libraries and School Libraries	• **Environment:** Often quieter than the city libraries; More space; 24/7 access. • **Specialist Collections:** Specialist collections and archives. • **Photocopying and printing**
Brisbane Libraries	• **Building and Design:** Lovely spaces for meetings; Brisbane libraries have more of a 'bookshop feel'. • **Activities and Events:** Wide range of events at consistent times. • **Specialist Collection:** Borrowing gardening books at the Botanic Gardens Library; Specific collections, such as books on coding.
Gold Coast Libraries	• **Collection:** Gold Coast Libraries seem to have a more up-to-date collection with new releases. • **Services:** Good/fast Wi-Fi.
Logan Libraries	• **Activities and Events:** Particularly events for kids during the school term, • **Collection:** Better digital collections.
State Library	• **Building and Design:** Beautiful architecture. • **Kids Activities and designated Kids Spaces** • **Technology:** Equipment and software at The Edge. • **Activities and Events** • **Collections:** Access to specific collections and research databases. • **Access to Parklands:** As well as GOMA and Museum.
Other Libraries	• **Specialist Collections** • **Trove Online:** For research papers. • **State Archives:** State archives for historical photos.

1.3 Transport: How do you travel to the library and how long is the commute?

Using a map, participants were asked to indicate how long they travel to the library/ies that they visit most often. The average results for each focus group, by mode of transport, are listed in the table below (refer Appendix D for raw data).

	Focus Group										Average commute time (minutes)
	Ipswich Central[2]	Booval	Springfield Library	East Ipswich	Springfield Office	Rosewood	Goodna	Redbank Plaza	Brassall	Leichhardt	
Car	n/a	9	14	22	12	14	15	12	11	11	13
Bus/Train	n/a	1.3		25	1.45		30				27[3]
Walk	n/a	13	13	10	10	10	17.5	12			12
Bike	n/a		20				10				15
Total average commute time (minutes)											**17**



For most participants, the Library they visited most frequently was the Library close to their home, or close to their school or workplace. **The total average travel time (all libraries and all transport modes) was approximately 17 minutes (13 minutes by car; 12 minutes on foot; 27 minutes by bus, excluding trips to Brisbane).** As one participant noted, travel times are influenced by people's lifestyles and location.

- **Private Vehicles:** The vast majority (approximately **80 per cent**) of participants travelled to various Libraries using a private vehicle. Most journeys were between 10 and 20 minutes. At the Redbank Plains library, for example, there is no easy access via public transport, making private transport a necessity. In rural areas, the length of journey varied between 5 and 30 minutes' drive by car.
- **Parking:** For Ipswich Central, parking is a challenge with 2 hour, 1.5 and 1 hour parking – not enough time to browse or relax, particularly on hot days, and insufficient parking spots. This includes people who may be attending events, courses or volunteering at the library. Many participants (around **70 per cent**) noted that while parking across the Libraries was usually fine, events or other activities can make parking difficult, particularly at Ipswich Central and Springfield Library. Feedback was that there are insufficient

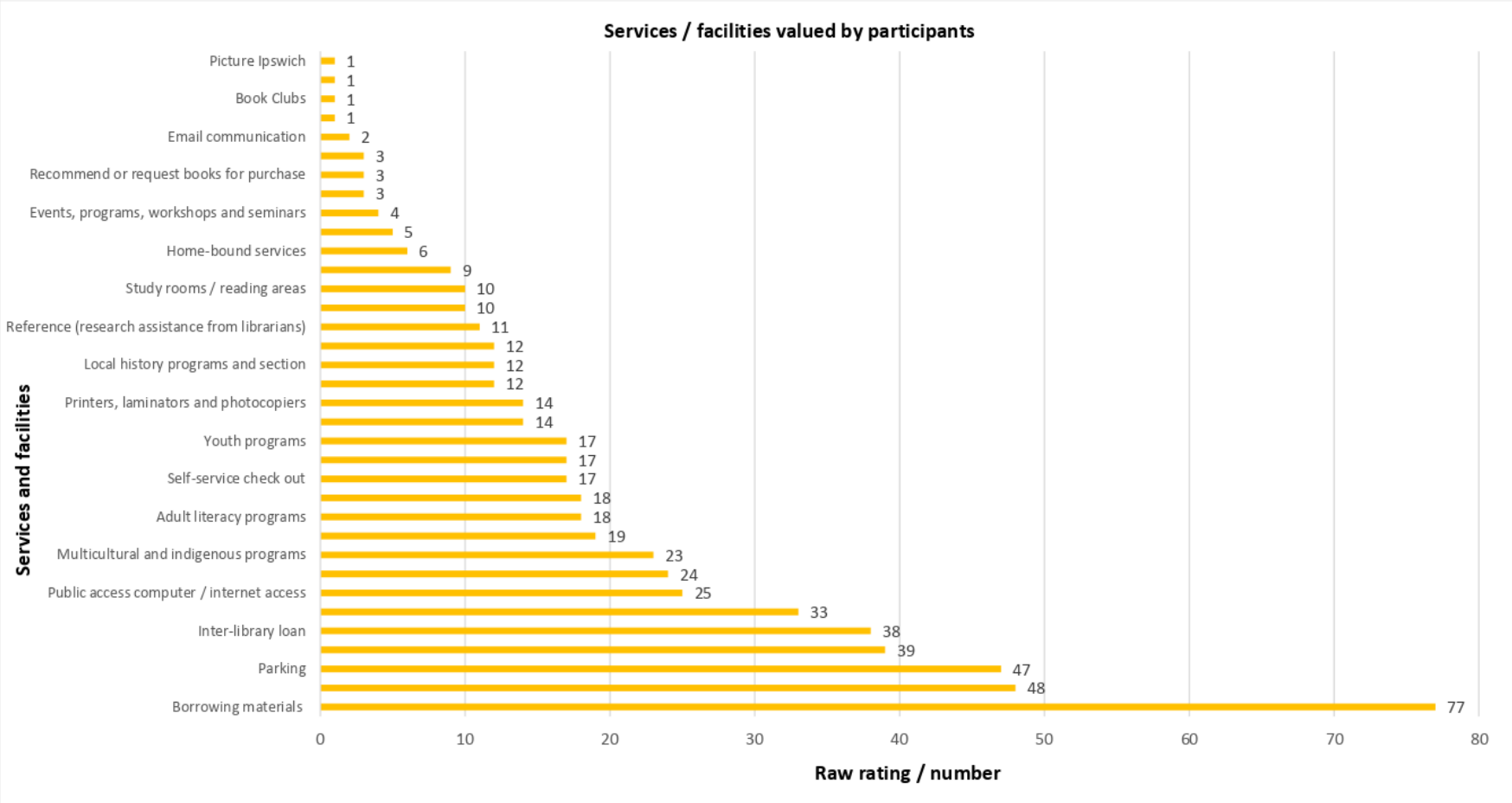
[2] Note that Ipswich Central session was the first in the series, and travel times were not recorded. This was rectified in subsequent sessions.
[3] Excluding train trips to Brisbane

disabled parking spots at the Ipswich Library, and no parent spots. Some (around **10 per cent**) reported that access from parking with prams, or disability support (walkers/wheelchairs) was difficult. There are also challenges in peak hours and when other events are on. Some participants (around **15 per cent**) suggested parking waiver tickets be allocated to people attending library events.

- **Public Transport:** Nearly all participants (around 85 per cent) noted that there is limited public transport across Ipswich, particularly so in rural areas. These participants noted that bus services were unreliable, non-existent, took too long, took indirect routes, and was difficult to manage if transporting books (heavy). Only one participant reported using the Riverlink bus service. One participant said "public transport everywhere is not good", and another commented that the bus service was "hilarious". Others noted it was a challenge for older people. Many young people in rural areas don't have transport options. Many noted that given the limitations with public transport, travelling to the Library for disadvantaged families and those who don't have a car would be very difficult. One participant noted that there is no public transport in Brassall and Chuwar.
- **Public Transport to Brisbane:** A number of participants (around **5 per cent**) reported, however, using public transport to access Libraries in Brisbane (such as the train, and use of 'park n ride' facility), in particular to access the State Library of Queensland (SLQ). These participants reported that it was easier to access SLQ via public transport from Ipswich, than it was to access Ipswich Libraries within Ipswich using public transport.
- **Walking:** Some people (around **20 per cent**) walked between 10 and 30 minutes. This included one participant who reported parking at Riverlink and walking to the Ipswich Central library. For those who walked, issues included poor pavements and difficult weather conditions.
- **Bikes:** Some participants (around **10 per cent**) commented that Ipswich is not well equipped for bike travel, with few safe bike paths, lack of connectivity, hostility from drivers and weather being a challenge. In addition, the Libraries are not equipped with bike parking or end of journey facilities e.g. bike racks. In Goodna, participants commented on the lack of appropriate cycle and pedestrian infrastructure, with one participant saying "no-one cares about Goodna". However, some participants at the Goodna session commented that the Brassall bikeway was used sometimes and was an option when people were transporting lighter items, such as CDs.
- **Community Buses:** One participant noted that RSLs and other venues have community buses – could there be something similar for the Libraries?

1.4 Library Services: What do people value in a Library?

Participants were asked to indicate which Library Services they considered most valuable, not just for themselves, but for the community more broadly. Participants were given five sticky dots to allocate to the top five Library services that they considered most valuable. The following graph provides a numerical summary of the most valued services. Appendix E provides further discussion for each Library service.



1.5 Barriers: What stops people from accessing Libraries, or visiting more often

- **Library Fines:** Library fines can serve as a barrier to people returning to the library – consider regular amnesties?
- **Information:** One participant reported that she has met people who did not know that the Library is free to use.
- **Lack of advertising** *(see below discussion at 2.8 – Marketing)*
- **Access:** Physical mobility for those with disabilities, as well as for seniors, was seen by many (at least **40 per cent**) as a potential barrier for people being able to travel to, and navigate within, the library. Many participants felt that there needed to be more support for seniors to navigate the Library. One participant said that large print should not be upstairs and should be available to people with mobility issues. The suggestion was that books be located downstairs, and technology upstairs. Multiple participants (at least 20 per cent) noted concerns with services / facilities for mobile libraries i.e. decent lavatory, stairs too vertical (difficult with young children).
- **Website difficult to navigate:** This feedback was frequently provided (at least **70 per cent**).
- **Opening Hours and Time of events:** Many participants (at least **70 per cent**) commented that Library events are often on at difficult times. Many people commented on the challenges with Library opening hours, particularly for those working 9-5 hours, or studying. Weekend hours are limited. Even within school hours, it is hard to go to the library after school. Some suggested 24/7 access for some Libraries, with swipe cards (as for gyms). Some stated that this had been proposed at one point for the Redbank Plains library. Others talked about later or earlier opening hours, such as 12pm to 9pm, in order to make the Libraries more accessible. One participant used the Newcastle library as an example, which opens until 8/9am in the evenings. Time constraints were a particular concern for mobile library users - opening times and availability not sufficient.
- **Access for School kids:** Some participants (at least 30 per cent) discussed after-school opening hours.
- **Parking fees:** Parking was seen as a challenges by most (at least **70 per cent**). Also a challenge when returning books. Limited parking spots.
- **Lack of public transport** as a barrier for some in the community. Nearly all participants commented on the poor public transport services in Ipswich. Some noted if they were to take public transport the journeys would be too long (impractical to use). Lack of transport is a particular challenge for multicultural and disadvantaged groups, seniors and people with disabilities. *(See further discussion at 1.3 – Transport).*
- **Feeling welcome:** Some participants (at least 30 per cent) talked about "Perceptions and attitudes that the Library should be a quiet place". There was also a perception that disadvantaged families may not feel welcome at the Library, or may feel uncomfortable. Some participants felt that elements of racism and classism might make some people feel unwelcome at the Libraries.
- **Barriers to Volunteering:** One participant who was keen to volunteer at the Library reported that the volunteering sign-up process was not well managed.
- **Distance:** Rural dwellers (at least 15 per cent) noted it takes too long to get to the central libraries.
- Noise: Three participants asked, "Can we have 'silent hours'?". Some (at least 15 per cent) argued for the need differentiated spaces and places for noise (kids areas) adjacent to quiet areas for study, reading, seniors, etc.
- **Language Barriers:** stop people from accessing the Libraries.
- **WiFi:** Library WiFi very slow.
- **Catalogue system:** Some dislike of 'genre-fication' of collection (around **60 per cent**), however others appreciated this. Reference numbers were seen by some (around 20 per cent) as difficult to

interpret. Others felt it is stressful looking for books of a particular genre as there is no order. Some felt that for the Market place, the return period is too short, and no extension period also an issue.

- **Re-allocation of Resources:** Some participants (at least 30 per cent) expressed concerns that library resources were being re-allocated to Springfield.
- **Collection:** Suppliers are not getting the latest books to the library quick enough. Damaged DVDs not replaced.

2 Further Themes

Discussion during the focus group sessions went beyond responses to the questions outlined in the previous section. Questions asked during the sessions enabled broader group discussion, comments, feedback and ideas. The following section draws together key ideas and themes that came out of the focus group discussions.

2.1 Libraries as Community Hubs

- **Safe Space:** Many participants (at least **60 per cent**) agreed that the library is a safe place for everybody – the safety aspect of the library was mentioned multiple times. Others felt that the library is a neutral community space and fills a resource / infrastructure gap in the community. Many (at least **40 per cent**) felt that there is a shortage of affordable community spaces. One participant said that "community needs spaces outside of churches" where the community can meet.
- **Social Connections:** Many participants (at least **80 per cent**) discussed the ways in which libraries are an essential source of social connection, justifying the need for helpful, friendly and well trained staff.
- **Multifunctional Spaces:** Some participants (at least **50 per cent**) talked about Libraries as multifunctional spaces, which are about more than just books. The Libraries could be used as a location for a variety of social and learning groups. One participant noted that the Libraries were more successful, and more dynamic than the Ipswich Art Gallery.
- **Social Services:** Some participants (at least **40 per cent**) felt that it was a council responsibility to ensure that Libraries link with other community services. Some participants (around 20 per cent) discussed the options for libraries being a point at which community members can access information on various services, and libraries could be referral points for other services. Libraries could be drop-off points for charity collections.
- **Support for Job Seekers:** Some participants (around 10 per cent) noted using the Library computers to search for jobs, and suggested that there be job support services in Libraries. An allocated space, or resources for job seekers, was suggested by some.
- **Lack of community notice boards** for community members to share upcoming events, was noted by around 15 per cent of participants.
- **Signage for events:** Some participants (around 10 per cent) said that the Libraries should have a sign at the front with the list of events, and where they are being held, to save people having to line up and ask for directions.
- **Hub for young people:** One participant noted that the Libraries had a different meaning for young people, in that they are a hub and a place for people to congregate, particularly with access to Wi-Fi, computers, study spaces and air conditioning.

2.2 Commercialisation of the Library

- There were concerns from some (around 30 per cent of participants) around the commercialisation of the Libraries, specifically the Redbank Plaza and Springfield Libraries, as well as the proposed shift of the Ipswich Central Library to the mall.
- While some felt it was useful to be able to visit the Library alongside shops (around 20 per cent), others were critical. One participant commented that older people do not like large shopping centres, making accessing some Libraries difficult. One commented that for low-income families, they wanted to go to a non-commercial space with their kids, and not have to walk past shops on the way to the Library.
- One participant said of the Springfield Library "[It's] Absolutely awesome but it's in a mall"
- A key positive of integration with shopping centres is access to parking.

2.3 Challenges with services and support

- **Staff:** There was some concern about reduction in availability and some uninformed staff in central library, seen as linked to push to use self-checkout service (around 10 per cent). Others felt that community needs to understand that different staff have different capabilities (staff don't know everything).
- Some (around 15 per cent) were concerned about **reduction of computers.**

2.4 Loaning Services

- **Length of loan:** Some participants (around 15 per cent) comments that one-week loan times are too limited.
- **Changes in Inter-Library Loan system**: Some participants (around 10 per cent) noted that the ILL system is now slow or non-existent.
- **Issues with self-checkout:** There was persistent feedback on challenges with using the self-checkout machines (around **75 per cent**). Some participants (around **40 per cent**) commented that the self-checkout machines eliminate the opportunity for an interaction with a person.

2.5 Disability Access

- **Accessibility for families with disabled children:** There was a sense that there is a perception among families with disabled children is that libraries are not for them (e.g. need to keep quiet) (noted by 10 per cent of participants). Some felt that mobile libraries are better for these families, noting the challenges with physical accessibility.
- **Lack of Public Transport:** Some participants (around 15 per cent) commented that the lack of accessible public transport was a further barrier for disabled people.
- **Springfield very accessible:** Springfield was considered to be the most accessible for people using wheel chairs (noted by around 15 per cent of participants), and the basement book drop off was helpful in this regard also.

2.6 Website

- **Website navigability:** New website noted as somewhat hard to use, and login button is hard to find - you have to go through a number of pages to find where to login. Previously a good large print app (now gone). This was noted by around **50 per cent** of participants.
- **Literacy Planet:** At least three participants missed this program now that it has been taken off the website.

2.7 Child and Adult Literacy

- **Challenges in Grandchester:** At least three participants, engaged in community services, noted significant challenges with childhood literacy in the area. There are no early childhood services and many families can't and / or don't access the Libraries – no public transport, too far away, parking costs, many families have only one car. This is an area of high need, including many isolated mothers. Children are beginning prep significantly developmentally disadvantaged. Maybe the area needs access to the mobile library, and early childhood services?
- Growing need for **adult literacy** programs was noted by around 30 per cent of participants. This was regarded as an important service for entry to employment (including ESL training).

- Some participants (around 15 per cent) felt there was a need to encourage partnerships with schools. Could greater parental engagement in disadvantaged communities be achieved via school libraries?
- Libraries were seen by many (around **40 per cent**) as an opportunity to start to shift the poor literacy and development indicators in some disadvantaged communities (opportunity to promote early connection and attachment and a child's development), but also as a resource for everyone. Literacy was seen as a major challenge in Ipswich and surrounds, by around 20 per cent of participants – one participant stated that 30% of children starting school are behind on the early indicators.
- Some participants (around 10 per cent) asked, how do we reach those 'doing it tough"? Through efforts in outreach and reducing barriers.
- One participant noted that ongoing funding needed for the 'Dolly Parton' reading program as an outreach mode (books posted out to families). At least two participants asked if 'books for babes' – books for newborns - still going on?

2.8 Marketing to the Community

- Many participants (around **60 per cent**) commented that it was hard to find out about events, and often people were finding out about events afterwards. Some suggested making better use of local newspapers and to generate wider advertising of events, e.g. Local papers (Gatton Star, Ipswich advertiser, Moreton Border), Library Facebook feed, Newsletters, on public buses. Many felt that unless you are regularly visiting a library, you won't know what services are available, or know what you can get with your membership. History room not widely promoted. Some community members unaware of lending pods. Lots of Ipswich services are <u>not</u> using the library, because they are not aware.
- There was feedback from around 20 per cent of participants that community needs to be made more aware of the community meeting rooms as well as other services that the Libraries offer. One participant suggested contacting NGOs to help share information about community meeting rooms and library services.
- Social media was noted as particularly important for young people (around 20 per cent of participants).
- At least three participants noted inconsistency with booking system between Eventbrite and library system – need for a streamlined system.
- At least five participants felt that the 'What's On' section of Library website difficult to use.
- One participant suggested that there should be more pop-up events during Book Week to raise the profile of the Libraries.
- Work on the libraries image – some participants (around 10 per cent) felt that perceptions of the library haven't kept up with what's available.
- At least five participants suggested that the Libraries make use of local radio station such as River 949.

2.9 Balancing Books and other Services

- Many participants (around **40 per cent**) talked about the value of multiple services within a library, including spaces for kids, technology, and multimedia.
- However, others stressed that the Libraries "still need to feel like a library", with books and quiet spaces. One participant stressed that the focus always needs to be on the printed word. Concerns that other resources – CDs, technology - were given priority over books - Printed word needs to come first. Makes books easiest to access – one participant suggested regarding the Ipswich Central library, "Please put all books back downstairs and DVDs back upstairs!".
- One participant commented that while there was a general push to have things online (books, banking forms, etc), this shouldn't happen at the expense of people who can't use computers. E-illiteracy was seen as a problem.

- One participant stressed that hard copy books are still important, and need to be given precedent, particularly for encouraging a love of books in children.
- At least three participants suggested quiet hours.

2.10 Opportunities for Lifelong Learning

- Some participants (around 20 per cent) talked about the importance of the Library as a place for all people of all ages, and the need to balance the needs of kids and young people, with the needs of adults and seniors.
- One participant noted that services for young professionals were missing (with a focus instead on families and seniors), and that it would be valuable to let young professionals know that the Library is a place for them.

2.11 Support for Multicultural Communities

- There were some suggestions for multilingual volunteers to support communities.
- Around 10 per cent of participants talked about the importance of having multi-language books in the collection, as a way of drawing multicultural residents to the Library.
- Growing multicultural communities in settlement areas – some participants (how do we achieve inclusivity for these communities, and promote the library as a resource for them?
- Libraries were seen by many (around **60 per cent**) as an avenue to welcome people into the community, and for learning.

2.12 Importance of Community Consultation

2.12.1 Ipswich Central Library Move

- **Opposition to the move:** Many participants (around **50 per cent**) asked, why spend the money when there is a well-functioning existing library? Many participants (at least **40 per cent**) felt that insufficient details on the move have been shared to date, to help people make up their minds. There were also concerns around the 'commercialisation' of the Library when situated within the mall, and inconvenience of location. In some divisions the move was universally opposed by the focus group. Issues with parking in new location given that most transport in the city is private vehicle and parking availability in mall is limited.
- **Support for the move:** Some participants (around 25 per cent) noted that the move would allow for better integration with public transport, bus, trains, etc, and that the Library would also be purpose designed and built. There would be the opportunity to integrate with shops e.g. parents on a day out can also go to the shops if needed. It may also be closer to parking.
- **Lack of consultation:** Many participants (around **40 per cent**) noted that there has been insufficient consultation and information on the new central library. Where is it moving to? When is it moving? Will there be sufficient parking? Will community have any say in the layout? One participant said that this "should have been thought about before Riverlink [was built]; the CBD development is such as mess". Some participants (around 15 per cent) commented that there was a culture of poor planning in Ipswich. Is there going to be a road through the mall (and will it cost 40k)? Will there be an auditorium at new library?

2.12.2 Redbank Plains Library

- Some participants (around 30 per cent) commented that the changes to the Redbank Plains Library was a significant issue, given that this is a growth area.

- Many participants (around 30 per cent) commented that there had been a lack of consultation around changes to the Redbank Plains Library, and concerns around the lack of facilities and proper library for the growing community. People commented that Springfield library was too far for Goodna/Redbank Plains Library residents to travel to.

2.13 Planning for Growth

2.13.1 Rural disadvantage and issues

- **Rural locations:** For rural residents, there was a sense that there are not enough programs/events offered, lack of knowledge about what is on (limited use of local advertising mediums), events are too far away to access, lack of availability of meeting rooms for hire (limited neutral community spaces)
- The Rosewood community was looking forward to the Rosewood Library but generally limited understanding of what it will look like, services to be offered e.g. meeting rooms? Kids activities? Parking? Timing? Budget?[4]
- Participants in Rosewood said that "We just want our own library". *Note that the focus groups occurred prior to the announcement of the Rosewood Library.*
- Where can the kids in Rosewood go? Issues raised with 'bored' young people, and issues with drug use.
- Some felt that Rosewood has nowhere that is relaxing and welcoming in terms of a community hub, and that the community needed more than just church halls.
- General concerns around difficulty in accessing services and facilities.
- After hours loitering and security an issue in Rosewood. Linked to growing population.
- Up skilling and more variety needed in Rosewood for adults and older children.
- Rosewood and its surrounds is unique (it's a large old neighbourhood). Community 'always left behind'. Unbalanced investment across the city.
- Concern about population growth – 4,500 new people planned for Walloon, new estates, school capacity, what does the forward planning look like?
- No buses or public transport. Trains only hourly. Access to train station uphill (difficult). Difficult to carry many books using public transport.

2.13.2 Infrastructure Inequality

- A number of participants (around 30 per cent) expressed a sense that infrastructure and investment was unfairly distributed across Ipswich. In particular, there was a perception that Springfield had received significant investment, as well as a new Library, at the expense of the rest of the city.
- In the Goodna and Rosewood sessions, there was a strong sense from nearly all participants that there has been a lack of investment in the community, and a lack of consultation to find out what the community needs. This was linked to the proposed move of the Ipswich Central library, the Springfield Central Library, the changes to the Redbank Plains library and the disruption caused by Riverlink, which one participant referred to as 'RiverUNlink'.
- At least two participants noted that there are far more Libraries in Brisbane.

2.13.3 Population Growth

- Some participants (around 15 per cent) talked about areas of the city with expected population growth, with concerns that infrastructure and services were not keeping pace with population.

[4] Note that the focus group took place prior to the announcement of the Rosewood Library.

- Two participants pointed out that 30,000 people expected to move to a new development approved in Walloon. What services are available to them?
- At least five participants (around 5 per cent) commented that Redbank Plains is a growth area, particularly within Redbank Plains village. Population growth requires more services.

2.14 Feedback loop

- Some participants (at least 35 per cent) requested that the outcomes of the engagement process and the libraries review report / strategy be provided back to participants.

2.15 Ideas and Suggestions

- **Integrate gardens into the Libraries:** Rooftop gardens, community gardens, sensory gardens.
- **Larger community meeting spaces:** Ipswich has a shortage of community halls being built.
- **Woollen Mills**: international appeal, opportunity for blended use spaces/facilities, combining sports, arts and film, link to youth festival.
- **Recording studio**: Integrate a recording studio at the Central library, using The Edge at SLQ as a model.
- **Opportunities for intergenerational connections**, e.g. high school students volunteering to teach IT to seniors; Oral history facility.
- **More events for LGBTI community**, to create a 'safe space'. For example, there are free film nights at the West End library in Brisbane.
- **Inter-city Library loan service.**
- **Suggested Events and Activities:** Arts showcase; Regular book swaps; Language exchanges; Workshops for parents to help them teach their children to read; More regular JP services, as well as JP courses; Science clubs; integrate with C&K celebrate events; Importance of free events to ensure access for all; Writing Groups.
- **Suggestions for courses:** Some participants commented to Library courses to address digital illiteracy, including courses on using iPads, tablets and kindles.
- **Board games to borrow or use at the Library:** given that these are often expensive to buy.
- One participant asked "why can't the Libraries take donations [of books]?"
- **Availability of Library bags**: similar to the Boomerang Bags program.
- **More widespread advertising**
- Short-term drop off zone when returning books (e.g. near lift).
- Extend home-bound services.
- **Transport Support:** Library shuttles to reduce social isolation, for example, shuttles from retirement homes.
- **Ticketing for author talks:** consider lotto / random allocation and a different/larger venue.
- **Volunteering:** Volunteer service needs further promotion for community to access.
- **Library welcome packs** are an opportunity to better promote services /activities.

Appendix A: Survey

IPSWICH LIBRARIES

Ipswich Libraries Strategy Review Survey
October-November 2018

Ipswich City Council is currently undertaking a Libraries Strategy Review. We invite you to have your say about what you value and think is important about your local libraries. Please take a few minutes to fill out this survey. The survey is for people aged 18 and over. The survey is anonymous, however you can provide your details if you would like to be kept up-to-date about activities at Ipswich libraries, receive the results of this survey, and to go into the draw to win a $50 Coles gift voucher (please review the terms and conditions at the end of this survey). If you choose to provide your name and contact details, they will be kept confidential and in accordance with the *Information Privacy Act 2009*. You will not be personally identifiable in any reports that come
out of this project. If you have any questions regarding this survey, please contact
Community Research Officer, Amy MacMahon, at amy.macmahon@ipswich.qld.gov.au.

1. In a typical year, how often do you visit a library in person?

Often/sometimes
- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Yearly

Go to question 3

Rarely/never
- ☐ I haven't visited in over two years
- ☐ Never

Go to question 2

2. If you rarely/never visit a library, do you know where your closest library is? ***(Go to question 8)***

☐ Yes ☐ No ☐ Unsure

3. If you visit a library/ries often/sometimes, which do you visit? *(Please select all that apply)*

- ☐ Ipswich Central Library
- ☐ Redbank Plaza Library
- ☐ Redbank Plains Library
- ☐ Springfield Central Library
- ☐ Ipswich Libraries Virtual Branch (website only)
- ☐ Routinely use more than one Ipswich Libraries branch
- ☐ I have never been to any library within Ipswich
- ☐ My university/TAFE library
- ☐ My school library
- ☐ Mobile Library
- ☐ Brisbane Libraries
- ☐ Gold Coast Libraries
- ☐ Logan Libraries
- ☐ Qld State Library
- ☐ Lending Pods
- ☐ Other_____

4. Of these Libraries, which do you visit most frequently? *(Please select one)*

- ☐ Ipswich Central Library
- ☐ Redbank Plaza Library
- ☐ Redbank Plains Library
- ☐ Springfield Central Library
- ☐ Ipswich Libraries Virtual Branch (website only)
- ☐ Routinely use more than one Ipswich Libraries branch
- ☐ I have never been to any library within Ipswich
- ☐ My university/TAFE library
- ☐ My school library
- ☐ Mobile Library
- ☐ Brisbane Libraries
- ☐ Gold Coast Libraries
- ☐ Logan Libraries
- ☐ Qld State Library
- ☐ Lending Pods
- ☐ Other_____

5. **For the library that you visit most frequently, how do you usually get to the library, and how long is the journey?**
   - ☐ Private car _____ mins
   - ☐ Bus _____ mins
   - ☐ Train _____mins
   - ☐ Bicycle _____ mins
   - ☐ Walk _____ _____mins
   - ☐ Taxi/City Heart Cab _____mins
   - ☐ Mobility Scooter _____mins
   - ☐ Other (please specify)_____mins

6. **Why do you visit the library?** *(Please select your top two reasons)*
   - ☐ To borrow/return from the library's collection
   - ☐ To borrow/return multimedia
   - ☐ To read/browse magazines or newspapers
   - ☐ To use the library's computers
   - ☐ To access the library's free Wi-Fi
   - ☐ To browse the library's collections
   - ☐ To read, work or study in the library
   - ☐ To access reference assistance from library staff
   - ☐ To attend a library program or event
   - ☐ To attend workshops/seminars
   - ☐ To meet friends
   - ☐ To access new technologies
   - ☐ Other_____

7. **For the library that you visit most frequently, how strongly do you agree with the following statements? (1 = strongly disagree, 5 = strongly agree):** *(1 = Strongly Disagree, 5 = Strongly Agree)*

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	N/A
The library's collection meets my needs.						
The online services (website, catalogue, access to digital collections, research databases) meet my needs.						
Research assistance from librarians is adequate.						
Staff are helpful and informative.						
Public Access Computers and Internet access is sufficient.						
The WiFi services are adequate.						
Printing and photocopying services are adequate.						
The Inter-library loan service works well.						
Libraries are able to help me use technology.						
Access to the mobile library is adequate						
Study rooms and reading areas are adequate.						
The Digital Literacy/Technology programs are enjoyable and informative.						
The newspaper and magazine collection is adequate.						
The Learning and Lifestyle programs are enjoyable and informative.						
The Local History programs are enjoyable and informative.						
The Adult Literacy programs are enjoyable and informative.						
The Youth programs are enjoyable and informative.						
The Early Years programs are enjoyable and informative.						
Community meeting rooms are adequate.						
The Multicultural and Indigenous programs are enjoyable and informative.						
24/7 access to borrowing facilities is easy to use.						

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	N/A
The home-bound services are well run.						
Opening Hours are adequate.						
Parking is sufficient.						
Disability access is adequate.						

8. **How important are these library services to you (even if you don't use them)?** *(1 = not at all important, 5 = very important)*

	Not aware of this service	1 Not at all Important	2 Hardly Important	3 Somewhat Important	4 Important	5 Very Important
Borrowing materials (books, DVDs, music)						
Online services (website, catalogue, access to digital collections, research databases)						
Reference (research assistance from librarians)						
Helpful and informative staff						
Public Access Computer/ Internet access						
WiFi						
Printers and/or photocopiers						
ILL (Inter-library loan)						
Help using technology						
Mobile Library access						
Study rooms / Reading areas						
Digital Literacy / Technology programs						
Newspapers and magazines						
Learning & Lifestyle programs						
Local History programs						
Adult Literacy programs						
Youth programs						
Early Years programs						
Community meeting rooms						
Multicultural and Indigenous programs						
24/7 access to borrowing facilities						
Home-bound Services						
Opening Hours						
Parking						
Disability Access						

9. **Which, if any, of the following restrict you from visiting a library or visiting more often?** *(Select all that apply, if none apply, select 'not applicable')*
   - ☐ Don't have my own transport
   - ☐ Public transport is too difficult, expensive or is limited/unavailable
   - ☐ It takes too much time to get there and back
   - ☐ I don't need to get to a branch – I use the home library service
   - ☐ Don't need to get to a branch – the library's online services give me what I want
   - ☐ Time constraints
   - ☐ I can't access the library during library business hours
   - ☐ Library locations are inconvenient
   - ☐ Parking

- ☐ I'm aware of the resource/s or program/s offered by the library but they do not appeal to me
- ☐ I don't know what services, programs and resources the libraries offer
- ☐ I've never been a library user and I feel a bit uncomfortable about visiting a library
- ☐ Other (please describe) _____
- ☐ Not Applicable

10. Would you be interested in picking up Library requested items at self-service check-outs at:
(check all that apply)

- ☐ Shopping centre
- ☐ Community Centre
- ☐ Transport hub
- ☐ Would not use a self-service check-out

11. What is the maximum time you would be willing to travel to access a high-quality Library?

- ☐ 5 minutes
- ☐ 10 minutes
- ☐ 15 minutes
- ☐ 20 minutes
- ☐ 25 minutes
- ☐ 30 minutes
- ☐ 40 minutes
- ☐ 50-60 minutes
- ☐ 60+ minutes
- ☐ Other_____

12. What is the best way we can communicate information about upcoming Ipswich Libraries events and programs that may interest you? *(Please select one only)*

- ☐ The Advertiser
- ☐ Free local Quest newspaper
- ☐ Queensland Times
- ☐ Local Radio River 94.9
- ☐ Ipswich Libraries Website
- ☐ Ipswich Libraries Facebook page
- ☐ Ipswich Libraries Instagram
- ☐ Ipswich Libraries E-newsletter
- ☐ Email
- ☐ Signs and flyers in libraries
- ☐ Library staff
- ☐ SMS
- ☐ Facebook Messenger
- ☐ Twitter

13. If you are a Library customer, in your opinion, what (if anything) would improve the library services? If you don't use the Library can you please tell us what we might offer that would interest you?

_____

_____

_____

14. How old are you? *(please tick one of the below)*

- ☐ 17 or younger
- ☐ 18 or 19
- ☐ 20 to 29
- ☐ 30 to 49
- ☐ 50 to 64
- ☐ 65 to 74
- ☐ 75+

15. What is your gender? *(please tick one of the below)*

☐ Female ☐ Male ☐ Transgender ☐ Gender Variant / non-conforming ☐ Prefer not to say

16. What is your cultural background? *(please tick the cultural background that you <u>most</u> identify with)*

- ☐ Australian
- ☐ Aboriginal
- ☐ Torres Strait Islander
- ☐ Both Aboriginal and Torres Strait Islander
- ☐ British
- ☐ Chinese
- ☐ Dutch
- ☐ Fijian
- ☐ Filipino
- ☐ German
- ☐ Indian
- ☐ Irish
- ☐ New Zealander
- ☐ Samoan
- ☐ South African
- ☐ Sudanese
- ☐ Vietnamese
- ☐ Other _____

17. What suburb do you live in? *(please complete)*

- ☐ Amberley
- ☐ Ashwell
- ☐ Augustine Heights
- ☐ Barellan Point
- ☐ Basin Pocket
- ☐ Bellbird Park
- ☐ Blacksoil
- ☐ Blackstone
- ☐ Booval
- ☐ Brassall
- ☐ Brookwater
- ☐ Bundamba
- ☐ Calvert
- ☐ Camira
- ☐ Carole Park
- ☐ Churchill
- ☐ Chuwar
- ☐ Coalfalls
- ☐ Collingwood Park
- ☐ Deebing Heights
- ☐ Dinmore
- ☐ East Ipswich
- ☐ Eastern Heights
- ☐ Ebbw Vale
- ☐ Ebenezer
- ☐ Flinders View
- ☐ Gailes
- ☐ Goodna
- ☐ Goolman
- ☐ Grandchester
- ☐ Haigslea
- ☐ Ipswich
- ☐ Ironbark
- ☐ Jeebropilly
- ☐ Karalee
- ☐ Karrabin
- ☐ Lanefield
- ☐ Leichhardt
- ☐ Lower Mount Walker
- ☐ Marburg
- ☐ Moores Pocket
- ☐ Mount Forbes
- ☐ Mount Marrow
- ☐ Mount Mort
- ☐ Mount Walker West
- ☐ Muirlea
- ☐ Mutdapilly
- ☐ New Chum
- ☐ Newtown
- ☐ North Booval
- ☐ North Ipswich
- ☐ North Tivoli
- ☐ One Mile
- ☐ Peak Crossing
- ☐ Pine Mountain
- ☐ Purga
- ☐ Raceview
- ☐ Redbank
- ☐ Redbank Plains
- ☐ Ripley
- ☐ Riverview
- ☐ Rosewood
- ☐ Sadliers Crossing
- ☐ Silkstone
- ☐ South Ripley
- ☐ Spring Mountain
- ☐ Springfield
- ☐ Springfield Central
- ☐ Springfield Lakes
- ☐ Swanbank
- ☐ Tallegalla
- ☐ Thagoona
- ☐ The Bluff
- ☐ Tivoli
- ☐ Walloon
- ☐ West Ipswich
- ☐ White Rock
- ☐ Willowbank
- ☐ Woodend
- ☐ Woolshed
- ☐ Wulkuraka
- ☐ Yamanto
- ☐ Other_____

18. Thanks for completing the Libraries Strategy Review survey. If you'd like to go into the draw to win a $50 Coles gift voucher, please provide your contact details here. We can also keep you up-to-date about Ipswich Libraries activities, and provide you with a copy of the survey results *(Optional)*

I would like to:

- ☐ Go into the draw to win a $50 Coles gift voucher
  (Please review Terms and Conditions next page)
- ☐ Be kept up-to-date about Ipswich Library activities
- ☐ Receive a copy of the survey results
- ☐ No thank you

Name	
Email Address	
Phone Number	

Thank you for participating in this survey.

Library Services Review: Community Survey COMPETITION 2018

Terms and Conditions

1. Ipswich City Council of 45 Roderick St, Ipswich Queensland is the promoter ("Promoter") of ICC Library Services Review: Community Survey Competition (the "Competition").
2. The Competition opens at 8:00am, Tuesday, 30 October 2018 and closes at 12:00am, Friday, 30 November 2018 ("the competition period"). Any entry received outside of the Competition Period will be invalid. The Promoter does not accept any responsibility for late, lost, delayed or misdirected entries.
3. The winner of the Competition will receive a $50 Coles Voucher. There is one to be won.
4. The prize will be drawn at 10:00am on Tuesday, 4 December 2018 and the winner will be notified via the email address supplied during entry.
5. Prize is not redeemable, and/or exchangeable for compensation in cash or kind.
6. The Competition may be cancelled without notice.
7. Entry to the competition is free and open to all except for Council officers working directly on the Library Services review project.
8. All eligible people who complete the full Library Services Review: Community Survey will be automatically entered into the prize draw.
9. Entry to the Competition is open to individuals 18 years of age and older. Companies and organisations are ineligible for entry to the Competition.
10. The results of the Competition will not be published.
11. In the event that the winner has not claimed their prize within 72 hours, a re-draw will take place and a new winner selected from the existing entrants.
12. Each entry to the Competition must be entered in accordance with these Terms and Conditions. By entering the Competition, each entrant agrees to be bound by these Terms and Conditions. The Promoters may in their discretion refuse to award any prize to any entrant who fails to comply with the Terms and Conditions.
13. The decision of the judges in relation to ALL competition matters are final and no correspondence and/or communication of any kind in relation to their decisions will be entered into.
14. Entrants must not engage in any unlawful or improper misconduct calculated to jeopardise the fair and proper conduct of the Competition.
15. By entering the Competition each entrant agrees to indemnify the Promoters against all claims for loss, damage, costs (including legal costs) or liability whatsoever arising out of or in connection with the entrant's breach of the Terms and Conditions.
16. The entrant shall indemnify and release the Promoter in respect of any judgement, action, or liability for all loss, damage or injury to persons or property arising from the negligence of the or against any breach by the entrant of any third party intellectual property rights and against any act or omission of the entrant commenced by a third party against the Promoter.
17. The Promoter is collecting your personal information for the purposes of conducting the competition and supplying you with e-newsletters regarding Council events and activities. We will not disclose your personal information outside of Council unless we are required by law or you have given your consent. However, to enable the Promoter to administer, judge and promote the Competition your personal information may be recorded and/or disclosed; for instance your name may be disclosed in a publication or at an event for the purpose of giving notice of Competition winners/entrants. By completing an entry form we will consider that you have given the Promoter your consent to manage your personal information in the manner described.

Appendix B: Which Libraries do people use?

	Focus Group										TOTAL # RESPONSES Library/ies visited most often	% OVERALL FOCUS GROUP PARTICIPANTS
	Ipswich Central	Booval	Springfield Library	East Ipswich	Springfield Office	Rosewood	Goodna	Redbank Plaza	Brassall	Leichhardt		
Ipswich Central	14	8	5	8	3	6	5	3	8	8	**68**	**76**
Springfield Central	2	5	9	5	4	0	3	3	1	2	**34**	**38**
Redbank Plains	0	6	3	4	3	2	2	4	1	3	**28**	**31**
Brisbane Libraries	2	4	6	4	3	0	4	3	1	0	**27**	**30**
Redbank Plaza	2	5	4	3	4	0	4	2	1	1	**26**	**29**
State Library of Queensland	4	4	2	2	3	1	1	2	3	3	**25**	**28**
Mobile Library	2	2	2	1	1	8	3	0	3	0	**22**	**24**
University, school Libraries	2	2	3	1	1	3	3	4	1	1	**21**	**23**
Online	2	3	0	1	0	2	3	1	1	0	**13**	**14**
Logan Libraries	0	2	3	1	1	0	1	1	0	0	**9**	**10**
Others: Boonah, Inala, State Archives, Gold Coast	2	1	0	1	0	0	1	1	2	0	**8**	**9**

Appendix C: Motivations

Ipswich Central Library	• **Central Location:** Location close to home / convenience; but too far for Rosewood community to travel to for events. • **Activities and Events:** People were drawn by the Makers Space; Multicultural events; Book clubs; Kids activities including First 5 Forever & Mums and Babies singing time; Free music performances; Arts Connect events – craft, hats, origami; The library has a history of innovation. • **Parking:** Ipswich Central has access to parking and some public transport. Car park behind the library excellent – convenient and plentiful (unless there is another event on). Sufficient parking is needed. People parking downtown. • **Collection:** Music and DVDs; Promotion of literature; Magazines and newspapers. • **Building and Design:** Building itself is pleasant; Air conditioning on a hot day; A nice space & environment; an informative space; Study desks with power points; 'Brilliant fit out'. • **Opening hours:** Open on the weekends; Open on a Sunday; Ease of borrowing and returning (including after-hours returns); Longer opening hours needed. • **Meeting spaces:** Meeting spaces provide a forum for ideas, meetings, workshops. You can book spaces for meetings, including the Barry Jones Auditorium. Meeting rooms at the Ipswich Central Library are not big enough. For studying, central library is too noisy. • **Staff support:** Gathering information from internet or staff; Research support; Helpful staff. • **A 'safe' place:** Libraries as a 'gentle' starting point to connect with the community (eg, NDIS info sessions); A community resource i.e. launch event 'Communities for children'. • A more effective community space than the Art Gallery. • **Accessibility** for people with disabilities, and large format collection. • Book sales. • **History:** Importance of the Ipswich Central library as a key central hub for historical research, local history, maps and family histories; History circle; Display cabinets on the ground floor used to feature interesting topics / displays. • **Cafe** *(see note in Appendix E for details).* • Concern about reduction in catalogue access computers at Ipswich Library.
Springfield Central Library	• **Meeting rooms & spaces:** You can book professional meetings in the pods; Great rooms and spaces for meetings and study. • **Activities and Events:** One participant was taking part in a writers group at Springfield Library. • **Building and Design:** Beautiful design; Lovely clean facilities • **Collection:** Good range of books and up-to-date collection; Magazine collection; a sense from other groups that Library resources have been moved to Springfield from Ipswich Central and Redbank Plains. • **Insufficient signage** and hard to find. • **Opening Hours:** Better opening hours than the other Libraries, with 24/7 pick-up/drop off. Open on weekends. • **Kids Collection & Facilities:** Classifications for children and babies; Great area for kids to play – however, some conflict with other library users – "Kids are told to be quiet!"; Great children's activities and programs, such as First 5 Forever;

	Great selection of books for teen boys; Springfield was seen as a place where young people could feel like they belong. • **Parking:** Basement parking is great; Easy access to parking. • **Technology:** Great technology section, with the 3D printer; suggestion for computer training sessions. • **Development and Planning:** There was a sense that developers have influenced the community and library, with a lot of investment in Springfield. Some asked why is money being used advertise the Springfield Library in Ipswich Central? • **Commercialisation:** Close to shops as a benefit: one participant said "[It's] Absolutely awesome but it's in a mall". *See further discussion at 2.2.* • **Accessibility:** Good lift access for wheelchairs.
Mobile Libraries	• **Convenient** • **Collection:** Suitable range of books for kids; Access to particular titles; Insufficient content – over representation of Australian authors. More non-fiction requested. • **Activities & Events:** Events – enough for kids but other life stages missing out. • **Accessibility:** While the Mobile Library was seen to provide access to Library books in areas far from Librarires, some participants noted that the Mobile Library itself was difficult to access for people in wheelchairs, people with limited mobility or carers of young children. Some commented that the access stairs did not feel safe; Stairs 'rickety' and not secure, lift doesn't work; Some staff reluctant to use lifts; Safer access (e.g. lifts, stable stairs) and parking raised multiple times; Mobile library too cramped. • **Locations:** One participant suggested that Leichhardt be added as a location for the mobile library; Walloon service parked on a slope (access difficult). • **Time Frames:** Many commented that the Mobile Libraries were not available for long enough, and in some places the time frame was unclear (for example, there is static signage at Goodna that does not align with the actual availability times). • **Important resource for Rosewood & Walloon:** Rosewood participants rely heavily on the mobile library at Rosewood and Walloon; Staff at Rosewood service very good. • **Parking:** Hard to find a safe park i.e. not having to cross busy roads to access. Need access to safer parking.
Redbank Plaza	• **Borrowing & Returning:** You can borrow from one library and return to another; collecting books booked online; easy for drive-by book returns. • **Commercialisation:** Integrate a trip to the library with a trip to the shops *(see further discussion at 2.2)*. • **Location:** Close to work/home. • **Access:** One participant noted that navigating the Redbank Plaza with a pram during school holidays was difficult. • **Activities and Events:** Kids activities. • **Services:** Photocopying; JP services; Using library Wi-Fi.
Redbank Plains	• **Concern about Changes:** Many participants commented that there had been little to no consultation prior to the Redbank Plains library being re-appropriated; one participant stressed the importance of this Library as providing access to books and social contact for seniors, which was now diminished as a result of the changes.

	• **Diminished Collection:** Some participants commented that there are "no books" and "nothing to browse". Collection now reduced with opening of Springfield. In 'its day' it was a good library. Used to have story time, not offered any more. • **Location:** Great to integrate with a trip to the park. • **Meeting Rooms & Study Spaces:** A place to study. • **Accessibility:** One participant noted that accessing meeting rooms in Redbank Plains Library was difficult with a walking frame. • **Staff:** Lovely staff. • **Services:** Wi-Fi used. • **Building and Design:** Negative feedback regarding the black walls at the Redbank Plains Library as 'gloomy'; A large Library, but a lot of space poorly utilised; Good feedback from a younger participant on the Marketplace layout, and the availability of space to study. • **Good parking**
Online Services	• **Collection:** Downloading audio books, e-books and e-comics, magazine subscriptions / downloads. • **Services:** People putting books on hold that they can collect later; Some commented it was easy to access for reservations, on-hold and renew • **Historical Resources:** Accessing Picture Ipswich and other historical resources. • **Technical Difficulties:** Some mentioned that audiobooks were difficult to access, and that the e-book collection was very limited; many commented that the website was difficult to navigate. Need more information on how to use. • **Used and valued by younger people**
University Libraries and School Libraries	• **Environment:** Often quieter than the city libraries; USQ Library is beautiful, with great ambiance, and specific resources; More space; 24/7 access. • **Photocopying** at a better price than the city council libraries. • **Specialist Collections:** Specialist collections and archives; Access to specific resources, curriculum materials. • **Schools:** Community hubs for creative pursuits; schools offering access for parents.
Brisbane Libraries	• **Building and Design:** Lovely balconies and spaces for meetings; Brisbane libraries have more of a 'bookshop feel'; Regularly changing displays. • **Activities and Events:** Range of events, such as workshops and the writers festival; Great range of kids programs, on at a consistent time, every Wednesday. • **Collection:** Borrowing gardening books at the Botanic Gardens Library; Specific collections, such as books on coding. • **Online Services:** Have multiple apps for audiobooks.
Gold Coast Libraries	• **Collection:** Gold Coast Libraries seem to have a more up-to-date collection with new releases. • **Services:** Good/fast Wi-Fi .
Logan Libraries	• **Activities and Events:** Logan Libraries have kids events on during the school term, which is useful for families who home school. • **Collection:** Better digital collections.
State Library	• **Building and Design:** Beautiful architecture. • **Services:** Access to computers. • **Kids Activities:** Kids space where kids are free to be kids (don't have to be quiet).

	• **Technology:** Recording devices, recording equipment and particular software at The Edge. • **Activities and Events:** Specific events, such as the Writers Fest, TEDx and writers groups; Great weekend kids programs; Old movies. • **Collections:** Access to specific collections; Access to research databases such as Lexus Nexus, that you can access from home with a login; Microfiche; Microfilm; Specialist and historical collections. • **Access to other venues:** Visit along with the supreme court and other courts (for law research or study). • **Services:** Use JP services. • **Transport:** Easy to access on public transport. • **Staff:** Helpful staff, particularly with home school activities. • **Access to Parklands:** Can have a full day of events with kids; Day trip with a trip to GOMA, Museum, Southbank – make a full day out.
Other Libraries	• **Specialist Collections** • **Trove Online:** For research papers. • **State Archives:** State archives for historical photos.

Appendix D: Transport

	Focus Group									
	Ipswich Central[5]	Booval	Springfield Library	East Ipswich	Springfield Office	Rosewood	Goodna	Redbank Plaza	Brassall	Leichhardt
Car	n/a	15 10 2 5 10 7 15	15 15 25 10 25 10 5 10 10 10	15 10 3 7 35 60	20 5 5 20 10	10-15 5 5 25 10 10-30 5 25	5 15 30 15 15 15 5 20	20 15 10 3 5 10 8 10	5 5 10 10 10 20 20 10	30 8 5 10 5-20 5 5 15
Bus/Train	n/a	1.3 *(to Brisbane)*		10 40	1.45 *(to Brisbane)*		30			
Walk	n/a	7 5 10 30	12 20 5 15	15 5	10	10	40 8 2 20	10 10 15		
Bike	n/a		20				10			

[5] Note that Ipswich Central session was the first in the series, and travel times were not recorded. This was rectified in subsequent sessions.

Appendix E: Library Services

Rating /450	Services & Facilities	Feedback
77	**Borrowing materials (books, DVDs, music)**	**Access to no-cost resources:** Many participants (around 70 per cent) talked about the importance of access to books and other resources at no cost. Many talked about the importance of access to books for children who might not be able to afford books, or don't have books at home. Some talked about the value of access to DVDs, music and documentaries. Libraries let people have exposure to a wide range of resources. **Great borrowing services:** Great to pre-book titles online, and collect alter. Out-of-hours returns is great. **Feedback on Collection:** The Library should include a mix of new and old books, as an important marker of culture. Some participants suggested rotating books between the various libraries. Not the newest books. **Catalogue:** There was wide and varied feedback regarding the genre based cataloguing system. While many were happy with the genre based system (around 40 per cent), others felt that the catalogue should be organised by author. Some commented that having books in the Marketplace section meant that books were not on the shelves when people went to look for them.
48	**Online services (website, catalogue, access to digital collections, research databases)**	**Convenience:** Many (around 50 per cent) comments on the value of being able to place books on hold online, and collect in person. **Digital Resources:** Some participants (around 10 per cent) noted that for young people, access to digital resources was more important and more appealing, including e-books, periodicals, research resources and news. Many participants talked about accessing audiobooks and e-books. **Limited range:** Inadequate/limited range of audiobooks. Brisbane and Logan Libraries have better online collections. **Borrowing Data:** Some commented (around 5 per cent) that they liked being able to see their borrowing history, and the opportunity to leave a review.
47	**Parking**	*See above section 1.3 - Transport.*
39	**Helpful and informative staff**	**Value of Staff:** The importance of staff was discussed extensively. Participants said "staff [are] so important", "staff are helpful", "staff [are] a vital resource" and many commented that Library staff are an important social interaction and connection for many people. One participant said "It's nice to speak to a person". **Investment in staff:** One participant said "[there are] not enough people" and "not enough support for seniors". Support for seniors was a common theme, including the suggestion that there needs to be more support for seniors

Rating /450	Services & Facilities	Feedback
		to use technology. Staff also need to be proactive, and some felt that there were insufficient staff at the Libraries. Some felt that self-service check-outs and other technologies should not replace staff, who are still a vital resource. Some stated that investing in staff was an investment in the community. One participant said "Don't be afraid to invest in more staff" as staff are an important resource to support and connect the community, and to address social isolation.
38	**Inter-library loan**	A very valued service for those aware that it exists.
33	**Opening hours**	*See below discussion under 1.5 - Barriers.*
25	**Public access computer / internet access**	**Public internet access has multiple benefits:** used by grey nomads; NBN is unreliable so this is the only reliable option for some people, including those families who cannot afford internet; saves people money on downloads; can do online shopping; online education courses; people can do their resumes and apply for jobs; online fraud awareness signage is useful; training on use of technology; Police use the facility for some training courses (external providers) where using police computers is not appropriate. Some participants noted using the Library computers for job searches as the library is a better environment than at job service agencies.
24	**Community meeting rooms**	**Value of Meeting Rooms:** Many (around 60 per cent) talked about the importance of libraries as a meeting place. Some participants talked about using the Libraries for activities such as job interviews, connecting with social services, or interviews for NILS (no interest loan) services. This suggests that community organisations, NGOs and social services are using the Libraries as a venue and resource to connect with the community. Some (around 15 per cent) commented that awareness of meeting rooms throughout the community was low, or times when rooms are available, and that the Library needed to better market that service. **Priority Users:** One participant suggested priority booking options for regular library users, as they struggled to book rooms at times.
23	**Multicultural and indigenous programs**	**Value of Multicultural Events:** Many participants (around 30 per cent) talked about the importance of multicultural services and programs, as a way of reflecting the Ipswich community, bringing together different sections of the community, and providing opportunities for cross-cultural education. This included the suggestion of ESL programs. Many participants talked about impacting programs they had taken part in, such as NAIDOC programs, Indigibots, and children's programs led by Aunty Sharron. Would like more info sessions / workshops to increase levels of understanding and interactions. More regular sessions are needed. Connection to history programs would also be great. **Multicultural Collections:** Some participants also talked about the value of multicultural collections and collections across multiple languages (and that these should be available for children). One participant commented that this

Rating /450	Services & Facilities	Feedback
		was an important way to draw migrant residents to the libraries, and as a way of encouraging a diverse, connected community. **Connecting with Diverse Communities:** Some participants emphasised that more work needs to be done to encourage diverse communities. This needs proactive and specific effort e.g. invitations to events.
19	**Newspapers and magazines**	**Accessing specialist resources:** Participants discussed the importance of access to expensive specialist subscriptions. Some participants also discussed the need for library access, given the reduction in the number of real estate agents in recent years. Some commented that there should be more variety and a focus on specialist titles, rather than 'supermarket magazines'… Some people also suggested the availability of more copies of more recent titles. Some participants made use of international newspapers. One participant said that she read the papers to peruse funeral notices.
18	**Adult literacy programs**	**Illiteracy Challenges in Ipswich:** A number of participants (around 20 per cent) talked about issues with adult illiteracy in Ipswich (*see further discussion at 2.7 – Child and Adult Literacy*). Some participants (around 5 per cent) discussed the lack of adult literacy programs, with many services cut in recent years. Some discussed the importance of adult literacy and ELS programs for new Australians. Others outlined that there is a growing need for adult literacy programs, particularly for entry to employment. **Libraries as ideal spaces for learning:** Some participants (around 20 per cent) considered the libraries as a low-barrier place to access these kinds of services, easy to get to, and with no stigma. The Libraries would be a non-judgemental space for running adult literacy services. **Lifelong Learning:** This was seen by some as linked to youth programs and early years programs, with the need to focus also on the children of those adults with literacy issues.
18	**Disability access**	**Café:** One participant commented that the café tables that used to be inside the Library (next to a kiosk window) were a great resource for people accompanying friends or relatives with disabilities. **Access for Larger people:** One participant also commented that the Libraries need better support for bigger people, e.g. bigger chairs.
17	**Self-service check out**	**Mixed Responses:** There was wide and mixed responses to the self-service checkouts. Many (around 50 per cent) commented on the speed of the system, and many commented that they had had challenges with the system, and were not sure on procedures. People were receiving reminders after having already returned books. One participant said "[I] love it". **Staff v Technology:** Some participants asked "Are self-service check-outs a way of getting rid of staff"? There needs to be more people on the floor helping. Requests were made to not reduce staff.

Rating /450	Services & Facilities	Feedback
17	**Help using technology/ Digital literacy**	**Digital Illiteracy:** Need to address digital illiteracy, and provide more hands-on support and courses for people to use computers, internet, blog services, etc. Technology support for new Australians needed.
17	**Youth programs**	**Positive feedback:** Many participants (around 30 per cent) noted that the youth programs are excellent. Some (around 20 per cent) talked about great access to technologies such as printers, robotics programs, and virtual reality goggles. Many talked about the value of school holiday activities, and kid's authors. There was mixed feedback on the availability of YA books for boys. **Value to Technology for Kids:** Draws young people into the library, e.g. Makers Space, virtual reality goggles. Important way for people to access expensive technology, which the library can afford. **"Soft entry":** For some participants, youth programs and early year's programs were also seen as ways to draw both children and adults into the Libraries, as a 'soft entry'. One participant noted that "kids take adults to the library". **Barriers:** However, many participants commented on limited opening hours making it difficult for young people to access libraries after school, and in some cases on the weekends. For example, for high school students to be able to study after school hours. One young person commented that some young people use the Wi-Fi outside the libraries after hours, as they did not have access to the internet at home. Some commented that the advertising on these programs was too late and that cost was a barrier. Free options should exist. **Link to other youth services:** Some participants suggested that there should also be youth mental health services available at the library, as well as advertisements for other youth programs. **Home schooling:** Around three participants talked about the benefit of access to resources for distance education and home schooling. **Teacher Librarian network** **School excursions:** Some parents reported that their kids had taken part in excursions to the library.
14	**Early years programs**	**Positive Feedback:** Early years programs were seen by many (around 30 per cent) as an important tool for building community, and investing in the future of Ipswich. Early childhood education is necessary for many families who don't or can't afford to place their children in day care. Libraries offer one of the few opportunities for education before school starts. Many mothers of young children are isolated. **Broader benefits for community:** Many participants (around 30 per cent) noted that engaging kids early in the Libraries has a positive payback for the community. Many talked about the importance of setting good habits for kids, developing speech and language skills, and kids' activities as a soft entry to access other resources at the

Rating /450	Services & Facilities	Feedback
		Library. One participant said that "[It is] important for young people to love reading". Drawing in multicultural families was also seen as important. **Social Connections:** Many participants talked about the libraries as a 'hub for mums', a place where parents can meet other parents, reduce social isolation, in a great space for kids. Many commented on the quality of the parents' room in the Ipswich Library. One participant suggested that the Library build relationships with childcares and early education centres. Suggestion to introduce toy libraries. **Child literacy:** A number of particpants, (around 5 per cent) including teachers and social service workers, commented on the importance of libraries in addressing issues with child literacy in Ipswich (see further discussion at 2.7 – Child and Adult Literacy).
14	**Printers, laminators and photocopiers**	**Community Service:** Important for Centrelink clients. **Cost Barrier:** Some participants (around 5 per cent) noted that the cost of printing at the Library was more expensive than elsewhere, but that it is handy if you are already at the library.
12	**Mobile library access**	*See above discussion on the mobile library in section 1.1*
12	**Local history programs and section**	**Ipswich Library as a History Hub:** Some participants (around 5 per cent) discussed the importance of Ipswich Central as a central hub for Ipswich and Queensland access, family history and architectural history. Some felt that better marketing of the history resources was needed. Some participants felt that, beyond the Library, there wasn't enough historical programs in Ipswich. **Connect with Seniors:** One participant suggested that the Library connect with seniors to draw on their local knowledge.
12	**24/7 access to borrowing facilities**	**Suggestions for ease of access:** A number of participants (around 10 per cent) suggested easier access to return points, for parents with kids, or seniors, such as places with easy access to parking, or a drive-thru returns box.
11	**Reference (research assistance from librarians)**	*See above section on 'helpful and informative staff'.*
10	**Cafe**	**Valued & Missed Service:** Some participants (around 10 per cent) talked about the appeal of the café in the Ipswich central Library. Some reflected on the kiosk window that used to open into the Library, with tables where people could sit with a coffee. Many said that this was a great service, particularly for families.
10	**Study rooms / reading areas**	Participants commented that Springfield Library had lovely study rooms with nice chairs and nice design details.

Rating /450	Services & Facilities	Feedback
9	**Learning and Lifestyle Programs**	**Ideas for events and programs:** • Autobiography classes • Collaborate with U3A • Positive thinking
6	**Home-bound services**	**Value of Homebound Service:** Many participants were not aware of this service. For those who were aware, they commented on how important this service is, both for access to books, and as an important social interaction for older people. Some suggested the need to connect with carers as well. Some participants also suggested a volunteer reading services for those who may have poor vision.
5	**Wifi**	**Wifi was seen by some as a community service:** One young participant noted that many high-school students access library wifi, particularly those who may not have internet at home. Some participants (around 5 per cent) felt it was important that the library let people know that the wifi services are free. Wifi was used for study, research, and to access magazines. Many talked about using Library wifi, both while at the library, and when passing by. Some participants suggested having wifi available in the Ipswich mall. **Speed:** Wifi access very slow
4	**Events, programs, workshops and seminars**	**Events and activities that people appreciated:** • Authors events – social, one-on-one (central) • Special interest seminars, such as information on aged care • Chess set • The arts e.g. painting, mosaic, creative workshops **Feedback:** Inconsistency with booking system between Eventbrite and library system – need for a streamlined system. Better advertising of events needed (*see below at 2.8 - Marketing*). Suggested more available outside office hours.
3	**Book sales**	Purchase of excess books.
3	**Recommend or request books for purchase**	Most people weren't aware of this service, but those who did were appreciative. Others reported that the 'suggest a purchase' system was not working well, e.g. emails not responded to. Some were concerned about **expenditure on multiple copies of new release books,** which are then sold off very cheaply **–** justification?
3	**Relax in air-conditioning**	This was common feedback across the focus groups. The Library is a cool place to go, particularly for families during summer. This links to the idea of a safe space.

Rating /450	Services & Facilities	Feedback
2	**Email communication**	Some participants (around 10 per cent) gave feedback on wanting more regular email communication from the Libraries.
1	**Outreach**	This included outreach/pop-up events at supermarkets or places like Bunnings.
1	**Book Clubs**	**Wider options needed:** There needs to be a wider range book sets available to book clubs. Some participants wanted more opportunities for activities such as book clubs and writers groups.
1	**Meeting Friends**	This was noted with regards to the Ipswich Central café.
1	**Picture Ipswich**	Many participants were not aware of this, but those who did reported it to be a valued historical resource.

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ITEM:

SUBJECT: LIBRARIES STRATEGY 2019-2024 - KEY FINDINGS REPORT

AUTHOR: LIBRARY OPERATIONS MANAGER

DATE: 19 SEPTEMBER 2019

EXECUTIVE SUMMARY

This is a report concerning key findings of the Ipswich City Council ***Library Services Library Strategy 2019-2024*** Report, undertaken in late 2018 – early 2019 by an external consultant to inform forward planning of Library facilities. The report was supported by community engagement undertaken by the Ipswich City Council Community Research and Engagement team.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

That the contents of the report be received and noted.

RELATED PARTIES

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure

IPSWICH LIBRARIES STRATEGY 2019-2024 – BACKGROUND

In March 2009, Ipswich City Council adopted the *Ipswich Library and Information Service Coping with Growth 2008-2026 Strategy* as the basis for forward planning of library facilities. In 2018 the Library Services Branch engaged an external consultant to review the Library strategy, producing the *Ipswich Libraries Strategy 2019-2024* document (Attachment 1). As part of the review, Ipswich City Council Community Research and Engagement team undertook community consultation. The *Libraries Strategy Review – Focus Group and Community Engagement Report* (Attachment 2) sought to identify community priorities regarding Library facilities and services.

Since the report was finalised, Council has progressed significant infrastructure projects and undergone a whole of organisation restructure which has resulted in substantive changes to the Library's operating model. Library Services have been combined with Council's Customer Services function to offer Ipswich residents and visitors an integrated approach for delivery of customer services from multiple locations including libraries.

This new operating model will impact significantly on forward planning for library facilities and for the delivery of the broader range of services at Libraries. The recommendations of the ***Ipswich Libraries Strategy 2019-2024*** will need to be viewed in the context of the new operational model. This report identifies the key findings of the strategy and community engagement which will inform facilities and services planning for libraries and customer services.

THE REVIEW

The external review was undertaken by AEC and took a broad-based view, including benchmarking of Ipswich Libraries against state and national standards and other Libraries.

The key project outcomes for the external review undertaken by AEC are:

- A financially sustainable and community focused Library Service delivery model for Ipswich City Council
- A facilities development framework and timeline that will support the preferred model into the future utilising a Signature Libraries methodology
- An Implementation / Transition Plan based on the recommended Operating Model.

The key outcome for the community consultation project was to identify community priorities pertaining to the planning of library facilities and services, based on an understanding of:

- Which libraries do participants use or not use?
- What do they use the Library for?
- Which library services do they most value, for themselves and the community at large?
- What barriers impact their use of the Library?

It is also clear from the results of the community consultation that many respondents are well aware of the trends and benefits offered at other library services, which shape expectations for existing and future facilities and services at Ipswich Libraries.

The strategy acknowledges that Ipswich Libraries has already begun to build a reputation nationally as innovators in the Library sector, who have responded to the current service challenges to prioritise customer-centred service initiatives. While the Library is growing as a trusted brand within the Ipswich community, there continues to be significant challenges and opportunities to position the library for the future exponential growth of the City.

The improvement and development opportunities identified in the broad-based ***Ipswich Libraries Strategy 2019-2024*** report and the findings of the community engagement revealed a number of congruencies of interest and expectations that fall into four key deliverables:

- Library Facilities
- Library Resources and Services
- Library Technology
- Library Staff

Underpinning the identification of key assets above, the community engagement revealed some deep expectations and desires for successful community living, which find their expression in part, in the library:

- Connectedness
- Inclusiveness
- Overcoming Barriers
- Lifelong Learning

Library Facilities

Key Finding – Library Floor space
Based on existing and projected populations for the key catchments in Ipswich, the strategy report has identified an existing and future under-provision of Library floor space based on benchmarks for public libraries as the key challenge to effective library service provision. This has emerged as the key challenge and determining factor for the delivery of appropriate and relevant services for the Ipswich community.

With the population of Ipswich expected to increase significantly between 2016-2036 (see Table 1), the existing and planned total floor space across Ipswich does not meet required minimum standards.

Table 1. Population Estimates by Catchment

Catchment	2017	2021	2026	2031	2036
CBD	89,110	94,012	104,689	116,028	129,949
Redbank	50,224	53,787	60,313	65,875	72,369
Springfield	49,586	57,267	77,116	98,956	123,733
Ripley	5,449	18,608	44,946	77,533	108,628
Rosewood	12,196	15,009	23,809	37,405	57,520

Source: 2017 ABS ERP

Current total floor space (approx. 6,843 m2) does not meet the required minimum standards by 28.5% based on existing population numbers, resulting in significantly lower library patronage. This under-provision will continue into the future, as even with the increased planned floor space for Ripley (3,000m2) there is still a 36.3% shortfall by 2021 and 78.2% shortfall by 2036 if no further expansion or replacement facilities are provided. (see Table 2 NOTE: Recent changes to infrastructure planning/design are required to inform the revised state of gross area allocation.).

Table 2. Assessment of Required Floor space Over Time

Location	Existing M² 2019	Industry Minimum Standard 2019	Planned M² 2021	Industry Minimum Standard 2021	Planned M² 2036	Industry Standard 2036
Ipswich CBD	2,600	3,520	3,700	3,770	3,700	5,000
Springfield	2,000	2,080	2,000	2,430	2,000	4,500
Ripley[(b)]	-	370	-	1,300	3,000	4,000
Redbank Plaza[(c)]	415	-	415	-	415	-
Redbank Plains[(c)]	850**	-	850**	-	850**	-
Redbank[(c)]	-	2,110	-	2,280	-	3,000
Rosewood	978	840	978	1,050	978	3,000
TOTAL	**6,843**	**8,920**	**7,943**	**10,830**	**10,943**	**19,500**

Source: AEC

**Since this report was finalised, the Redbank Plains Library floorspace was reduced by half to accommodate the necessary Logistics Hub, the total space at Rosewood Library has increased, capacity at both Springfield Central and Rosewood have been impacted by the addition of the customer service offering.

Participants in the community consultation also expressed a concern with perceived infrastructure inequality, that investment has been unfairly distributed across Ipswich. Respondents believed that services to Springfield have come at the expense of services elsewhere, particularly for the rural areas (Rosewood and Walloon in particular). It should be noted that the consultation occurred prior to the confirmation and subsequent commencement of building of the Rosewood branch library.

Innovative options for delivering collections to community hubs like the proposed Library Pod at Karalee should not come at the expense of adequately proportioned library buildings.

Library facilities that are too small impact on key service deliverables. Customer feedback also indicates frustration with a lack of amenity in the areas below:

- Space for collections which are readily accessible, with adequate browsing and display space
- Safe, accessible meeting and learning spaces
- After-hours access to meeting and study spaces
- Defined quiet zones for study separated from general or noisier areas
- Accessibility for those with mobility issues
- Welcoming areas specifically designed for indigenous and other key target groups
- Programming spaces
- Amenities for young families, including secure pram parking and parenting rooms

Community consultation revealed an expectation that libraries act as a community hub or anchor, providing safe, neutral spaces where the community can meet and connect. The safety aspect of libraries is a recurring theme in the community feedback, with respondents identifying an infrastructure gap that can be filled by provision of affordable room resources at the libraries. There is also some appetite for 24/7 access to Library spaces.

Participants identified a number of other factors that influence their choice to use Ipswich Libraries, or which may attract them to other library services. Most people choose to visit a library based on the proximity to their home or work, with the following elements impacting their ongoing motivation to support a particular branch:

- Parking, including time limits. As most people (80%) drive to a library, parking emerged as a key area of interest
- Access to public transport
- Building design – pleasant, air-conditioned, comfortable and contemporary fitout
- Diverse spread of opening hours
- Meeting rooms and study spaces
- Children's services and spaces
- Technology – internet, wifi, 24/7 access
- Collection – physical and e-collections
- Program of activities and events

Library membership levels at Ipswich Libraries are also low (18% NOTE: Active membership has increased from 18 to 25% since this evaluation as a result of the opening of Springfield Central Library and other changes, this growth is anticipated to continue with the addition of new branches in the immediate future.) compared to similar councils in Queensland and nationally (40+%). This means that there is currently less strain on the Library spaces than could otherwise be the case and is a future risk to Council.

Fit-for-purpose library facilities are essential in providing the services necessary to deliver on the strategy. Despite the increase in the availability and use of electronic resources, the requirement for physical library space is very strong, particularly for group learning, early childhood literacy sessions, quiet study and the continued popularity of the physical book.

The strategy identified that each catchment represents its own significant geographic community within the Ipswich local government area, and it is considered that the most appropriate operating and cost-effective model would be a staged development of a distributed 'Signature Libraries' facilities model. Under this model, each of the five facilities would be of a similar significant size, no smaller than 3,000m2, and deliver core functional services to their geographic community, yet able to have their own 'look and feel' reflecting locality and community. A substantial library in each catchment would represent a more equitable distribution of infrastructure investment across the city.

Each major community catchment would have access to service levels similar to a traditional 'central' library (opening hours, study space, rich collections, current technology, tailored program of events and amenities such as parents' room and access to meeting/event spaces) but updated for current lifestyles. Adequate parking is essential.

Due to Ipswich Libraries' unique current situation of not inheriting a large network of small, inadequate branches, Ipswich is in a strong position to develop well-located and appropriately-sized facilities for the expected population.

A detailed facilities plan will need to be developed, aligned to and embedded into the rest of Council's planning and financial frameworks to achieve the Signature Libraries model. The plan will forecast and cost the need of facilities augmentation and replacement, including whole-of-life maintenance costs.

Interim solutions for a shortfall in library space will also need to be investigated.

Library Resources and Services

Key Finding – Collections
While the library collections, both physical and digital, form a key platform for the Library service and are identified as the primary reason customers use the Library, customer engagement revealed considerable dissatisfaction with the collection's size, layout, split between physical and digital, and range. While admirable work has been undertaken to merchandise and curate the collections, a history of low levels of spending and inadequate physical space to house, present and access the material has impacted on the size and quality of the collection.

Historically, expenditure per capita on library materials has been well below the national minimum recommended spending and compared to peers. Low levels of expenditure and available resources have resulted in low levels of service reach, participation and below average satisfaction as recorded in the user/non-user survey. Minimum expenditure was reached for the first time in five years in 2017-18 with the opening of the Springfield Central Library.

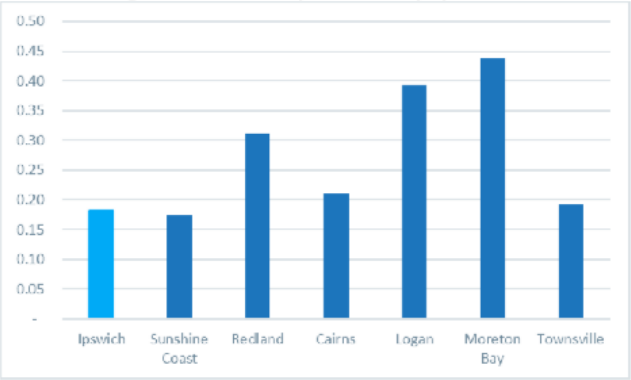
Based on the strategy report's analysis, the grant provided by the State government is insufficient on its own to meet the recommended acquisitions rate of 0.2 items per capita per annum to maintain the collection at a suitable size, and is not adequate to improve the size and quality of the collection.

A Whole of Life Collection Plan is to be developed to forecast the cost of improving the collection over several years, in terms of stock numbers, age and quality in alignment to the built infrastructure.

Key Finding – Learning and Cultural Programs
Library programs focus mainly on literacies (reading, digital and other life skills) and access to and creation of information, stories and culture and support for building community connections and skills for life and work. The importance of the Ipswich Library's role in delivering on literacy outcomes was identified in both the strategy and through the community consultation.

The Library service has invested significant and appropriate resources, particularly staff (approximately 23% of total staff) into Public Programming and delivers over 1,200 events each year which is comparable to peer Library services. However, attendance figures have room for improvement as seen in the comparison with peers (Table 3). Again, the lack of library space across Ipswich is a key limiter in event participation and the learning and social outcomes in the future (Note: the introduction of new event spaces into Springfield Central Library, Rosewood Library and anticipated spaces at the new CBD Administration Building are anticipated to address this limitation).

Table 3 – Program attendance per head of population



Source: AEC

Respondents also highlighted an ongoing need for a more diverse and inclusive programming that provides targeted events and programs for all, including multicultural and differently abled. The strategy identified opportunities for the Library to develop stronger and more extensive alliances and partnerships to broaden the scope of programming and deliver on local priorities.

Library Technology

Key Finding: Technology
Traditionally, libraries have been at the forefront of providing access to emerging technologies and learning opportunities. Despite internet access becoming more affordable through mobile phones, there is still a need and demand for desktop PCs, laptops and peripherals such as scanners and printers in libraries to provide users with basic services.

Use of technology such as computers, Wi-Fi and printing/scanning is often one of the main reasons for library visits for seeking employment, completing inductions and accessing government services. Ipswich Libraries provides internet-enabled public access computers at 1.7 per 10,000 population (2017/18), which is below the Queensland recommended

standard of 4. Even with the opening of Springfield, the Library Service reports an increase to only 2.7 computers per 10,000 population.

Satisfaction with the quality of basic internet/computing facilities is notably low, with many respondents citing poor WiFi speeds as a disincentive to using the library.

In addition to the basic life skill enablers such as internet and computer access, Ipswich Libraries acts as the showcase for emerging technologies, such initiatives typically range from 'digital sandpits' and maker spaces where new technology is made available for people to use creatively and where interactive pop-up events raise awareness of and shape perception about new technologies that can be experienced and explored. The self-directed nature of the Ipswich Makerspaces combined with the provision of a specialist member of staff has resulted in a service and experience that is a leader not only in Queensland but in Australia.

The Library's online presence has also been the subject of some dissatisfaction with 70% of respondents saying that the website is difficult to navigate. Considerable effort and skilled development has been undertaken in the period since the review and consultation to rectify this. Ipswich Libraries introduced a new virtual library branch since this review occurred that is highly peer regarded, continuing to meet high community expectations requires an ongoing commitment to development and improvement to optimise engagement with library resources and services.

Internet and computing facilities are basic life-skill enablers and essential in lower socio-economic communities. Commitment to sustained investment into the quantity and quality of available computers, connectivity and the Library's online presence is an essential component of library service delivery.

To maintain the momentum of the Makerspaces, whole-of-life asset planning is required to ensure optimal maintenance, augmentation and replacement.

Library Staff

Key Finding – Staffing
In the community feedback from the 2018 survey 75.2% of respondents reported that the most important aspect of library service is 'helpful and informative staff'. The strategy review identified that Ipswich Libraries meets the National standards for staffing, with above-standard levels of qualified staff who are appropriately apportioned across programming, digital services and front-of-house duties. Community consultation demonstrated high levels of satisfaction with library staff who were seen as a vital resource who provide an important social interaction and connection for many people and forming the fabric of a welcoming environment. Responders indicated a desire for more staff presence in the libraries, and expressed high appreciation for the team members and their skills, including research assistance.

Respondents identified the library's role in providing trained and available staff to deliver trusted assistance in improving literacies – including print literacy and e-literacy, with ongoing assistance for the digitally disadvantaged identified, as a key desirable outcome.

The strategy acknowledged the Library's efforts to maximise the productivity and capacity of staff to be available to move into the higher-value customer-facing work through implementation of the following business improvement strategies:

- Continued optimisation of self-service technologies
- Increase program delivery through partners
- Reduce materials handling through automation
- Improved cooperative purchasing

The strategy identified the necessity of significant and sustained investment in the ongoing training and support of library staff, with strategies put in place to continue to build an energised high-performing team with a set of shared behaviours and service standards.

A workforce plan is to be developed, based on recommended FTE for estimated population growth, and aligned with and embedded into the rest of Council's planning and financial frameworks.

Ongoing and significant investment will continue to be made to support the training and development of library staff.

Other Considerations

Underpinning the practical strategies outlined above for the provision of library services to the Ipswich community is an identification of the citizen's desires in the City and the City's desires for its citizens. The community consultation allowed respondents to reflect on what is most valuable about library services. These are summarised below:

Connectedness and Inclusiveness

From a facilities perspective, Ipswich libraries are a key meeting place for the community, strengthening social networks and providing safe places to meet, access services, and be welcome no matter what the user's background. Libraries offer a neutral place where people can share, debate, learn or create, or be 'alone together'.

Ipswich Libraries also play a vital part in connecting people to the heritage and stories of the Ipswich community through collections and programming.

Libraries offer a unique opportunity for Council to connect with the community. Ipswich Libraries will undertake a targeted and sustained campaign to focus on doubling the Library's membership in the next five years. Council can benefit significantly from the increasing growth in membership which provides more opportunity for Council to engage with the public.

Responses from the community consultation highlighted the expectation that libraries are the hub in their communities and there is an element of 'ownership' of branches. This was clearly reflected in considerable push-back from the community about perceived lack of consultation and information about changes that have occurred, such as the change of service offering at Redbank Plains Library and the forthcoming CBD Library. A strong desire for more community inclusion in library planning was expressed by respondents and also identified in the strategy review as a key to delivering on community priorities.

Both the strategy and community consultation identified the Library as a key to promoting and supporting the diversity and individuality of all people, offering services and opportunities for multicultural users, for volunteers, for the aged and differently abled, as well as children, families, youth and the business community.

Overcoming Barriers

While the Library is growing as a trusted brand within the community, there is still considerable work to be undertaken to address some of the identified barriers to seamless and easy access to the Library and its services. Customers have identified barriers as various as:

- Parking
- Opening hours
- 24/7 Access
- Easy access to after-hours returns
- Distance – Rural disadvantage
- Literacy, including e-illiteracy

Innovations such as the Library Pod at Karalee are evidence of the Library's response to an identification that barriers to library access can be overcome by intersecting with customers where they are.

The Library has also been challenged by traditional library rules-based transactions that have created barriers to inclusive and easy use of the services. With the removal of library fines and the introduction of more user-friendly membership requirements, the Library is transitioning to a more customer-focussed experience of the Library. Thoughtful planning and design, committed staff and a focus on community outcomes are all essential elements to barrier-free library interactions.

Lifelong Learning

Providing learning and literacy-building opportunities for the community continues to be the main focus of Ipswich Libraries (including financial, technological, health literacies as well as traditional reading) and continues to be considered by customers as one of the library's most important functions. Ipswich Libraries maintains a strong focus on literacy as a foundational skill to allow people to thrive socially, economically and gain access to work.

Simply by improving literacy, the likelihood of individuals being reliant on state benefits reduces from 19% to 6% and increases the chances of being able to use a computer at work from 48% to 65%.

Making it Happen

Ipswich Libraries is at a critical moment. The strategy acknowledges that Ipswich Libraries is already employing innovation and good management practice to address the challenges of delivering a modern and appropriate Library service. In order to achieve the necessary outcomes for future service provision, the strategy has recommended that Ipswich Libraries seeks to further embed the libraries in other departments across Council to reduce the risk of missed opportunities and maximise the potential impact for the community. By advocating across Council, working with key managers and aligning library initiatives with Council priorities, the Library will grow its influence in and support for the Council.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

Learning and literacy continue to be at the core of library services. This focus is reflected nationally and internationally, aiming to reduce the risks from low literacy levels that often result in social isolation, drug-use, unemployment and crime that have flow-on impacts to the community (and to Council) in terms of cost and anti-social behaviour. Conversely, community members with good literacy skills are more likely to vote, smoke less, drink less, have better mental health, be better skilled and create a more flexible workforce.

Additionally, in this rapidly advancing technological age, literacy is an 'essential precursor to digital literacy' and also for digital engagement. As services such as banking, health, retail, education and communication become available only in digital format, there is a risk that many in the Ipswich community could be left behind, isolated and at risk of losing their role in and contribution to society.

It is Ipswich City Council's aim to continue developing its role in providing access to basic technology (internet access, eResources, PCs, laptops, scanners and tuition) to local communities. Those in employment with competent literacy levels may easily overlook those who do not have access to these basics. Just as important is providing these resources in a safe, non-threatening space with skilled staff to grow community confidence and capacity and prevent digital exclusion.

FINANCIAL/RESOURCE IMPLICATIONS

The following table provides a summary of the facilities and resources required to service the Ipswich community into the future as forecast by AEC Group. Estimates of annual staffing and operational expenditure have been calculated based on the forecast population multiplied by the National Standard and therefore represents the *minimum* levels of resourcing required. If future population levels differ and as technology formats/ needs change significantly, then resourcing levels would require adjustment.

Summary of Resourcing Requirements

2021	2026	2036
• Minimum number of total staff 78.9FTE • Minimum number of qualified staff 23.9FTE • Minimum operational budget (excluding collection) $9.7million • Minimum collections budget $1.3million	• Minimum number of total staff 102.6FTE • Minimum number of qualified staff 31.0FTE • Minimum operational budget (excluding collection) $12.3million • Minimum collections budget $1.8million	• Minimum number of total staff 162.7FTE • Minimum number of qualified staff 49.3FTE • Minimum operational budget (excluding collection) $18.4million • Minimum collections budget $2.2million

The strategy document provides a more detailed branch-by-branch Implementation and Transition Plan that identifies facilities and resources to service the Ipswich community into the future.

The strategy focus is outward to the community, firmly based on the needs of the region and builds on the developments and innovation already evident in the Library.

COMMUNITY AND OTHER CONSULTATION

As part of the review of the *Ipswich Library and Ipswich Service Coping with Growth 2008-2026 Strategy*, the Library engaged an external consultant to conduct a review of the strategy, which included community consultation undertaken by Ipswich City Council Community Research and Engagement team. The consultation included a city-wide survey and a series of 10 focus group sessions.

CONCLUSION

The ***Ipswich Libraries Strategy 2019-2024*** presents an ambitious but achievable plan for ensuring that library services meet the needs of the rapidly growing Ipswich community into the future. Early action will be undertaken in four key strategy areas, underpinned by strong planning and adequate funding to deliver on the expectations of the community for library services in Ipswich:

- Library Facilities
- Library Resources and Services
- Library Technology
- Library Staff

Item 21 / Attachment 4.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Ipswich Libraries Strategy 2019-2024
2.	Libraries Strategy Review - Focus Groups Community Engagement Report

Cheryl Pye
LIBRARY OPERATIONS MANAGER

I concur with the recommendations contained in this report.

Sylvia Swalling
LIBRARIES AND CUSTOMER SERVICES MANAGER

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

"Together, we proudly enhance the quality of life for our community"

Item 21 / Attachment 5.

IPSWICH CITY COUNCIL

Library Services Policy

Version Control and Objective ID	Version No: 2	Objective ID: A5850197
Approved by Council on	19 November 2019	
Date of Review	19 November 2023	

1. Statement

Library Service Foundations

Council's library services are founded on the Australian Library and Information Association's ***Statement on Public Library Services***:

"Each member of the Australian community has an equal right to public libraries regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.

"A public library serves its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure."

Every single person is important and has the right to freely access information to:

- Gain knowledge
- Build understanding
- Experience enjoyment

This essential right builds great societies.

At the core of Ipswich Libraries activities is the individual, who is part of a connected community, which contributes to a city culture that is smart and resilient.

Ipswich City Council, through its Library services and facilities, provides a progressive and innovative public Library service, offering physical and online access to resources that cater to the literacy, literary, leisure and lifelong learning needs of the Ipswich community.

The Library offers welcoming, vibrant spaces that encourage the people of Ipswich to seek out and engage with the Library, and with each other.

2. Purpose and Principles

This policy provides the framework for the delivery of Ipswich City Council's library service. The key guiding principles for delivery of Library Services are to:

- Promote the joy and benefits of reading
- Support the development of literacy and learning and activities critical to self-development and employability
- Facilitate lifelong learning

- Provide an environment for the pursuit of knowledge and the satisfaction of curiosity for people of all ages and backgrounds
- Provide access to the latest relevant and emergent technologies as well as the skills to use them
- Nurture community connectedness
- Encourage collaborative partnerships that reach beyond buildings and into the community
- Uphold civic values of access, diversity, equity and a culture of inclusion
- Maintain a strong focus on customer service
- Remain open and responsive to new ideas and be agile in adopting new practices

Ipswich Libraries fully supports and abides by the following legislation and protocols:

Censorship

The library service endeavours to provide an unbiased source of information, knowledge and ideas through a comprehensive and balanced collection – both in print and online – while responding to a broad range of community needs. Decisions made in selecting collection materials comply with State and Federal Laws and relevant Classification Boards.

Copyright

Material copied from the library's collections by library members and visitors must comply with the requirements of the *Australian Copyright Act 1968, the Copyright Amendment Act 2006* and special requirements that may apply to culturally sensitive material.

Privacy

Ipswich Libraries preserves the confidential relationship that exists with its customers. The service complies with the *Information Privacy Act 2009* and the Ipswich City Council Privacy Statement in the collection and management of personal information.

Cooperation and Reciprocity

The Library participates in cooperative and reciprocal arrangements between public libraries throughout Queensland and with other libraries nationally.

3. Strategic Plan Links

This policy relates to:

- Caring for the Community

4. Regulatory Authority

- Australian Library and Information Association Statement on Free Access to Information (adopted 2001; amended 2007, 2015, reviewed 2018)
- Australian Library and Information Association Statement on Public Library Services (adopted 2004; amended 2009, 2018)
- *Copyright Act 1968, Copyright Amendment Act 2006 and Copyright Amendment Act 2017*
- *Libraries Act 1988*
- *Local Government Act 2009*

- *Work Health and Safety Act (Queensland) 2011*
- *Information Privacy Act 2009*
- Service Level Agreement between Ipswich City Council and the Library Board of Queensland
- State Library of Queensland Public Library Standards and Guidelines
- Ipswich City Council Corporate Plan 2017-2022
- Ipswich City Council Fees & Charges
- Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013
- Ipswich Library and Information Service Strategy: Coping with Growth 2008 – 2026

Related Documents

- Library Material Loan Service Procedure
- Library Services – Membership Procedure
- Library Technology – Public Access Use Procedure
- Supervision of Children in Ipswich Libraries Procedure
- Collection Development Statement
- Ipswich Libraries Response and Recovery Plan Procedure

5. Scope

The Ipswich Libraries Policy applies to all customers (visitors and members) and staff of Ipswich Libraries.

Ipswich Libraries provide the following services:

5.1 Community Access to Library Facilities

Community access to Library facilities is provided at locations across the City, in accordance with opening hours as determined by resolution of Council.

5.2 Library Lending

The Library's collections are available for loan to library members and available in a variety of formats, physical and digital. Access to the physical collections is available at Library branches during library opening hours. Access to the online collections and at the Library's pods is available 24 hours a day, 7 days a week.

Implementation and management of Library fines and loan services are in accordance with the approved Fees and Charges and the Library Lending Services procedure.

5.3 Content Development and Fulfilment

The Library Collections are managed and maintained in accordance with the Library's Collection Development Statement Procedure.

5.4 Reference and Research Service

Ipswich Libraries offers a range of reference and research services. Qualified staff are available to assist with information requests, in-depth research, online searching, teaching research techniques and locating resources.

5.5 Local History Information

Ipswich Libraries supports Council's commitment to preserving and maintaining heritage and historic information about the City of Ipswich by:

- Providing information and undertaking research on the history of Ipswich
- Preserving and providing access to a range of Ipswich historical information (in both physical and electronic formats)

5.6 Library Technology Program

Ipswich Libraries is committed to providing equitable access to ubiquitous and emerging technologies at each of the library's facilities during library opening hours by offering:

- Access to a range of core digital services, including internet-enabled PCs, Wi-Fi, and e-devices
- Beginner and extension training and programs in digital technologies
- Opportunities to independently explore new and emerging technologies through the Library's Makerspaces

Ipswich Libraries delivers library services via online channels, including options for downloading e-books, access to online databases and streaming.

RFID-enabled self-service loans and returns offer efficient customer service at all branches.

5.7 Library Volunteer Program

Ipswich Libraries supports Council's volunteer program and complies with Council's volunteer policy in the management and coordination of library volunteers.

5.8 Literacy Programs

In an information-rich culture, it is essential to develop critical literacy skills to ensure that information can be sourced, evaluated and used appropriately. Ipswich Libraries provides opportunities for the acquisition of community literacy skills by offering a range of early literacy, information literacy, cultural literacy and digital literacy resources (including coding and robotics), events and activities.

5.9 Literature Programs

Access to ideas through reading is a key to creativity and innovation. Ipswich Libraries offers a range of resources, programs, events and activities, delivered in-house and extended into the community through outreach that contribute to the development and appreciation of literature.

6. Roles and Responsibilities

The Manager, Libraries and Customer Services is responsible for the strategic and operational management of the Library service.

7. Key Stakeholders

Ipswich Libraries

8. Monitoring and Evaluation

The effectiveness of this policy will be evaluated based on:

- Library procedures evaluated regularly to ensure compliance with policy
- Library planning based on principles outlined in the policy.

9. Definitions

Collection Development Statement - establishes the level of collection material selected in line with community need.

10. Policy Owner

The General Manager (Community, Cultural and Economic Development) is the policy owner and the Manager (Libraries and Customer Services) is responsible for authoring and reviewing this policy.

LIBRARIES AND TOURISM COMMITTEE NO. 2018(06)

18 JUNE 2018

REPORT

COUNCILLORS' ATTENDANCE: Councillor Pahlke (Chairperson); Councillor Wendt (Acting Mayor), Stoneman, Pisasale, Ireland, Silver (Observer), Bromage (Observer) and Martin (Observer)

COUNCILLOR'S APOLOGIES: Nil

1. COCKTAIL HOUR WITH SAMUEL JOHNSON

With reference to a report by the Library Services Manager dated 30 May 2018 concerning the Ipswich Libraries Cocktail Hour with Samuel Johnson event.

RECOMMENDATION

A. That the report be received and the contents noted.

B. That Council recognises that the Cocktail Hour program is continuing to meet its strategic purpose in significantly raising the profile of Ipswich Libraries across the city, attracting 'non-users' into the library therefore increasing engagement and participation of Ipswich residents in ways that normal advertising and marketing have not managed to achieve.

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2. HIGH TEA WITH FRIENDS

With reference to a report by the Library Services Manager dated 30 May 2018 concerning the Friends of Ipswich Libraries (FOILS) High Tea with Friends event.

RECOMMENDATION

That the report be received and the contents noted.

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3. LIBRARY REVIEW STRATEGY

With reference to a report by the Library Services Manager dated 1 June 2018 concerning a review of the Ipswich Library and Information Service Coping with Growth 2008–2026 strategy.

SIGNATURE OF CHAIRPERSON

RECOMMENDATION

A. That Council approach the market in August 2018 to engage an independent industry consultant to conduct a review of the *Ipswich Library and Information Service Coping with Growth 2008–2026* strategy.

B. That a community consultation and research process be conducted concurrently to determine the priorities of the community with regards to community facilities and library services.

C. That the Community Research and Engagement Plan be presented to a future meeting of the Libraries and Tourism committee for information.

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4. LIBRARY POD LOCATION

With reference to a report by the Library Services Manager dated 11 June 2018 concerning the deployment location of the prototype Library Pod.

RECOMMENDATION

That the preferred location for the installation of the Library Pod prototype be Karalee Shopping Village.

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5. WINTERNATIONALS 2018 POST EVENT SUMMARY

With reference to a report by the Tourism Development Manager dated 8 June 2018 concerning the Winternationals 2018 Post Event Summary.

RECOMMENDATION

A. That the report concerning the Winternationals 2018 Post Event Summary be received and the contents noted.

B. That the Tourism Development Branch, in consultation with the Mayor and Chairperson of the Libraries and Tourism Committee, continue to investigate ways to partner with and improve the Winternationals event experience to the best of its potential.

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 11.17 am.

The meeting closed at 12.00 pm.

SIGNATURE OF CHAIRPERSON

Doc ID No: A6280290

ITEM: 22

SUBJECT: CAPTION OPTIONS FOR COUNCIL MEETINGS

AUTHOR: CHIEF INFORMATION OFFICER

DATE: 5 JUNE 2020

EXECUTIVE SUMMARY

This is a report in response to a Council resolution made at the Ordinary meeting of 26 May 2020 that options are advised for captioning of Council meetings to provide equity of access and to make a transcript available for public viewing.

RECOMMENDATION/S

A. That Council consider the four options outlined in Attachment 1 of this report and provide direction as to the level of caption service that should be added to the audio visual production brief for Council meetings.

B. That Council endorse the recommended option to proceed with further consideration of the option for a live closed caption service.

RELATED PARTIES

Nil

ADVANCE IPSWICH THEME

Caring for the community

PURPOSE OF REPORT/BACKGROUND

Council resolved at its Ordinary Meeting on 26 May 2020 that a report be presented to explore the accessibility, costs, schedule, timeframes and capability to allow for an informed decision on captioning services for Council streamed meetings.

The objective is that Ipswich City Council ensures that Council meetings are accessible and inclusive for all people with a disability through the use of captioning on publicly available livestream meetings.

Initial research and consultation with subject matter experts defined four options for Council consideration summarised in the following Options Matrix (more detail provided in Attachment 1):

Production Criteria	Live Closed Caption - Streaming	System Solution	Caption via Recorded Solution	Live Close Caption Service
Accuracy	70-85% accuracy	Speech to text solution with 80-93% accuracy.	System is 100% accurate assuming audio quality is clear and understandable.	95% (human error is still a factor in live stream caption)
Performance	Service struggles with accents and multiple people talking.	Struggles with accents and multiple people talking.	This type of caption service is human, quality is high as it is based on a recorded session with playback to ensure veracity of the content, accuracy can be checked for quality control.	This function is based on a person listening to the speech/audio as it occurs and typing in real time, the content is then overlayed on the video feed back into livestream.
Transcript	No	Yes	Optional	Optional ($1/minute for transcription of video)
Delay to Publication	No additional delay to standard YouTube latency.	No additional delay to standard YouTube latency.	1-7 days depending on provider	37 second delay and 24 hour pre-book required.
Estimated Cost	Free	$1000-$5000 for initial hardware (depending on service selected), subscription costs vary from $50-$300 per month depending on audience size, and	Various cost models are available: OPT 1. $240 recorded CC for one hour + $4/min additional minutes - 48	$350 set up, prices range from $220 - $450 per 60 min stream + surcharge for every 15 mins over.

		service catalogue.	hours upload. OPT 2. $10/min of video	
Service Level Comparison	Logan have used this approach but changed to human due to level of inaccuracy.	No LGs in our sample are using this approach	Logan is currently using this approach.	No LGs in our sample are using this approach
Six Councils were included in a sample review to offer a comparison of service level: Toowoomba, Gold Coast, Moreton Bay, Sunshine Coast, Logan, and Wollongong.				

The Live Closed Caption Service option included above is considered the best balance of accuracy and timeliness from the customer perspective. If Council endorses further consideration of this option, next steps will be taken to analyse the costs and implementation issues before proceeding operationally.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Not Applicable

RISK MANAGEMENT IMPLICATIONS

There are no substantive risks associated with this report, however functional risks and issues have been outlined with each option regarding accuracy and production quality as detailed in Attachment 1.

FINANCIAL/RESOURCE IMPLICATIONS

The cost elements associated with each option is outlined in the Options Matrix.

COMMUNITY AND OTHER CONSULTATION

Consultation was conducted regarding options for consideration and possible performance impact as it pertains to the Council Meeting Chambers Production Brief which is currently in development. This consultation included, Media and Stakeholder Relations Branch, Marketing and Promotions Branch, Community and Cultural Services Branch and external vendors.

CONCLUSION

The inclusion of captioning services for Council Meetings is a service enhancement that would be of value to many sectors of the community. At this time it should be noted that it is not a level of service provided by many Local Governments. Of the six Councils surveyed only one included captioning for recorded meetings in their Council Meeting production and none are livestreaming. Consideration of this service in context to a review of accessibility services across Council's engagement platforms may also be of value in a phased improvement approach to the development of Council's overarching customer experience.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Council Meeting Captions Options

Sylvia Swalling
CHIEF INFORMATION OFFICER

I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"

Closed Caption Options

Production Criteria	Live Closed Caption - Streaming	System Solution	Caption via Recorded Solution	Live Close Caption Service
Accuracy	70-85% accuracy (different ratings for YouTube, Facebook, Instagram).	Speech to text solution with 80-93% accuracy.	System is 100% accurate assuming audio quality is clear and understandable.	95% (human error is still a factor in live stream caption)
Performance	Service struggles with accents and multiple people talking, results in confused and random text display. Service available live stream or post recorded.	Struggles with accents and multiple people talking. Services include: 1. View and embed live text communications wherever and whenever you need them using our caption player (requires manual control) 2.Customized viewing options – use a preset theme or customize your own font size and colours 3.Integrated chat feature – use for communications between event participants and with you as the real-time writer (needs manual moderation) 4.Seamlessly change writers during an event session (needs manual moderation) 5. On-demand video & timed text transcription provided, output to Windows Media, QuickTime, Real Player and YouTube 6.Integrated email notifications so you can provide your customers the details they will need for an event (requires manual configuration and control) 7.Text streams are readable by JAWS and other screen reader packages	This type of caption service is human, quality is high as it is based on a recorded session with playback to ensure veracity of the content, accuracy can be checked for quality control.	This function is based on a person listening to the speech/audio as it occurs and typing in real time, the content is then overlayed on the video feed back into livestream. Services: 1.A website feed of the text is overlayed or inserted back into the online platform (high risk of technical issues) 2. A post closed caption edit for the recorded version is an option (increasing the accuracy for the recorded version) 3.Skype or audio phone link to external provided required to support this functionality.
Transcript	No	Yes	Optional	Optional ($1/minute for transcription of video)
Delay to Publication	No additional delay to standard YouTube latency.	No additional delay to standard YouTube latency.	1-7 days depending on provider	37 second delay
Estimated Cost	Free	$1000-$5000 for initial hardware (depending on service selected), subscription costs vary from $50-$300 per month depending on audience size, and service catalogue. It should be noted that this option can be scaled up to be utilised for other applications in Council such as Enterprise Accessibility (for websites etc.), this would require a full Concept Brief approach.	Various cost models are available: OPT 1. $240 recorded CC for one hour + $4/min additional minutes - 48 hours upload. OPT 2. $10/min of video	Live caption 7 sec latency to YouTube existing delay which is 30 sec. Human touch not AI for high accuracy. 24 hour pre-book required. $350 set up, prices range from $220 - $450 per 60 min stream + surcharge for every 15 mins over.
LG Six Councils were included in the sample review: Toowoomba, Gold Coast, Moreton Bay, Sunshine Coast, Logan, Wollongong.	Logan have used this approach but changed to human due to level of inaccuracy.	No LGs in our sample are using this approach	Logan is currently using this approach.	No LGs in our sample are using this approach

Doc ID No: A6259707

ITEM: 23

SUBJECT: COUNCIL COMMUNITY ASSETS AND INFRASTRUCTURE NAMED AFTER DISMISSED FORMER COUNCILLORS

AUTHOR: DEVELOPMENT COMPLIANCE MANAGER

DATE: 27 MAY 2020

EXECUTIVE SUMMARY

This is a report concerning current Council community assets and infrastructure named after dismissed former Councillors as requested by Council at its meeting on 26 May 2020.

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

This report includes details of Council community assets and infrastructure that carries the name of dismissed former Councillors. Current Councillors Sheila Ireland and Paul Tully are mentioned in the report. For completeness, former Mayor Pisasale is included in the report despite having resigned from the position.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Council at its Ordinary meeting of 26 May 2020 requested a report be provided to the June 2020 Council Ordinary meeting listing Council community assets and infrastructure named after dismissed former Councillors.

Council assets and infrastructure named after dismissed or resigned former Councillors in accordance with a superseded naming procedure are:

Former Councillor	Asset	Location
David Morrison	Road Name	David Morrison Way, Springfield Central
Paul Tully	Road Name	Paul Tully Avenue, Collingwood Park
Paul Tully	Bridge Name	Paul Tully Bridge, Sinnathamby Boulevard, Springfield Central

David Pahlke	Bridge Name	David Pahlke Bridge, Barry Alexander Drive, Springfield Central
Sheila Ireland	Park Name	Sheila Ireland Reserve, The Corso, Redbank Plains
Paul Pisasale	Bridge Name	Paul Pisasale Bridge, Sinnathamby Boulevard, Springfield Central

It is worth noting that, in addition to the above, Pisasale Drive in Deebing Heights/Purga/Yamanto, was proposed to be named by Cr Charlie Pisasale to honour his parents Giuseppe and Maria Pisasale. (Attachment 1) However, it is noted that the public recognition of the road name 'Pisasale Drive' is likely to be related to former councillors Paul and Charlie Pisasale.

The current Naming Procedure (Attachment 2) enables Council to consider reviewing or re-naming a road or other named facility where the name is that of a person who has been convicted of an Indictable Offence against the Criminal Code or who has been convicted of an electoral offence contrary to the Local Government Electoral Act 2011 or has been convicted of an offence under s153 of the Local Government Act 2009 or the like.

Therefore the current Naming Procedure provides the opportunity for Council to consider reviewing or re-naming Paul Pisasale Bridge, Sinnathamby Boulevard, Springfield Central.

The relevant sections of the procedure do not apply to the naming of Pisasale Drive, Deebing Heights/Purga/Yamanto.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

There are no risks associated with this report.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial implications associated with the provision of this report.

COMMUNITY AND OTHER CONSULTATION

Whilst community and other consultation has not been required to provide this report to Council for consideration, should a name change be recommended, consideration needs to be given to affected or potentially inconvenienced businesses and residents.

With respect to any changes as described in this report, the naming procedure states that prior to consideration of any proposed name change, consultation must be undertaken with affected or potentially inconvenienced businesses and residents.

In addition, any proposed name change shall not proceed unless there is a clear majority (eg.75%) of businesses and residents affected by the proposed change as a result of the consultation process.

It should be further noted that the change of a road name can involve some considerable inconvenience to landowners including:

- Confusion in respect to change of address and potential diversion (i.e. postal services)
- Confusion with changeover of details with service providers
- Inconvenience and potential costs in respect to adjustments of insurances policies and mortgage documents
- Attachment to the current naming convention.

CONCLUSION

The provisions of the *Local Government Act 2009* gives Council control of all roads in its local government area including the authority to approve the naming and numbering of private roads and other roads. The Australian/New Zealand Standard - Rural and urban provides guidance for naming roads and localities including road name components (i.e. Drive, Court etc.) and the selection of a suitable road name.

Council's Naming Procedure, which was adopted on 27 November 2018, addresses the naming or renaming of all new and existing roads, private roads, parks (including park features or facilities), bridges and places, which traverse the Ipswich Local Government Area and that fall under the control of the Ipswich City Council.

Under the provisions of the current Naming Procedure, Councillors names are not acceptable names for the naming of roads, parks, bridges and other infrastructure that falls under the control of Ipswich City Council.

The Planning and Regulatory Services Department, is responsible for the procedure as well as the assessment of naming and re-naming applications to ensure that naming across the city meets the objectives of the Naming Procedure.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Background to naming Pisasale Drive
2.	Current Naming Procedure
3.	David Morrison Way, Springfield Central - Image
4.	David Morrison Way, Springfield Central - Map
5.	Paul Tully Avenue, Collingwood Park - Image
6.	Paul Tully Avenue, Collingwood Park - Map
7.	Paul Tully Bridge, Sinnathamby Boulevard, Springfield Central - Image
8.	Paul Tully Bridge, Sinnathamby Boulevard, Springfield Central - Map
9.	David Pahlke Bridge, Barry Alexander Drive, Springfield Central - Image

10.	David Pahlke Bridge, Barry Alexander Drive, Springfield Central - Map
11.	Sheila Ireland Reserve, The Corso, Redbank Plains - Image
12.	Sheila Ireland Reserve, The Corso, Redbank Plains - Map
13.	Paul Pisasale Bridge, Sinnathamby Boulevard, Springfield Central - Image
14.	Paul Pisasale Bridge, Sinnathamby Boulevard, Springfield Central - Map
15.	Pisasale Drive, Deebing Heights - Image
16.	Pisasale Drive, Deebing Heights - Map

Gary Dellit
DEVELOPMENT COMPLIANCE MANAGER

I concur with the recommendations contained in this report.

Brett Davey
DEVELOPMENT PLANNING MANAGER

I concur with the recommendations contained in this report.

Peter Tabulo
GENERAL MANAGER (PLANNING AND REGULATORY SERVICES)

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It is proposed to name a new sub-arterial road linking Warwick Road from Yamanto (opposite Hall Street) to the roundabout intersection at Grampian Drive & Lakeview Drive, Deebing Heights, **Pisasale Drive**.

The proposed name is in honour of the Giuseppe (Joe) & Maria Pisasale. Giuseppe (Joe) and Maria Pisasale first settled in Ipswich in the early 1950s.

Five children: Charlie, Paul, Tina, Tony and Nerina were all raised and instilled with the same ethic of their parents. That is one based on hard work and love for their city.

Unfortunately Joe passed away on 17 October 1984 at the young age of 62 years after working for Ipswich City Council, and later for Queensland Rail.

Owing to ill health Joe was forced into early retirement. Maria also struggled with ill health in her later years and remained the patriarch of the Pisasale family until her passing on 13 February 2012.

To date as elected representatives both Paul and Charlie have served the City of Ipswich for over 37 years between them.

The new road will cater for through traffic to Yamanto, Flinders View and Deebing Heights and also provide a safe and convenient corridor for bus services, pedestrians and cyclists, diverting traffic away from existing residential areas.

Totheresident_KernersRdDeviationName

Item 23 / Attachment 2.

City of Ipswich **PROCEDURE**

Our Values: Collaboration Communication Integrity Efficiency Leadership

NAMING PROCEDURE	Document No: A5207469 Procedure No: PD-006

1.1. Objectives:

The objectives of this procedure are to ensure the consistency of the naming/renaming of all roads, private roads, parks, bridges and places within the Ipswich Local Government Area and to ensure easy identification and trouble-free location and access to all properties within the Ipswich Local Government Area especially by Emergency Services and Australia Post.

1.2. Regulatory Authority:

Local Government Act 2009, Chapter 3, Part 3, Division 1, Section 59 & 60 (2) (c) & (d); and Australian/New Zealand Standard, Rural and urban addressing (AS/NZS 4819:2011).

1.3. Scope:

This procedure applies to the naming or re-naming of all new and existing roads, private roads, parks (including individual park features or facilities), bridges and places in, or which traverse the Ipswich Local Government Area and that fall under the control of the Ipswich City Council.

1.4. Roles, responsibilities and actions:

1.4.1. The naming or re-naming of Trunk roads and City Wide or District facilities is to be referred to the Executive Leadership Team and then to the relevant Council Committee for consideration and determination. The naming or re-naming of all other (local) infrastructure is to be approved under the appropriate officer delegation arrangements.

1.4.2. An application must be lodged with Ipswich City Council stating the proposed name(s) for each road (including private roads), park (including individual park feature or facilities), bridge or place to be named or renamed along with the rationale, background or derivation of each name which is accompanied by a proposed layout plan.

1.4.3. In the instance of naming associated with development, the Developer must suggest at least two (2) names for each proposed naming. Consideration should be given to the naming of an overall open space (park) area, as well as clubhouses, sports fields or other individual facilities within the park. Naming associated with development should reflect an estate stage theme.

1.4.4. The names should be socially acceptable and inoffensive.

1.4.5. There is to be no duplication of road names in the same suburb or neighbouring suburbs. There are also to be no names close in spelling or pronunciation which may cause confusion (particularly if in the same suburb or neighbouring suburbs).

1.4.6. Names which could be aligned with the following are to be avoided:

1.4.6.1. Offensive, profane, racist, derogatory, demeaning or likely to offend;

1.4.6.2. Inappropriate sounding when pronounced;

1.4.6.3. Deemed incongruous - out of place;

1.4.6.4. Difficult to pronounce or spell.

1.4.7. Roads to be named in a manner that allows for logical and unambiguous street numbering and according to road hierarchy.

1.4.8. The designation of road name type is to be appropriate to the geometry and hierarchy of the road.

1.4.9. Names should not be overly long to take into consideration the length of the road sign.

1.4.10. Hyphenated names are generally not acceptable.

1.4.11. Estate names, business names, product names, religious names or themes, political names or themes, developer, consultant and Council staff or Councillor's names are not acceptable.

1.4.12. Names of Pioneers, an individual or family who have an exemplary long history associated to the area may be considered for approval. Preference is for single names such as family or surname rather than Christian names or initials.

1.4.13. Names of local identities such as national level sporting or cultural achievements may be considered.

1.4.14. Rationale regarding the background of each proposed name or estate name theming must be provided.

1.4.15. Council may consider reviewing or re-naming a road or other named facility or infrastructure where the name is that of a person who has been convicted of an Indictable Offence against the Criminal Code or who has been convicted of an electoral offence contrary to the Local Government Electoral Act 2011 or has been convicted of an offence under s153 of the Local Government Act 2009 or the like.

1.4.16. Prior to consideration of any proposed name change, consultation must be undertaken with affected or potentially inconvenienced businesses and residents. Such consultation may be carried out in association with the Community Engagement Branch of the Arts, Social Development and Community Engagement Department. Any proposed name change shall not proceed unless there is a clear majority (eg.75%) of businesses and residents affected by the proposed change as a result of the consultation process.

1.5. Procedure Author:

The Development Planning Manager is responsible for the review and revision of this procedure.

Date of approval: 27 November 2018 **Title of Manager:** Acting City Planner **Date to be reviewed:** 27 November 2020

Item 23 / Attachment 3.

David Morrison Way, Springfield Central

Item 23 / Attachment 4.

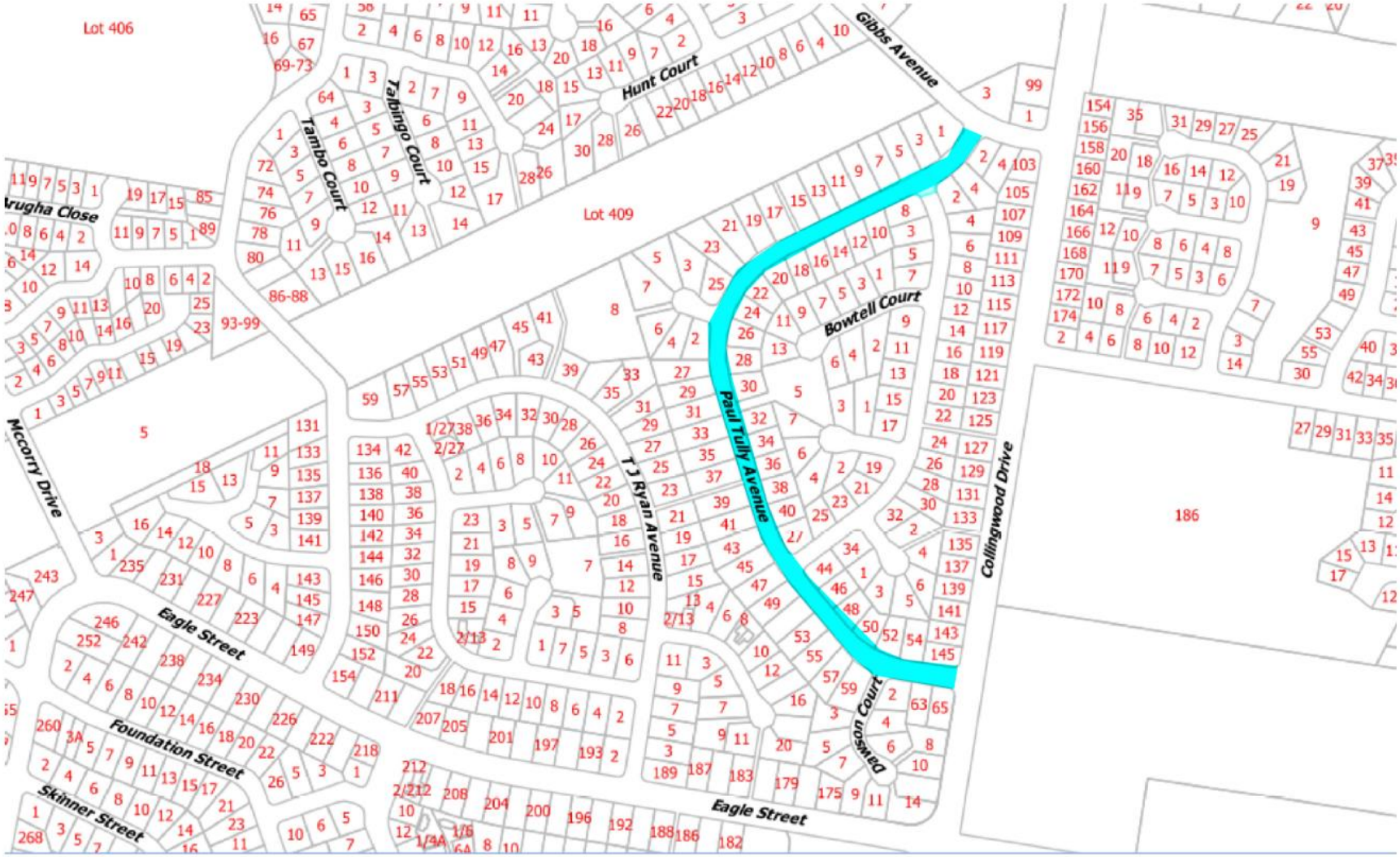
David Morrison Way, Springfield Central

Item 23 / Attachment 5.

Paul Tully Avenue, Collingwood Park

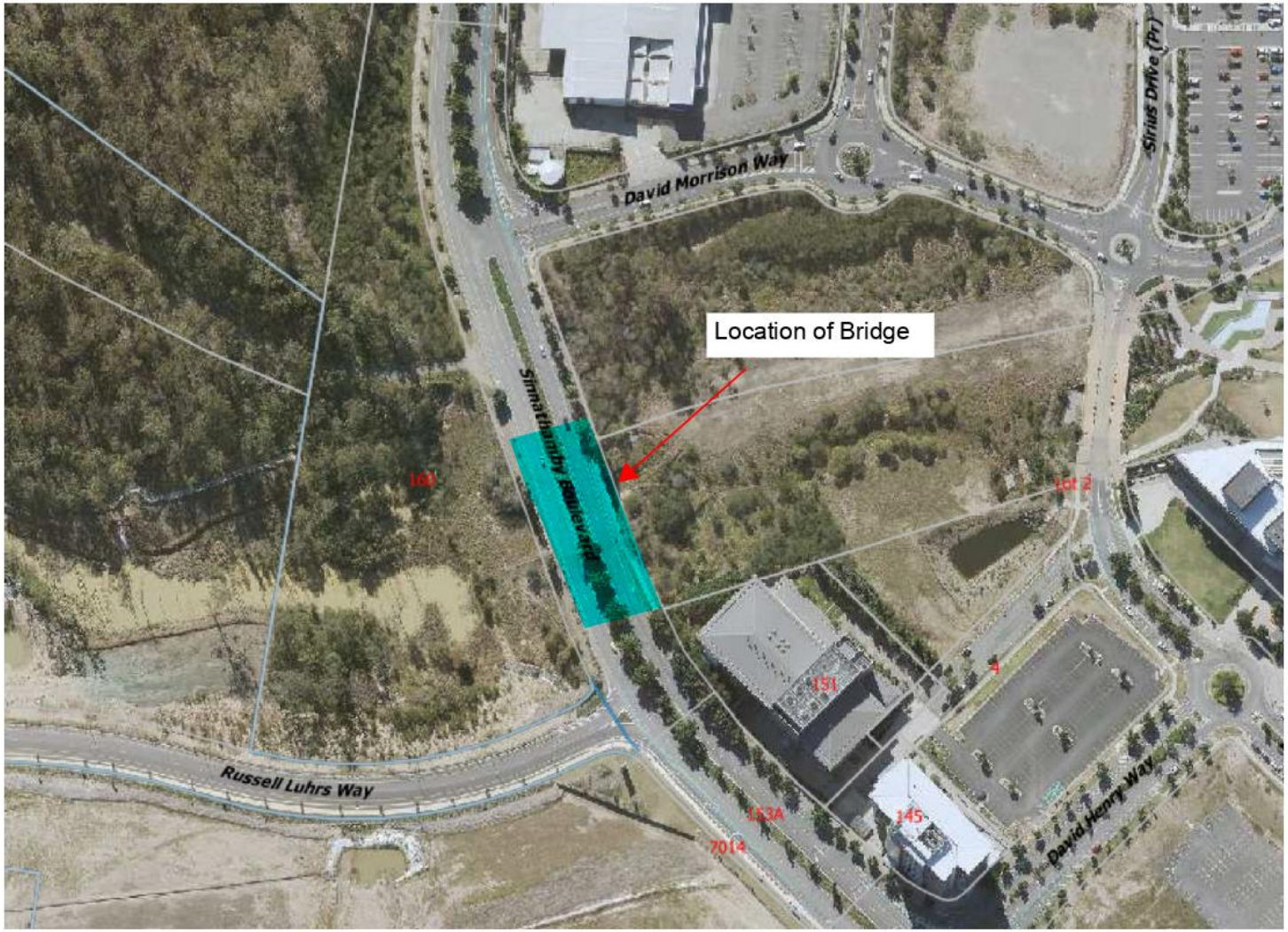
Item 23 / Attachment 6.

Paul Tully Avenue, Collingwood Park



Item 23 / Attachment 7.

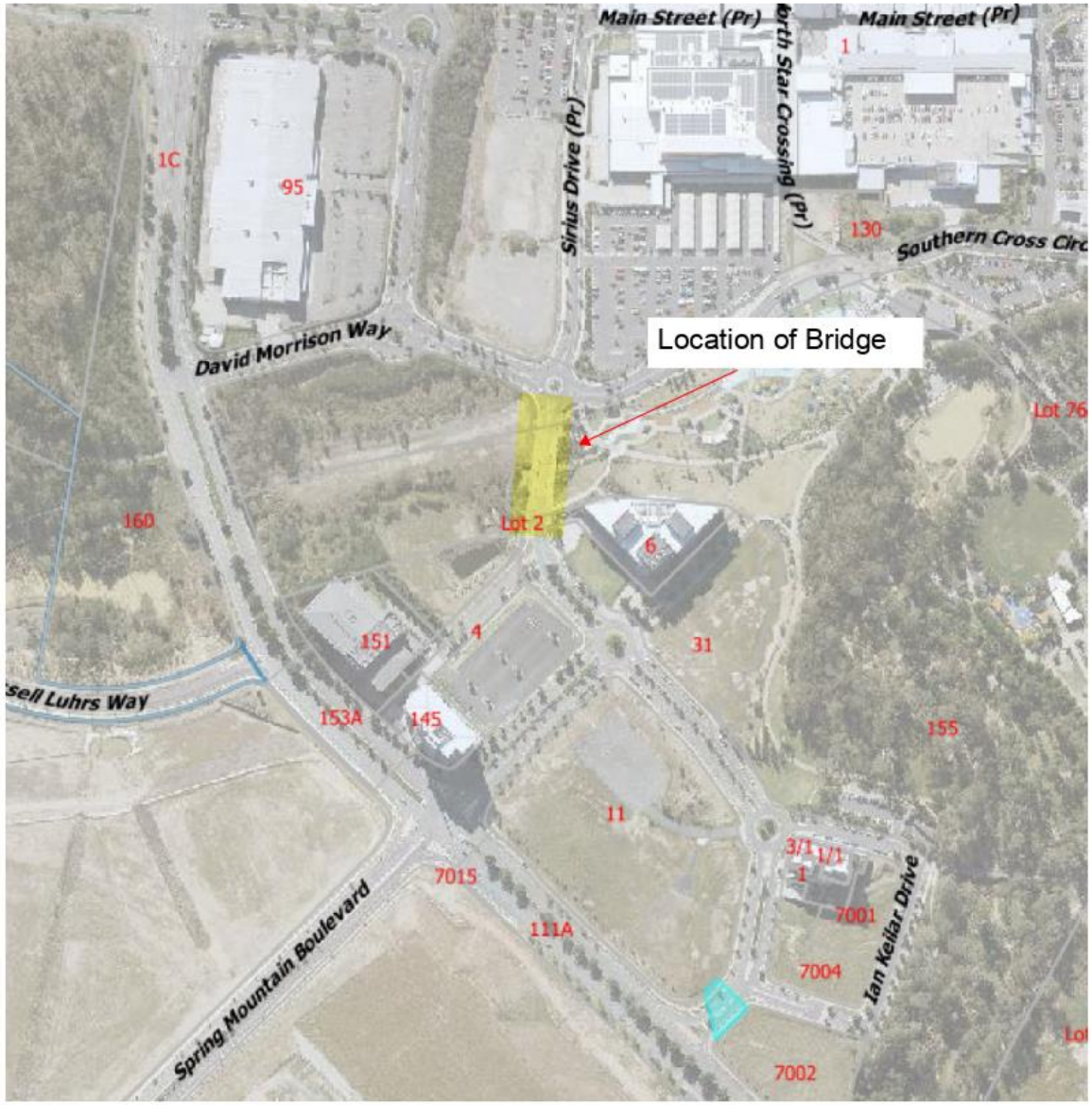
Paul Tully Bridge - Sinnathamby Boulevard, Springfield Central/Spring Mountain



Item 23 / Attachment 9.

David Pahlke Bridge, Springfield Central

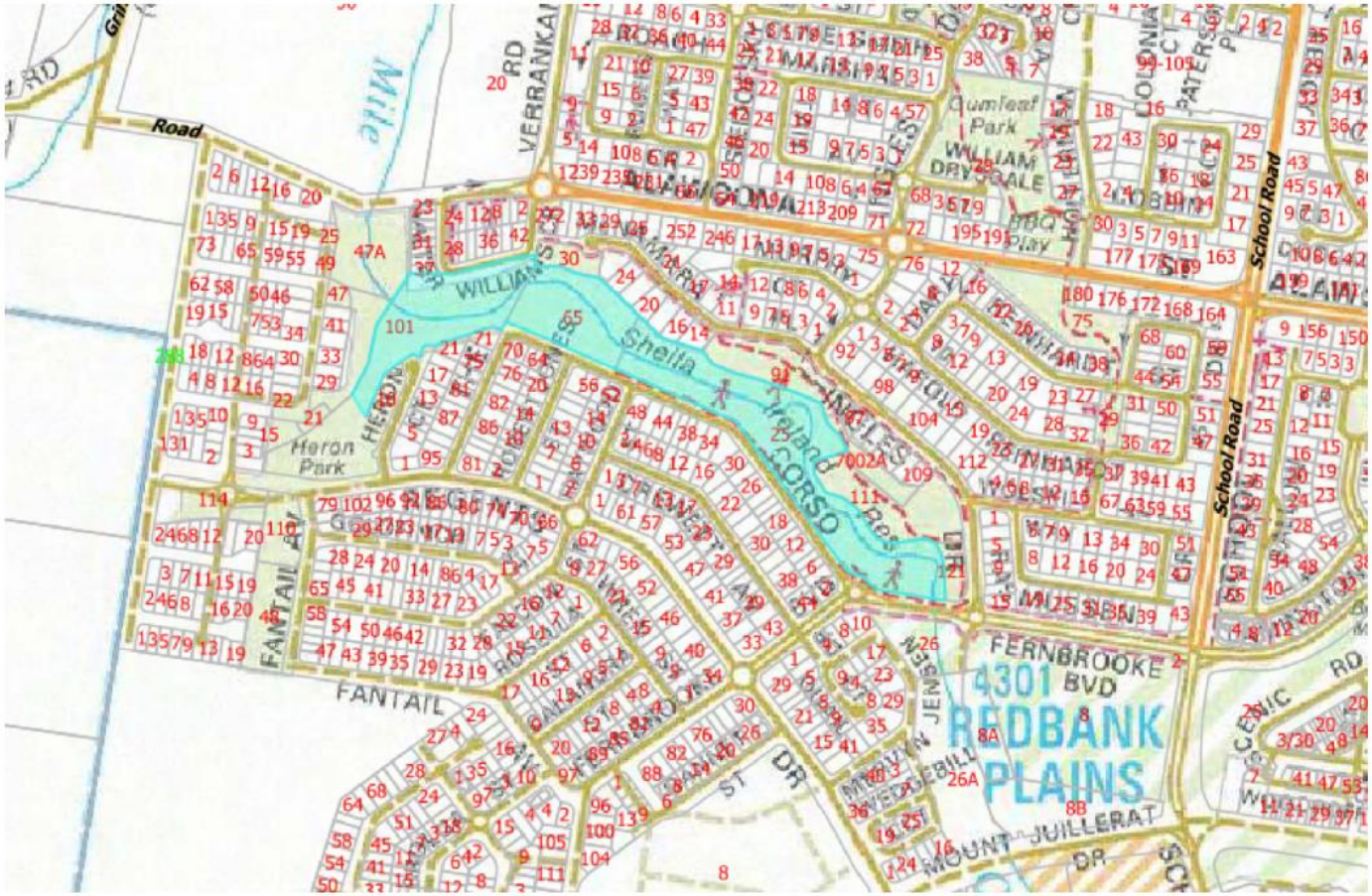
David Pahlke Bridge



Sheila Ireland Reserve - 25, 65 and 101 The Corso, Redbank Plains

Item 23 / Attachment 12.

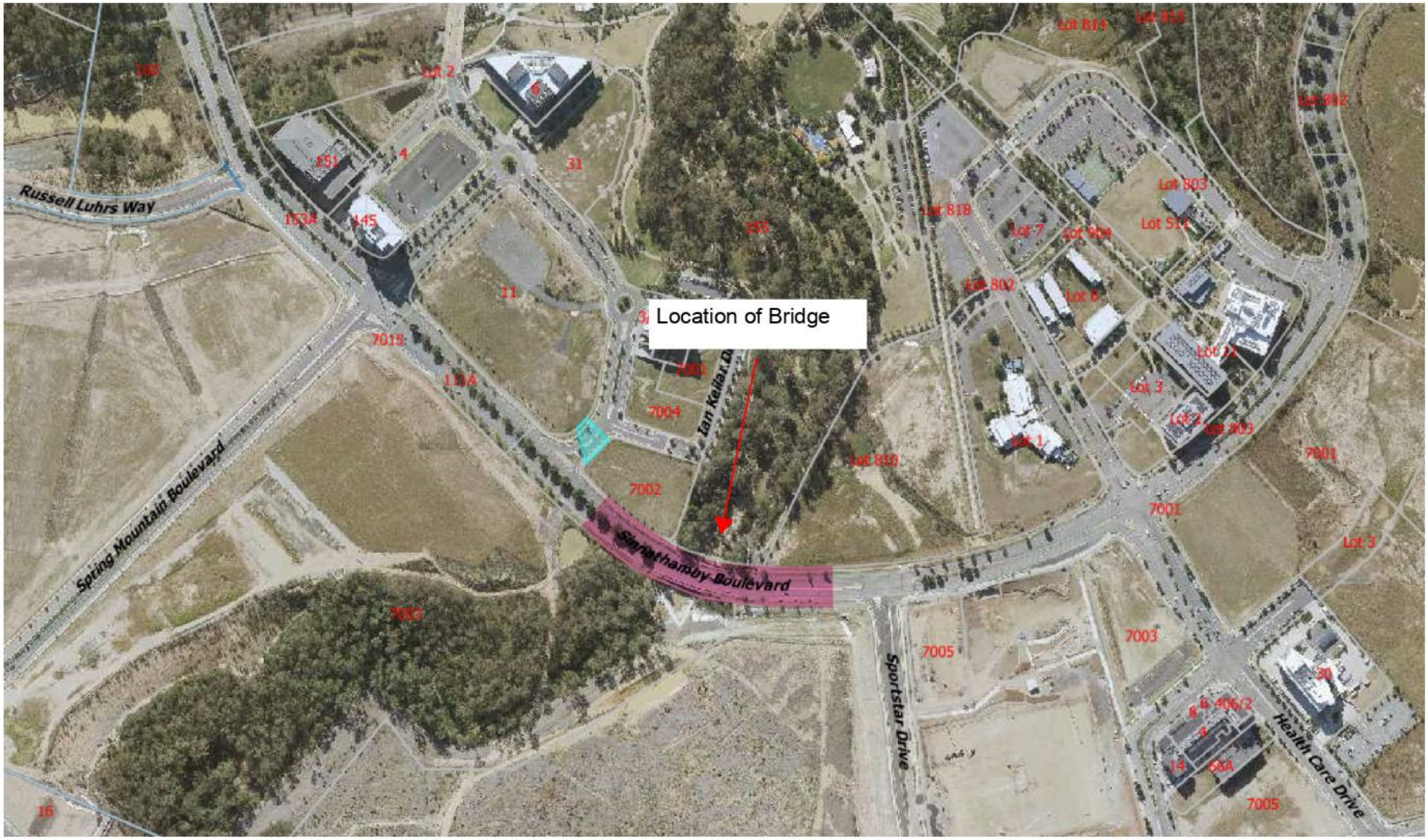
Sheila Ireland Reserve - 25, 65 and 101 The Corso, Redbank Plains



Item 23 / Attachment 13.

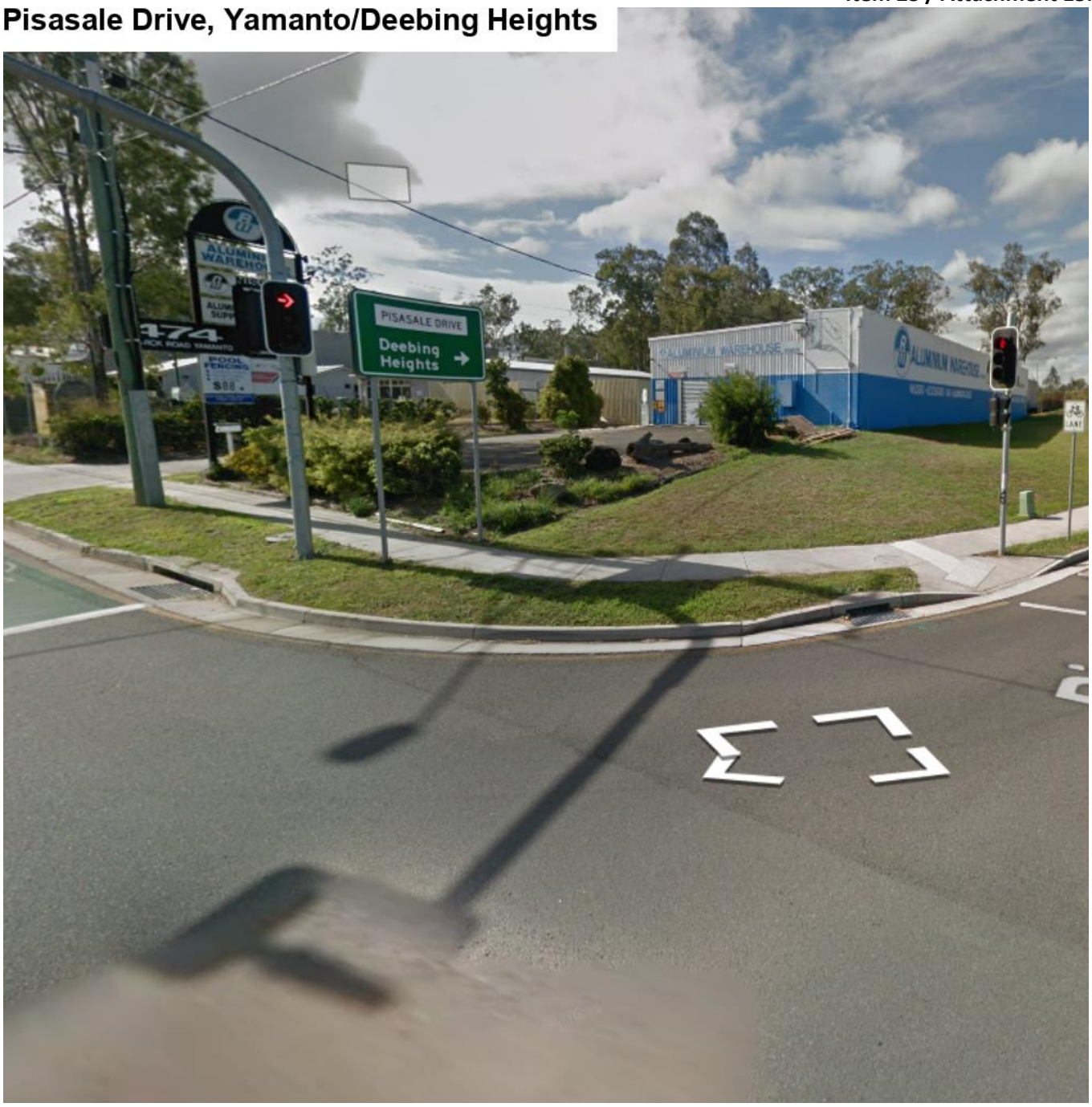
Paul Pisasale Bridge - Sinnathamby Boulevard, Springfield Central

Paul Pisasale Bridge - Sinnathamby Boulevard Springfield Central

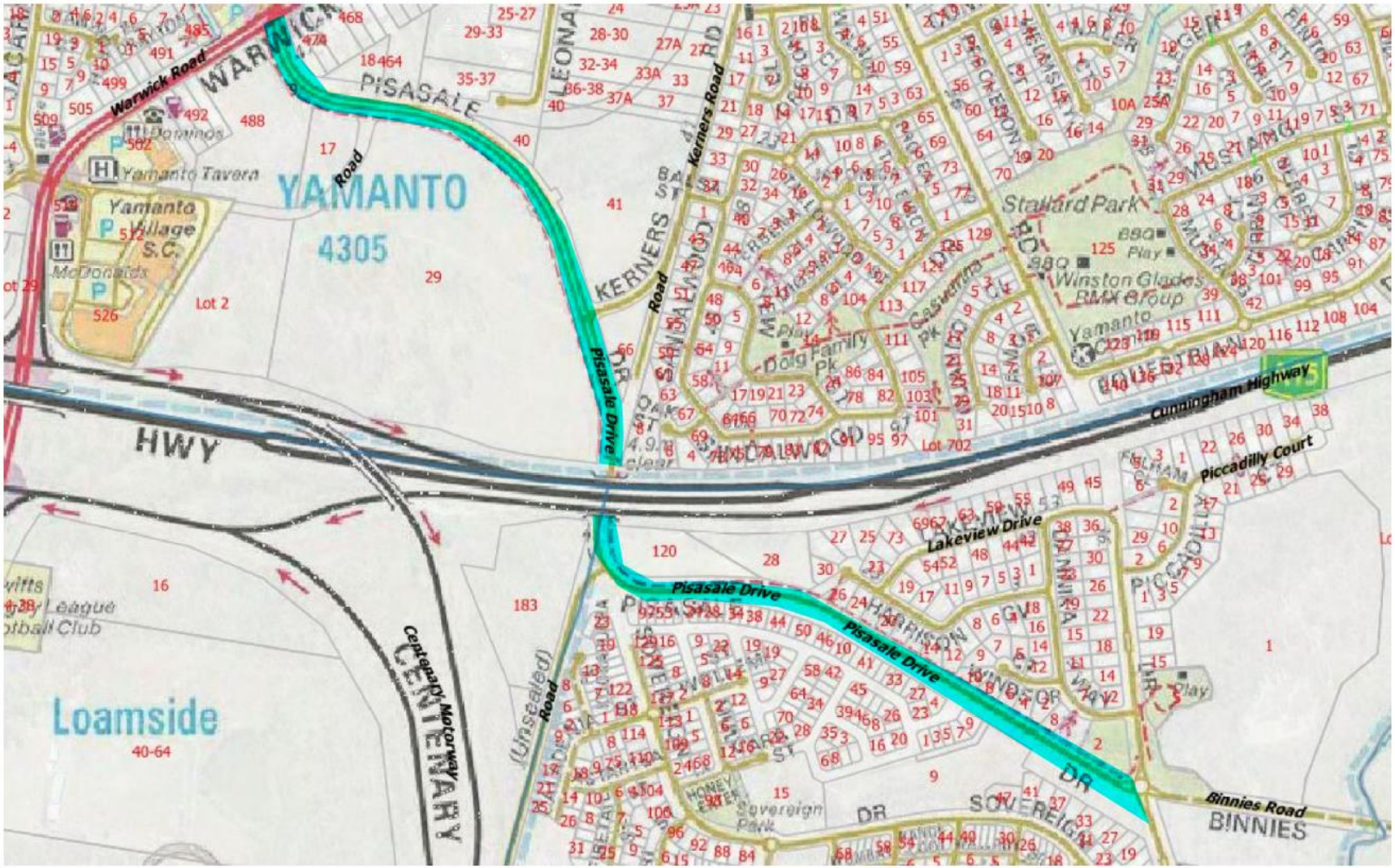


Item 23 / Attachment 15.

Pisasale Drive, Yamanto/Deebing Heights



Pisasale Drive, Deebing Heights



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ITEM: 24

SUBJECT: COURT ACTION STATUS REPORT

AUTHOR: DEVELOPMENT PLANNING MANAGER

DATE: 2 JUNE 2020

EXECUTIVE SUMMARY

This is a report concerning a status update with respect to current court actions associated with development planning related matters including one other significant matter of dispute that the Planning and Regulatory Services Department is currently involved with.

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

The related parties, being the appellants associated with any court actions, are detailed in the attachment to this report.

ADVANCE IPSWICH THEME

Strengthening our local economy and building prosperity
Managing growth and delivering key infrastructure
Caring for our community
Caring for the environment
Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

In addition to the current court actions, there is one (1) other significant matter of dispute that the Planning and Development Department is currently involved with. At Council's meeting on 13 November 2018, it was resolved to amend the Ipswich Planning Scheme (Planning Scheme Major Amendment Package 02/2018) by making amendments to Part 14 – Springfield Structure Plan. Springfield City Group has made representations to the State Government that the amendments, as adopted by Council, should not be approved and has suggested alternative wording regarding the rights and responsibilities of developers and land owners within the Springfield Structure Plan area.

The latest update on this matter is that amendments to the Springfield Structure Plan are being proposed as part of the *Forest and Wind Farm Development Bill 2020*. At the time of

this report, officers were preparing a submission to parliamentary committee. Submissions close on Monday 8 June 10:00 AM. An update will be provided when available.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009
Planning Act 2016
Planning and Environment Court Act 2016

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

FINANCIAL/RESOURCE IMPLICATIONS

There are no resourcing or budget implications associated with this report.

COMMUNITY AND OTHER CONSULTATION
The contents of this report did not require any community consultation.

CONCLUSION

The Planning and Regulatory Services Department are currently involved with a number of current court related matters. Attachment 1 to this report provides a current status with respect to these matters.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Court Action Status Report

Brett Davey
DEVELOPMENT PLANNING MANAGER

I concur with the recommendations contained in this report.

Peter Tabulo
GENERAL MANAGER (PLANNING AND REGULATORY SERVICES)

"Together, we proudly enhance the quality of life for our community"

Planning and Development Department
Court Action Status Report
5 June 2020
Total Number of Appeals - 12

Note: Data is current as at close of business on the previous working day.

Planning & Environment Court - 12 Appeal/s

Appeal No: 1727 of 2018 **Appeal Date:** 11/5/2018 **Case Name:** C.B. Developments Australia Pty Ltd v Ipswich City Council
Solicitor: N/A **Appeal Type:** Applicant Appeal
P&D Register No: 141 **Application No:** 4432/2017/RAL **Applicant:** CB Developments Pty Ltd
Division: 2 **Property:** 12-26 Eugene Street, Bellbird Park

Appeal Summary: This is an applicant appeal against Council's decision to refuse an application to reconfigure land into 333 lots plus parkland.
Status: As a consequence of the expert's reports, the appellant has submitted on a without prejudice basis a revised development proposal for consideration. A response has been provided that the change is not a minor change and would therefore result in a fresh application. Further without prejudice discussions to occur.

Appeal No: 4457 of 2018 **Appeal Date:** 12/12/2018 **Case Name:** Weyba3 Pty Ltd v Ipswich City Council
Solicitor: N/A at this time **Appeal Type:** Applicant Appeal
P&D Register No: 147 **Application No:** 7117/2017/CA **Applicant:** WEBYA3
Division: 2 **Property:** 45 Ascot Street, Goodna

Appeal Summary: This is an applicant appeal against Council's decision to refuse an application. The refusal related to reconfiguring the subject land into 78 residential lots and a material change of use for 78 Single Residential dwellings that are non-compliant with the planning scheme provisions.
Status: Matter was set down for hearing from 14-21 February. The appellant submitted a revised proposal during the court proceedings and the hearing was suspended in order for without prejudice discussions to continue on the revised proposal. Next Court review is on 22 June 2020.

Planning & Environment Court - 12 Appeal/s

Appeal No: 939 of 2019 **Appeal Date:** 19/3/2019 **Case Name:** HPC Urban Design & Planning Pty Ltd and Bio-Recycle Australia Pty Ltd v Ipswich City Council

Solicitor: Allison Ferres-MacDonald **Appeal Type:** Applicant Appeal

P&D Register No: 152 **Application No:** 5601/2004/MAM C/A **Applicant:** Bio-Recycle Australia Pty Ltd

Division: 1 **Property:** 30 Memorial Drive, Swanbank

Appeal Summary: This is an applicant appeal against Council's decision to refuse a 'Minor Change' application which sought to extend the life of an existing landfill facility by increasing the landfill height from the approved RL75 to RL80.

The application was refused on the basis that:
• It failed to demonstrate that the proposed development is not in conflict with the Temporary Local Planning Instrument No.1 of 2018 (Waste Activity Regulation).
• It failed to demonstrate that there is a need to extend the life of the existing facility by increasing the landfill height from the approved RL75 to RL80.the proposed changes would result in a substantially different development to that which is currently permitted as they change the ability of the proposed development to operate as intended and introduce new impacts or increase the severity of known impacts including but not limited to visual and environmental nuisances.

Status: Without prejudice discussions occurring. Next Court review is on 29 May 2020.

Appeal No: 2473 of 2019 **Appeal Date:** 25/9/2019 **Case Name:** Lantrak Property Holdings (Qld) Pty Ltd Development Planning Managers Meeting v Ipswich City Council

Solicitor: N/A **Appeal Type:** Applicant Appeal

P&D Register No: 153 **Application No:** 3343/2018/MCU **Applicant:** Lantrak Property Holdings (QLD) Pty Ltd

Division: 1 **Property:** 460-482 Ipswich Rosewood Road, Jeebropilly

Appeal Summary: This is an applicant initiated deemed refusal appeal. The development application was for a new construction and demolition (non- putrescible) landfill fac The due date for Council to make a decision was 13 September 2019 and the due date to issue the decision notice to the applicant was 20 September 2019. On 13 September 2019 the applicant refused Council's request for an extension of time for the decision period and subsequently lodged the deemed refusal appeal before Council was in a position to issue a decision.

Status: Without prejudice discussions occurring. Next Court review on 26 May 2020. Likely orders will be for preliminary joint reports (to be due by 26 June 2020)

Appeal No: 4101 of 2019 **Appeal Date:** 14/11/2019 **Case Name:** Cleanaway Solid Waste Pty Ltd v Ipswich City Council

Solicitor: N/A **Appeal Type:** Applicant Appeal

P&D Register No: 156 **Application No:** 4502/2018/MCU **Applicant:** Cleanaway Solid Waste Pty Ltd

Division: 3 **Property:** 100 Chum Street, New Chum

Appeal Summary: This is an applicant appeal against Council's decision to refuse a development application which sought to extend the life of an existing landfill facility by increasing the landfill height from the approved RL72 to RL85.

Status: Without prejudice discussions occurring. Next Court review Friday, 29 May 2020.

Planning & Environment Court - 12 Appeal/s

Appeal No: 4301 of 2019 **Appeal Date:** 28/11/2019 **Case Name:** Fabcot Pty Ltd v Ipswich City Council
Solicitor: N/A at this time **Appeal Type:** Applicant Appeal
P&D Register No: 157 **Application No:** 2269/2019/MCU **Applicant:** Fabcot Pty Ltd
Division: 1 **Property:** 91 Raceview Street, Raceview

Appeal Summary: This is an applicant appeal against Council's decision to refuse an application for a Material Change of Use – Shopping Centre.
Status: Order for directions made on 14 May 2020 requiring the Council to file and serve its issues relied upon to warrant the refusal of the development by 28 May 2020. A meeting of Council's external experts and its Counsel has been organized for Monday 25 May 2020 to finalise Council's reasons for refusal. The appeal is listed again for review on 13 July 2020. A without prejudice meeting between Fabcot and the Council will be arranged.

Appeal No: 4514 of 2019 **Appeal Date:** 17/12/2019 **Case Name:** Haines v Ipswich City Council
Solicitor: N/A **Appeal Type:** Planning and Environment Appeal
P&D Register No: 158 **Application No:** 6300/2018/RAL **Applicant:** The Planning Place
Division: 1 **Property:** 6 Rice Road, Redbank Plains

Appeal Summary: This is an applicant appeal against Council's decision to refuse a development application for reconfiguring a lot (3 into 12 lots). The application was refused on the basis that it failed to demonstrate sufficient stormwater management practices, and it failed to demonstrate sufficient connectivity to surrounding lai
Status: Without prejudice discussions occuring.

Appeal No: 297 of 2020 **Appeal Date:** 3/2/2020 **Case Name:** Jenolan Investments Pty Ltd & others v Ipswich City Council
Solicitor: N/A at this time **Appeal Type:** Applicant Appeal
P&D Register No: 159 **Application No:** 9877/2017/CA **Applicant:** Yamanto Holdings Joint Venture
Division: 4 **Property:** 22 Saleyards Road, Yamanto

Appeal Summary: This is an applicant appeal against four (4) conditions included in Council's approval dated 28 November 2019. The conditions being appealed relate to road construction standards, particularly focused on the 'T' intersection between the internal road network and Saleyards Road and the advised prohibition on B-double access to the internal road network.
Status: Without prejudice discussions occurring.

Appeal No: 880 of 2020 **Appeal Date:** 19/3/2020 **Case Name:** Monaco Street Pty Ltd v Ipswich City Council
Solicitor: N/A at this time **Appeal Type:** Originating Application
P&D Register No: 161 **Application No:** 351/2005/RAL **Applicant:** Baird & Hayes Consulting Surveyors
Division: 3 **Property:** 70 Old Ipswich Road, Riverview

Appeal Summary: This is an originating application to revive an approval and change a condition of the approval to reference the lapsing date of 19 March 2022 in lieu of 19 March 2020. The original application was approved by the court.
Status: Judgment given on 12 May 2020.

Planning & Environment Court - 12 Appeal/s

Appeal No: 219 of 2020 **Appeal Date:** 23/3/2020 **Case Name:** Austin BMI Ltd CAN 164 204 308 v Ipswich City Council
Solicitor: TBA **Appeal Type:** Applicant Appeal
P&D Register No: 160 **Application No:** 1149/2018/CA **Applicant:** Austin BMI Pty Ltd
Division: 3 **Property:** 191 Whitwood Road, New Chum

Appeal Summary: This is an applicant initiated deemed refusal appeal. The development application was for a new construction and demolition (non- putrescible) landfill facility.
The due date for Council to make a decision was 11 February 2020 and the due date to issue the decision notice to the applicant was 18 February 2020. On 4 February 2020 the applicant refused Council's request to extend the decision making period until 25 February 2020 and subsequently lodged the deemed refusal appeal before Council was in a position to issue a decision.
Status: Council's reasons for refusal due on 18 June 2020. Experts currently providing feedback. Next Court review 25 June 2020.

Appeal No: **Appeal Date:** 24/4/2020 **Case Name:** Mercantile Estates Pty Ltd v Ipswich City Council
Solicitor: TBA **Appeal Type:** Applicant Appeal
P&D Register No: 163 **Application No:** 6179/2019/RAL **Applicant:** Mercantile Estates Pty Ltd
Division: 3 **Property:** 62 Stephenson Street, Coalfalls

Appeal Summary: This is an applicant appeal against Council's decision to refuse a development application for the Reconfiguration of a Lot [two (2) lots into three (3) lots] on land situated at 62 and 62A Stephenson Street, Coalfalls.

The application was refused on the basis that it is contrary to a number of assessment benchmarks, planning principles and relevant matters, as follows:

- The purpose of the Planning Act 2016 (Qld) and in particular s5(2)(f),(i), and (j);
- The applicable codes of the Planning Scheme;
- The planning principle that a development should provide for housing choice, diversity and affordability;
- The planning principle that development should apply amenity, conservation and health and safety in the built environment in ways that are cost- effective and of public benefit;
- The planning principle that development should avoid or minimise the adverse environmental effects of development.

Further, the development conflicts with the applicable codes of the Planning Scheme with no sufficient grounds to justify the decision despite the conflict. Specifically, the proposal does not comply with the Part 3 'Desired Environmental Outcomes and Performance Indicators', particular overall outcomes for the Residential Low Density Zone and particular specific and probable solutions of the Development Constraint Overlay Code and the Reconfiguring a Lot Code of the Ipswich Planning Scheme 2006.
Status: Awaiting directions.

Planning & Environment Court - 12 Appeal/s

Appeal No:	1293 of 2020	**Appeal Date:**	1/5/2020	**Case Name:**	Nguyen vs Ipswich City Council
Solicitor:	TBA			**Appeal Type:**	Notice of Appeal
P&D Register No:	164	**Application No:**	9945/2018/CA	**Applicant:**	Mr Binh Nguyen
Division:	3			**Property:**	40 Queen Street, Dinmore

Appeal Summary: This is an appeal against a refusal issued by Council for reconfiguring a lot (Boundary realignment – six (6) lots into six (6) lots) and material change of use (building envelopes on proposed Lot 1 and 2). The application was refused, as the submitted mining reports did not adequately address the potential subsidence on the site and how the development can minimise risk to property, health and safety in relation to possible subsidence from past mining activities on the site.
External Legal Contact: N/A at this time

Status: Awaiting directions

Printed 5 June 2020

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Doc ID No: A6270685

ITEM: 25

SUBJECT: EXERCISE OF DELEGATION REPORT

AUTHOR: DEVELOPMENT PLANNING MANAGER

DATE: 2 JUNE 2020

EXECUTIVE SUMMARY

This is a report concerning applications that have been determined by delegated authority for the period 5 May 2020 to 2 June 2020.

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

There are no related parties associated with the recommendation as the development applications have already been determined.

ADVANCE IPSWICH THEME

- Strengthening our local economy and building prosperity
- Managing growth and delivering key infrastructure
- Caring for our community
- Caring for the environment

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

The following delegations (and associated sub-delegations) contain a requirement for the noting of applications determined by delegated authority:

- Approval of Plans for Springfield
- Determination of Development Applications, Precinct Plans, Area Development Plans and Related Matters
- Exercise the Powers of Council under the *Economic Development Act 2012*
- Implementation of the Planning and Development Program
- Exercise the Powers of Council under the *Planning Act 2016*

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009
Planning Act 2016
Economic Development Act 2012

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

FINANCIAL/RESOURCE IMPLICATIONS

There are no resourcing or budget implications associated with this report.

COMMUNITY AND OTHER CONSULTATION

The contents of this report did not require any community consultation. In the event that the development applications listed in this report triggered 'impact assessment' pursuant to the Ipswich Planning Scheme, public notification was undertaken as part of the development application process in accordance with any legislative requirements and matters raised in any submissions and were addressed in the respective development assessment reports.

CONCLUSION

The Planning and Regulatory Services Department is responsible for the assessment and determination of development applications. Attachment 1 to this report provides a list of development applications that were determined by delegated authority for the period 5 May 2020 to 2 June 2020.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Exercise Of Delegation Report

Brett Davey
DEVELOPMENT PLANNING MANAGER

I concur with the recommendations contained in this report.

Peter Tabulo
GENERAL MANAGER (PLANNING AND REGULATORY SERVICES)

"Together, we proudly enhance the quality of life for our community"

Development Applications Determined by Delegated Authority
5 May 2020 to 2 June 2020

Application No	Type	Application Details	Primary Property Location
ADP	**Area Development Plan**		
2892/2018/ADP	ADP	Area Development Plan - Reconfiguring a Lot (One (1) into three (3) lots and access easement)	11 Grande Avenue, Springfield Lakes
Decision Date - 5/05/2020		Decision - Approved	Authority - Team Co-ordinator East
CA	**Combined Approval**		
10028/2019/CA	CA	Combined Approval for: Reconfigure a Lot - Six (6) Lots into 68 Residential Lots, Six (6) Balance Lots and new Roads Material Change of Use - Single Residential with a Plan of Development (POD) on Sixty-Eight (68) Lots	7001 Rohl Road, Walloon
Decision Date - 28/05/2020		Decision - Approved	Authority - Team Co-ordinator West
261/2020/CA	CA	Reconfiguring a Lot - one (1) lot into two (2) lots Material Change of Use - Dual Occupancy	12 Langley Road, Camira
Decision Date - 28/05/2020		Decision - Approved - Negotiated Decision Approved	Authority - Senior Planner (Development)
2976/2020/CA	CA	Material Change of Use - Temporary Sales Office (Part of Stage 7 of Six Mile Creek Estate) Other Development - Four (4) Banner Signs and Two (2) Boundary Signs	66 Alfred Rose Crescent, Collingwood Park
Decision Date - 20/05/2020		Decision - Approved	Authority - Senior Planner (Development)
IU	**Interim Uses**		
6987/2019/IU	IU	Bulk Earthworks and Vegetation Clearing - Spring Mountain Village 9	7001 Grande Avenue, Spring Mountain
Decision Date - 8/05/2020		Decision - Approved	Authority - Engineering and Environment Manager
MCU	**Material Change of Use**		
1541/2020/MCU	MCU	Material Change of Use - Single Residential affected by a Development Constraints Overlay (Transitional Bushfire Risk Area and High Pressure Gas Pipeline Buffer Area)	55-63 Thornton Road, Chuwar
Decision Date - 20/05/2020		Decision - Approved	Authority - Senior Planner (Development)
1706/2020/MCU	MCU	Material Change of Use - Service/Trades Use (Warehouse and Storage Facility)	42 Hoepner Road, Bundamba
Decision Date - 19/05/2020		Decision - Approved	Authority - Team Co-ordinator Central
2191/2020/MCU	MCU	Material Change of Use - Single Residential (21 Dwellings with Auxiliary Units that vary the accepted development provisions under the Planning Scheme)	228-230 Jones Road, Bellbird Park
Decision Date - 22/05/2020		Decision - Approved	Authority - Team Co-ordinator East
2305/2020/MCU	MCU	Material Change of Use – Single Residential including Auxiliary Unit	8 Meiklejohn Circuit, Collingwood Park
Decision Date - 8/05/2020		Decision - Approved	Authority - Senior Planner (Development)

Printed 2 June 2020 Page 1 of 6

Application No	Type	Application Details	Primary Property Location
3457/2020/MCU	MCU	Material Change of Use - Single Residential in a Character Zone	6 Glossop Street, Brassall
Decision Date - 22/05/2020		Decision - Approved	Authority - Senior Planner (Development)
6119/2019/MCU	MCU	Material Change of Use - Community Use (Child Care Centre) and Business Us (Ancillary Cafe)	7001 Collingwood Drive, Collingwood Park
Decision Date - 18/05/2020		Decision - Approved	Authority - Team Co-ordinator Central
9961/2019/MCU	MCU	Material Change of Use - Extension to General Industry	15 Argon Street, Carole Park
Decision Date - 21/05/2020		Decision - Approved	Authority - Team Co-ordinator East
MAMC	**Modification-Change Application Minor**		
2262/2019/MAMC/B	MAMC	Minor Change - Reconfiguring a Lot - Two (2) Lots into Fifteen (15) Lots in Two Stages and Material Change of Use - Single Residential (Lots 2-3 and 5-16 - Building Envelope Plans)	14-16 Samantha Street, Redbank Plains
Decision Date - 22/05/2020		Decision - Refused	Authority - Team Co-ordinator East
2558/2014/MAMC/D	MAMC	Minor Change - Reconfiguring a lot – One (1) lot into 333 residential lots plus park, drainage reserve, two (2) estate signage lots and balance lot Material change of use - single residential not complying with the residential cod (214 lots) (Smart eDA)	7001 Collingwood Drive, Collingwood Park
Decision Date - 26/05/2020		Decision - Approved	Authority - Team Co-ordinator Central
2842/2018/MAMC/A	MAMC	Minor Change - Road work, Stormwater, Drainage work and Earthworks - Major Roads Upgrade - Stage 1	57-81 Bognuda Street, Bundamba
Decision Date - 21/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
3176/2015/MAMC/C	MAMC	Minor Change - Preliminary Approval to affect the Planning Scheme pursuant to Section 242 of the Sustainable Planning Act 2009 – Change of particular Land Uses from Impact Assessment to Code Assessment MCU - Major Utility (Wastewater Treatment Plant) RAL - Three (3) lots into two (2) lots- Smart eDA	51-89 Southern Amberley Road, Amberley
Decision Date - 25/05/2020		Decision - Approved	Authority - Team Co-ordinator West
4431/2018/MAMC/B	MAMC	Minor Change - Material Change of Use - General Industry (Freight Depot)	5 Birdwood Crescent, Redbank
Decision Date - 6/05/2020		Decision - Approved	Authority - Team Co-ordinator East
4431/2018/MAMC/C	MAMC	Minor Change - Material Change of Use - General Industry (Freight Depot)	5 Birdwood Crescent, Redbank
Decision Date - 8/05/2020		Decision - Approved	Authority - Team Co-ordinator East
4610/2017/MAMC/A	MAMC	Minor Change - Three (3) lots into Thirty (30) lots	6-8 Samantha Street, Redbank Plains
Decision Date - 22/05/2020		Decision - Refused	Authority - Team Co-ordinator Central
4874/2012/MAMC/B	MAMC	Minor Change and Extension Application - MCU - 57 Single Residential lots les than 450m2 - Smart eDA RAL - Two (2) Lots into 115 Lots + Parkland Lots Preliminary Approval to Override the Planning Scheme	42A Bognuda Street, Bundamba
Decision Date - 27/05/2020		Decision - Approved	Authority - Team Co-ordinator Central
5281/2019/MAMC/A	MAMC	Minor Change - Material Change of Use - Business Use - Extension to Hotel	406 Warwick Road And Part Of 35 Deebing Creek Road (Easement B On Sp162695), Yamanto
Decision Date - 12/05/2020		Decision - Approved	Authority - Team Co-ordinator West

Application No	Type	Application Details	Primary Property Location
5699/2011/MAMC/A	MAMC	Minor Change - Three (3) Lots into 110 Lots and plus Three (3) Balance Lots	7001 Rawlings Road, Deebing Heights
Decision Date - 19/05/2020		Decision - Approved	Authority - Team Co-ordinator West
6632/2018/MAMC/A	MAMC	Minor Change - Material Change of Use - Service/Trade Use (Storage) and General Industry (Steel Fabrication)	136 Eagle Street, Redbank Plains
Decision Date - 28/05/2020		Decision - Approved	Authority - Team Co-ordinator Central
967/2018/MAMC/A	MAMC	Minor Change - Landscaping, Stormwater and Earthworks	1 Murphy Street, Ipswich
Decision Date - 18/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
MAEXT	**Modification-Extension Application**		
1138/2014/MAEXT/B	MAEXT	Extension to Currency Period Application - General Industry	148-150 Cobalt Street, Carole Park
Decision Date - 25/05/2020		Decision - Approved	Authority - Team Co-ordinator East
1837/2007/MAEXT/C	MAEXT	Extension Application - Three (3) Lots into Twenty-Eight (28) Industrial Lots - Bremer Business Park Stage 1	10 Hawkins Crescent, Bundamba
Decision Date - 12/05/2020		Decision - Approved	Authority - Team Co-ordinator Central
3467/2016/MAEXT/A	MAEXT	Extension Application - Material Change of Use - Multiple Residential (11 Apartments)	67 South Station Road, Booval
Decision Date - 8/05/2020		Decision - Approved	Authority - Senior Planner (Development)
5510/2011/MAEXT/A	MAEXT	Extension to Currency Period Application - MCU - Dual Occupancy RAL - One (1) Lot into Two (2) Lots (Smart eDA)	1 Poole Street, Leichhardt
Decision Date - 8/05/2020		Decision - Approved	Authority - Senior Planner (Development)
8816/2010/MAEXT/B	MAEXT	Extension Application - Roadworks, Stormwater, Water Infrastructure, Sewerage Infrastructure and Erosion Sediment Control Plan (8 units)	30 Lindsay Street, Bundamba
Decision Date - 20/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
OW	**Operational Works**		
1121/2020/OW	OW	Landscaping	8 Sovereign Drive, Deebing Heights
Decision Date - 7/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
139/2020/OW	OW	Stormwater, Earthworks & New Footpath in Road Reserve	7 Baker Street, Camira
Decision Date - 8/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
1558/2020/OW	OW	Rate 3 Streetlighting	67-69 Oak Street, Bellbird Park
Decision Date - 5/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
1649/2020/OW	OW	Stormwater, Earthworks, Landscaping, Access and Parking - Medical Centre	18 South Street, Ipswich
Decision Date - 14/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
1693/2020/OW	OW	Rate 3 Streetlighting - Ecco Ripley Stage 14	622 Ripley Road, Ripley
Decision Date - 14/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
1699/2020/OW	OW	Rate 3 Streetlighting - Sovereign Pocket Stage 16A	7001 Rawlings Road, Deebing Heights
Decision Date - 14/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
1702/2020/OW	OW	Rate 3 Streetlighting - Sovereign Pocket Stage 16B	7001 Rawlings Road, Deebing Heights
Decision Date - 14/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
1802/2020/OW	OW	Road Work, Stormwater Drainage Work & Earthworks	27 Camden Crescent, Spring Mountain
Decision Date - 11/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering

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Application No	Type	Application Details	Primary Property Location
2043/2020/OW	OW	Road Work, Stormwater, Drainage Work and Earthworks	19 Byers Court, Redbank
Decision Date - 19/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
2082/2020/OW	OW	Road Work, Stormwater, Drainage Work and Earthworks	15 Queen Street, Walloon
Decision Date - 22/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
2302/2020/OW	OW	Landscaping	32 Eleazar Drive, Blacksoil
Decision Date - 6/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
2386/2020/OW	OW	Landscaping	19 Byers Court, Redbank
Decision Date - 18/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
2425/2020/OW	OW	Landscaping	7 Baker Street, Camira
Decision Date - 1/06/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
2480/2020/OW	OW	Rate 2 Streetlighting - Stage 1	14-16 Samantha Street, Redbank Plains
Decision Date - 12/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
2595/2020/OW	OW	Rehabilitation of Drainage Corridor - Woodlinks Village Stage 9	7001 Collingwood Drive, Collingwood Park
Decision Date - 12/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
298/2020/OW	OW	Road Work & Streetscaping	17 Lowry Street, North Ipswich
Decision Date - 14/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
3013/2020/OW	OW	Streetscaping - Woodlinks Village Stage 9	7001 Collingwood Drive, Collingwood Park
Decision Date - 12/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
3125/2020/OW	OW	Earthworks and Clearing Vegetation	70 Weedman Street, Redbank
Decision Date - 28/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
324/2020/OW	OW	Road Work, Stormwater & Earthworks - Sovereign Pocket Stages 9B & 9C	7001 Rawlings Road, Deebing Heights
Decision Date - 11/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
542/2020/OW	OW	Earthworks	14 Walter Street, Blackstone
Decision Date - 22/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
887/2020/OW	OW	Landscaping	84 Brisbane Road, East Ipswich
Decision Date - 7/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
8903/2019/OW	OW	Stormwater, Drainage Works & Earthworks - Hume Drive Stage 3A	40 Masterpanel Lane, Bundamba
Decision Date - 22/05/2020		Decision - Approved - Negotiated Decision Approved	Authority - Team Co-ordinator Engineering
9707/2019/OW	OW	Rate 3 Streetlighting - Warwick Road and Pisasale Drive, Yamanto	488 Warwick Road, Yamanto
Decision Date - 7/05/2020		Decision - Approved	Authority - Team Co-ordinator Engineering
OD	**Other Development**		
2041/2020/OD	OD	Carrying out building work not associated with a material change of use - Extension to a Single Residential in a Character Zone (Raise and Build in underneath)	16 Bright Street, Newtown
Decision Date - 26/05/2020		Decision - Approved	Authority - Senior Planner (Development)
2168/2020/OD	OD	Carrying out Building Works not Associated with a Material Change of Use - Extension to a Single Residential Affected by a Development Constraints Overla (Urban Catchment Flowpath)	6 Wattle Street, North Booval
Decision Date - 28/05/2020		Decision - Approved	Authority - Team Co-ordinator Central
2658/2020/OD	OD	Advertising Devices - Nine (9) Wall Signs	136 Eagle Street, Redbank Plains

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Application No	Type	Application Details	Primary Property Location
Decision Date - 5/05/2020		Decision - Approved	Authority - Senior Planner (Development)
3519/2020/OD	OD	Advertising Device - One (1) LED Pylon Sign	17 Limestone Street, Ipswich
Decision Date - 28/05/2020		Decision - Approved	Authority - Senior Planner (Development)
MAPDA	**PDA Amendment Application**		
40/2015/MAPDA/E	MAPDA	Amendment Application - Change to PDA Development Approval	111-167 Barrams Road, South Ripley
Decision Date - 5/05/2020		Decision - Approved	Authority - Team Co-ordinator West
8658/2017/MAPDA/A	MAPDA	Amendment Application - Reconfiguring a lot (Including Plan of Development) fc 272 residential allotments, 1 balance allotment, drainage and road over multiple stages; and Material Change of Use for a Plan of Development.	107-137 Abrahams Road, South Ripley
Decision Date - 1/06/2020		Decision - Approved	Authority - Team Co-ordinator West
PDA	**Priority Development Area**		
2001/2020/PDA	PDA	Advertising Device - One (1) Estate Entry Wall Sign	1 Lakeview Drive, Deebing Heights
Decision Date - 27/05/2020		Decision - Approved	Authority - Senior Planner (Development)
2262/2020/PDA	PDA	Boundary Realignment	713 Ripley Road, Ripley
Decision Date - 27/05/2020		Decision - Approved	Authority - Team Co-ordinator West
RAL	**Reconfiguring a Lot**		
405/2020/RAL	RAL	Reconfiguring a Lot - One (1) Lot into Two (2) Lots	15 Coyne Street, One Mile
Decision Date - 29/05/2020		Decision - Approved - Negotiated Decision Approved	Authority - Senior Planner (Development)
897/2020/RAL	RAL	Reconfiguring a Lot - One (1) Lot into Two (2) Lots	61 Allawah Road, Chuwar
Decision Date - 28/05/2020		Decision - Approved	Authority - Senior Planner (Development)
NAME	**Road/Place/Park/Bridge Naming**		
4540/2018/NAME/A	NAME	Road Naming	18-20 Harris Street, Bellbird Park
Decision Date - 1/06/2020		Decision - Approved	Authority - Development Planning Manager
SSP	**Signing of Subdivision Plan**		
10235/2018/SSP/A	SSP	Lots 16 & 56 on SP306930	13 Hayes Street, Raceview
Decision Date - 13/05/2020		Decision - Approved	Authority - Development Compliance Officer
1561/2014/SSP/A	SSP	Lots 1 - 18 on SP174911	123 Workshops Street, Brassall
Decision Date - 8/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
1837/2007/SSP/T	SSP	Lots 5 and 34 on SP315309	24 Hawkins Crescent, Bundamba
Decision Date - 1/06/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
2296/2019/SSP/A	SSP	Lots 238 & 289-292 on SP307632	13-37 Andy Way, Deebing Heights
Decision Date - 27/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
2329/2019/SSP/A	SSP	Lots 1 & 2 on SP318206	124 South Station Road, Silkstone
Decision Date - 29/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
2784/2020/SSP	SSP	Lots 5-11 & 301 on SP318509	37A Stuart Street, Goodna

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Application No	Type	Application Details	Primary Property Location
Decision Date - 12/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
3321/2014/SSP/C	SSP	Lots 40-42, 101-115, 123-133, 502 on SP317959	7002 Isabella Street, Collingwood Park
Decision Date - 12/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
3339/2019/SSP/A	SSP	Lots 14 & 15 on SP317410	5 Jones Street, Bundamba
Decision Date - 18/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
4336/2018/SSP/A	SSP	Lots 1 & 2 on SP 296004	24-26 Cairns Road, Camira
Decision Date - 12/05/2020		Decision - Approved	Authority - Development Compliance Officer
5549/2019/SSP/A	SSP	Lots 1-2 & 100-101 on SP314852	11-13 Commercial Drive, Springfield
Decision Date - 20/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
6355/2018/SSP/G	SSP	Lots 3040-3044, 3115-3133, 3209-3212, 3214-3235, 3250-3262, 9027 & 9028 o SP303697	7001 Dublin Avenue, Spring Mountain
Decision Date - 25/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
6913/2017/SSP/B	SSP	Resigning of Survey Plan - Lots 19 & 20 on SP303339	20 River Road, Bundamba
Decision Date - 29/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic
SSPRV	**Signing of Subdivision Plan (Ripley)**		
40/2015/SSPRV/X	SSPRV	Lots 1974-1984 and 7046 on SP304393	7006 Barrams Road, South Ripley
Decision Date - 19/05/2020		Decision - Approved	Authority - Team Co-ordinator Development Compliance
40/2015/SSPRV/Y	SSPRV	Lots 2016-2027, 7047, 8013 on SP307629	7006 Barrams Road, South Ripley
Decision Date - 19/05/2020		Decision - Approved	Authority - Team Co-ordinator Development Compliance
40/2015/SSPRV/Z	SSPRV	Lots 2035-2046 on SP307634 - Providence Ripley Stage 51C	7006 Barrams Road, South Ripley
Decision Date - 19/05/2020		Decision - Approved	Authority - Team Co-ordinator Development Compliance
7565/2017/SSPRV/E	SSPRV	Lots 166-207, 801, 803 and 901 on SP308509	7001 Rhea De Wit Drive, Ripley
Decision Date - 27/05/2020		Decision - Approved	Authority - Senior Development Planning Compliance Offic