



City of Ipswich

IPSWICH CITY COUNCIL

AGENDA

of the

GOVERNANCE AND TRANSPARENCY COMMITTEE

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

On Thursday, 11 February 2021
At 10 minutes after the conclusion of the Growth, Infrastructure and Waste
Committee

MEMBERS OF THE GOVERNANCE AND TRANSPARENCY COMMITTEE

Councillor Jacob Madsen (**Chairperson**)
Councillor Russell Milligan
(Deputy Chairperson)

Mayor Teresa Harding
Deputy Mayor Marnie Doyle
Councillor Kate Kunzelmann
Councillor Nicole Jonic

GOVERNANCE AND TRANSPARENCY COMMITTEE AGENDA
*10 minutes after the conclusion of the Growth, Infrastructure and
Waste Committee on Thursday, 11 February 2021*
Council Chambers

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** Item includes confidential papers

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 1

11 FEBRUARY 2021

AGENDA

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

BUSINESS OUTSTANDING

CONFIRMATION OF MINUTES

1. **REPORT - GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05) OF
3 DECEMBER 2020**

This is the report of the Governance and Transparency Committee No. 2020(05) of 3 December 2020.

RECOMMENDATION

That the report of the Governance and Transparency Committee No. 2020(05) of 3 December 2020 be received and the contents noted.

OFFICERS' REPORTS

2. **ANNUAL MAINTENANCE RENEWAL - 12D MODEL SOFTWARE**

This is a report seeking a Council resolution by Ipswich City Council (Council) to continue the annual maintenance renewal for Council's 12D Model Software with 12D Solutions Pty Ltd.

This proprietary software was first purchased in April 2008 through a one supplier quote process and its continued use is considered essential to Council.

12D Model Software is an embedded, critical and widely used software used by the Infrastructure and Environment Department for terrain modelling, surveying and civil engineering applications.

A resolution of Council is sought to allow the continuation of the renewal of the annual maintenance (Licences are owned by Council) with 12D Solutions Pty Ltd for a further three (3) year term covering the period 01/05/2021 to 30/04/2024, for an

estimated total cost of sixty seven thousand and fifty dollars (\$67,050) excluding GST over the full three (3) year period.

RECOMMENDATION

- A. That pursuant to s235 (b) of the *Local Government Regulation 2012 (Regulation)* Council resolve it is satisfied that the exception under s235(b) of the Regulation applies and because of the specialised nature of the services which are sought, namely 12D Model Software services and maintenance, it would be impractical or disadvantageous for Council to invite quotes or tenders.
- B. That Council enter into a contract with 12D Solutions Pty Ltd for the 12D Model Software for a period of three (3) years until 30 April 2024, for an estimated total cost of sixty seven thousand and fifty dollars (\$67,050) excluding GST over the full three (3) year period.
- C. That under s257 (1) of the *Local Government Act*, Council delegate the power to the Chief Executive Officer to be authorised to negotiate and finalise the terms of the contract to be executed by Council, (including all annual renewals), and to do any other acts necessary to implement Council's decision.

3. EXTENSION OF CONTRACT - 16116 ZIP WATER SYSTEMS PARTS AND SERVICES

This is a report recommending an extension of the Parts and Service Contract with Zip Heaters (Aust) Pty Ltd, to provide continued parts and servicing of the existing Zip Water Systems installed throughout Council's facilities.

The Council is requested to consider and resolve that the exception set out in section 235(a) of *the Local Government Regulation 2012* applies due to the Zip Heaters (Aust) 'Water Systems' proprietary nature. The estimated value of the arrangement is estimated to be thirty-six thousand dollars (\$36,000) excl GST per annum, for three (3) years to December 2023 for the estimated sum of one hundred and eight thousand dollars (\$108,000) excluding GST.

RECOMMENDATION

- A. That Council resolve it is satisfied that the exception in s235(a) of the *Local Government Regulation 2012 (Regulation)* applies and that Zip Heater (Aust) is the only supplier reasonably available to it to provide Parts and Services for Zip Heater (Aust) Water Systems for the following reason:
 1. Due to the proprietary nature of the Zip Heaters (Aust) Water, they are the only supplier to provide parts and servicing for their proprietary systems, which are installed throughout the Council's Facilities.

-
- B. That Council enter into a contract with Zip Heater (Aust) for the provision of Parts and Services for Zip Heater (Aust) Water Systems for a period of two (2) years with the option to extend for an additional one (1) year.
 - C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.
-

4. ****ACQUISITION OF LAND FOR INF02414 ROAD PURPOSES REDBANK PLAINS ROAD STAGE 3**

This is a report concerning the acquisition of land for road purposes for the Redbank Plains Road Stage 3 Project (The Project).

RECOMMENDATION

- A. That Council having considered the details contained in this report, support the acquisition for strategic road purposes, of the area of land identified in Attachment 1 of this report, described as part of Lot 254 on SP283566 located at 389 Redbank Plains Road, Redbank Plains ("the Land") by way of resumption agreement with ("the Landowner"). If Council fail to reach an agreement with the landowner for the acquisition of the land, recommendations B, D and E will apply.
 - B. That Council resolve to exercise its power as a constructing authority for strategic road purposes, under the *Acquisition of Land Act 1967*, and take the land (by way of resumption) as the area of land being identified in Attachment 1 of this report, described as part of Lot 254 on SP283566 and located at 389 Redbank Plains Road, Redbank Plains and ("the Land").
 - C. That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to negotiate any agreement with the landowner for the amount of compensation payable by Council under any resumption agreement.
 - D. That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to take the land for strategic road purposes (by way of resumption) described as part of Lot 254 on SP283566 located at 389 Redbank Plains Road, Redbank Plains ("the Land") on behalf of Council, in its capacity as a constructing authority under the *Acquisition of Land Act 1967*.
 - E. That Council be informed of progress in relation to the acquisition of the land.
-

5. **ACQUISITION OF LAND AND DRAINAGE EASEMENT FOR INF03206 MARY AND WILLIAM STREETS BLACKSTONE TRAFFIC SIGNALISATION PROJECT

This is a report concerning the acquisition of land for road purposes and an easement for drainage purposes for the delivery of the Mary and William Streets Blackstone traffic signalisation project.

RECOMMENDATION

- A. That Council having considered the details contained in this report support the acquisition for strategic road purposes of the areas of the following properties (shown in Attachments 1-3) ("The Land") by way of Resumption Agreement with the owner ("The Landowner") being:

Part of Lot 12 on RP209507, 67 Mary Street, Blackstone;

Part of Lot 39 on RP110739, 101 Mary Street, Blackstone; and

Part of Lot 1 on RP208883, 11 William Street, Blackstone.

If Council fails to reach an agreement with the landowner for the acquisition of the land, Recommendations C and D will apply.

- B. That Council having considered the details contained in this report, support the acquisition of an easement for drainage purposes, of the area of land identified in Attachment 3 ("The Land"), described as Part of Lot 1 on RP208883 located at 11 William Street, Blackstone by way of Resumption Agreement with the owner ("The Landowner").

If Council fails to reach an agreement with the landowner for the acquisition of the land, Recommendations C and D will apply

- C. That Council resolve to exercise its power as a constructing authority for strategic road purposes and drainage purposes, under the *Acquisition of Land Act 1967*, and take the land and/or easement described in Recommendations A and B of this report dated 10 January 2021, by way of resumption.
- D. That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to take the land and/or easement on behalf of Council, in its capacity as a constructing authority under the *Acquisition of Land Act 1967*. Council for the following purposes:
- Strategic road purposes (by way of resumption) as described in Recommendation A; and
 - Easement for drainage purposes (by way of resumption) as described in Recommendation B.
- E. That Council be informed of progress in relation to the acquisition of the land.

6. **ACQUISITION OF DRAINAGE EASEMENTS FOR INFO4089 LOCAL DRAINAGE REHABILITATION PROJECT PRYDE AND HUME STREET, WOODEND

This is a report concerning the acquisition of easements for drainage purposes for the Local Drainage Rehabilitation Project at Pryde and Hume Street Woodend.

RECOMMENDATION

- A. That Council having considered the details contained in this report support the acquisition of easement for drainage purposes of the areas of the following properties (shown in Attachment 1-13) (“The Land”) by way of Resumption Agreement with the owner (“The Landowner”) being:

Part of Lot 2 on RP92778, 6 Hume Street, Woodend;
Part of Lot 6 on RP24234, 8 Hume Street, Woodend;
Part of Lot 5 on RP24234, 10 Hume Street, Woodend;
Part of Lot 4 on RP24234, 12 Hume Street, Woodend;
Part of Lot 18 on RP24234, 20 Hume Street, Woodend;
Part of Lot 19 on RP24234, 22 Hume Street, Woodend;
Part of Lot 20 on RP24234, 24 Hume Street Woodend;
Part of Lot 15 on RP24234, 9 Pryde Street, Woodend;
Part of Lot 4 on RP60842, 9A Pryde Street Woodend;
Part of Lot 16 on RP24234, 11 Pryde Street, Woodend;
Part of Lot 17 on RP24234, 13 Pryde Street, Woodend;
Part of Lot 26 on RP24234, 18 Pryde Street, Woodend;
Part of Lot 1 on RP92778, 57 O’Sullivan Street Woodend.

If Council fails to reach an agreement with the landowner for the acquisition of the easement, Recommendations B and D will apply.

- B. That Council resolve to exercise its power as a constructing authority for drainage purposes, under the *Acquisition of Land Act 1967*, and take the easements (by way of resumption) as described in Recommendation A of this report dated 10 January 2021.
- C. That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to negotiate any agreement with the landowner for the amount of compensation payable by Council under any resumption agreement.
- D. That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to take the easements for drainage purposes (by way of resumption) as described in Recommendation A of this report dated 10 January 2021 on behalf of Council, in its capacity as a constructing authority under the *Acquisition of Land Act 1967*.

-
- E. That Council be informed of progress in relation to the acquisition of the easements.
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7. UNREASONABLE CUSTOMER CONDUCT POLICY

This report provides recommendations for the adoption of a new Unreasonable Customer Conduct (UCC) policy and the repeal of two existing Library Services policies in relation to UCC behaviours.

RECOMMENDATION

- A. That the policy "Ipswich Libraries – Acceptable Behaviour Policy" as detailed in Attachment 1 of the report by the Library Services Manager dated 15 December, as per Recommendation B of Item No. 3 of the Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018, adopted at the Council Ordinary Meeting on 27 February 2018, be repealed.
- B. That the policy "Ipswich Libraries – Customer Exclusion Policy" as detailed in Attachment 2 of the report by the Library Services Manager dated 15 December, as per Recommendation C of Item No. 3 of the Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018, adopted at the Council Ordinary Meeting on 27 February 2018, be repealed.
- C. That the policy "Unreasonable Customer Conduct" as detailed in Attachment 3, of the report by the Integrity and Complaints Manager dated 27 January 2021, be adopted.
-

8. SMART CITY PROGRAM

At the Special Council Meeting of 27 April 2020, Council resolved to adopt a Mayoral Minute by the new Mayor concerning the establishment of the Ipswich City Council Transparency and Integrity Hub.

Recommendation D of that Mayoral Minute was to 'Prepare a report to Council (and for public viewing) on the Smart City Program including detailed project financial data for the past five years and the community outcomes delivered.

In July 2020 as part of the live Ipswich City Council Transparency and Integrity Hub, Council published a summary and detailed financial records related to the Smart City Program.

This report provides relevant information on the Ipswich Smart City Program going back to its inception in the 2015-2016 financial year.

RECOMMENDATION

That the report be received and the contents noted.

** Item includes confidential papers

NOTICES OF MOTION

MATTERS ARISING

and any other items as considered necessary.

Doc ID No: A6766583

ITEM: 1

SUBJECT: REPORT - GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05) OF
3 DECEMBER 2020

AUTHOR: ADMINISTRATION OFFICER

DATE: 4 FEBRUARY 2021

INTRODUCTION

This is the report of the Governance and Transparency Committee No. 2020(05) of 3 December 2020.

RECOMMENDATION

That the report of the Governance and Transparency Committee No. 2020(05) of 3 December 2020 be received and the contents noted.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Governance and Transparency Committee Report No. 2020(05) of 3 December 2020  
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GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05)]

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05)

3 DECEMBER 2020

REPORT

COUNCILLORS' ATTENDANCE: Councillor Jacob Madsen (Chairperson); Councillors Russell Milligan (Deputy Chairperson), Mayor Teresa Harding, Deputy Mayor Marnie Doyle, Kate Kunzelmann and Nicole Jonic

COUNCILLOR'S APOLOGIES: Nil

OFFICERS' ATTENDANCE: Chief Executive Officer (David Farmer), General Manager Corporate Services (Sonia Cooper), Chief Financial Officer (Jeff Keech), Property Services Manager (Brett McGrath), Manager Procurement (Richard White), General Manager Infrastructure and Environment (Charlie Dill), General Manager Planning and Regulatory Services (Peter Tabulo), Manager Economic Development (Cat Matson), Media and Communications Manager (Darrell Giles), Theatre Technician (Ben Harth) and Theatre Technician (Harrison Cate)

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

Nil

BUSINESS OUTSTANDING

Nil

CONFIRMATION OF MINUTES

1. CONFIRMATION OF MINUTES - GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(04) OF 19 NOVEMBER 2020

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Russell Milligan:

That the minutes of the Governance and Transparency Committee No. 2020(04) of 19 November 2020 be confirmed.

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Madsen	Nil
Milligan	

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GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05)]

Harding
Doyle
Kunzelmann
Jonic

The motion was put and carried.

OFFICERS' REPORTS

2. **RENEWAL OF LEASE TO THE CRECHE AND KINDERGARTEN ASSOCIATION LIMITED
OVER 460-466 REDBANK PLAINS ROAD, REDBANK PLAINS**

This is a report concerning the proposed renewal of a lease over part of land located at 460-466 Redbank Plains Road, Redbank Plains and described as Lease B in Lot 109 on RP124178 on SP243513 between Ipswich City Council (Council) to The Creche and Kindergarten Association Limited (C&K).

RECOMMENDATION

Moved by Councillor Nicole Jonic:
Seconded by Mayor Teresa Harding:

- A. That Council apply the exception under section 236(1)(b)(ii) and 236(2) of the Local Government Regulation 2012 (Qld) (Regulation) and dispose of the valuable non-current asset located over part of 460-466 Redbank Plains Road, Redbank Plains and described as Lease B in Lot 109 on RP124178 on SP243513 ("the land") directly and by leasehold interest to The Creche and Kindergarten Association Limited as a 'Community Organisation'.**
- B. That Council enter into a Lease with The Creche and Kindergarten Association Limited ("the lessee") for a period of 5 years.**
- C. That pursuant to section 257(1) of the *Local Government Act 2009*, Council delegate the power to the Chief Executive Officer to authorise, negotiate and finalise the terms of the Lease, to be executed by Council and to do any other acts necessary to implement Council's decision.**

AFFIRMATIVE
Councillors:
Madsen
Milligan
Harding
Doyle
Kunzelmann
Jonic

NEGATIVE
Councillors:
Nil

The motion was put and carried.

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GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05)]

3. SURRENDER OF EXISTING LEASE AND NEW LEASE TO THE AUSTRALIAN RED CROSS SOCIETY

This is a report concerning the proposed termination of the existing lease to the Australian Red Cross Society over premises located in the Humanities Building, 56 South Street, Ipswich and the establishment of a new lease to the Australian Red Cross (Red Cross) in Council's City Plaza Building located at 2 Bell Street, Ipswich.

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Nicole Jonic:

- A. That Council resolve to terminate the existing Lease with Australian Red Cross Society (Lease No. 601143245 as registered on Title) in Council's Humanities Building located at 56 South Street, Ipswich and described as Lot 2 on CP864211.
- B. That Council apply the exception under section 236(1)(b)(ii) and 236(2) of the *Local Government Regulation 2012 (Qld) (Regulation)* and dispose of the valuable non-current asset located Level 5, 2 Bell Street, Ipswich and described as part of Lot 1 on RP157021 ("the land") directly and by leasehold interest to The Australian Red Cross as a 'Community Organisation'.
- C. That Council enter into a new Lease with the Australian Red Cross located on Level 5 of the Council City Plaza Building, 2 Bell Street, Ipswich and described as Lot 1 on RP157021 for a ten (10) year term on a nominal rental of one dollar (\$1.00) per annum, if demanded.
- D. That pursuant to section 257(1) of the *Local Government Act 2009*, Council delegate the power to the Chief Executive Officer to authorise, negotiate and finalise the terms of the Lease, to be executed by Council and to do any other acts necessary to implement Council's decision.

AFFIRMATIVE

NEGATIVE

Councillors:

Councillors:

Madsen

Nil

Milligan

Harding

Doyle

Kunzelmann

Jonic

The motion was put and carried.

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GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05)]

4. SAP SOFTWARE MAINTENANCE (CRYSTAL REPORTS LICENSING)

This is a report seeking a Council resolution by Ipswich City Council (Council) to continue the annual licensing and maintenance renewal for Council's Crystal Reports software with SAP Australia Pty Ltd (SAP).

This proprietary software was purchased in 2005 through a procurement process and its continued use is considered essential to Council. Crystal Reports is an embedded, critical and widely used data reporting application.

A resolution of Council is sought to allow the continuation of the renewal of the annual licensing and maintenance with SAP for up to five (5) further one (1) year periods to allow for cover until 23 February 2026, pending the implementation of the iVolve project.

SAP is meeting Council's performance expectations for the provision of the licences and technical support and maintenance.

This is an estimated total cost of up to fifty-eight thousand, five hundred and twenty dollars (\$58,520.00) excluding GST if the renewal is taken up for each of the five (5) years factoring in a 5% annual increase allowance. This is an average annual cost of approximately eleven thousand, seven hundred and four dollars (\$11,704.00) (ex GST) over the full five (5) year period.

The attachment/s to this report are confidential in accordance with section 254J(g) of the *Local Government Regulation 2012* as they include commercial in-confidence information.

RECOMMENDATION

Moved by Deputy Mayor Marnie Doyle:

Seconded by Councillor Kate Kunzelmann:

- A. **That Council resolve it is satisfied under section 235(b) of the *Local Government Regulation 2012* (Regulation) that the exemption under s235(b) of the Regulation applies and that because of the specialised nature of the services that are sought, it would be impractical or disadvantageous for Council to invite quotes or tenders as SAP is the only specialist supplier reasonably available to continue to provide annual Licensing and Maintenance Support for Council's Crystal Reports software for the following reason:**
1. **Due to the proprietary nature of the SAP Crystal Reports software there is no other Supplier that can provide the Licensing and Maintenance of this software that is required to enable the continued access to the reports that have been developed using said software and that are utilised Council-wide across a range of system applications.**
 - B. **That Council resolve it is satisfied to continue to renew the annual Licencing and Maintenance for the Crystal Reports software with SAP for up to five (5) further**

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one (1) year periods to allow for cover until 23 February 2026, for an estimated total cost of up to fifty-eight thousand, five hundred and twenty dollars (\$58,520.00) excluding GST if the renewal is taken up for each of the five (5) years factoring in a 5% annual increase allowance.

- C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Madsen	Nil
Milligan	
Harding	
Doyle	
Kunzelmann	
Jonic	

The motion was put and carried.

MATTERS ARISING - QUARTERLY REPORT ON INVOLVE

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Kate Kunzelmann:

That a quarterly report on iVolve be presented to council and that a briefing session be provided to councillors prior to submission of the report.

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Madsen	Nil
Milligan	
Harding	
Doyle	
Kunzelmann	
Jonic	

The motion was put and carried.

5. SKIDATA PARKING EQUIPMENT MAINTENACE CONTRACT

This is a report recommending a Care Ongoing Maintenance Contract – Recommended Service Agreement for the SKIDATA Parking Equipment, to cover all

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business hours labour to respond to issues and deliver preventative maintenance servicing.

Council's primary purpose for utilising the SKIDATA parking equipment is to improve the parking equipment under the Car Park Management- Ipswich Central Contract.

This report recommends that Council resolves that the exception set out in section 235(b) of the *Local Government Regulation 2012* applies and that Council proceeds with the engagement of SKIDATA Australasia Pty Ltd to deliver the preventative maintenance servicing of the existing SKIDATA Parking Equipment for the estimated sum of twenty thousand dollars excluding GST (\$20,000) per annum for a three (3) year period, totalling \$60,000 excluding GST.

The attachment/s to this report are confidential in accordance with section 254J(g) of the *Local Government Regulation 2012* as they include commercial in-confidence information.

RECOMMENDATION

Moved by Deputy Mayor Marnie Doyle:

Seconded by Councillor Kate Kunzelmann:

- A. **That Council note that a Car Park Management-Ipswich Central Contract (13924) was entered into with Point Parking Pty Ltd from 1 July 2019 to manage the Ipswich Central Car Park. The parking equipment maintenance is to be undertaken on the terms of the preventative equipment maintenance agreement held with SKIDATA Australasia Pty Ltd.**
- B. **That Council resolve it is satisfied that the exception set out in section 235(b) of the *Local Government Regulation 2012 (Regulation)* applies and that SKIDATA Australasia is a specialised service supplier and the sole supplier of the existing parking equipment, capable of delivering the preventative maintenance servicing of the SKIDATA parking equipment.**
- C. **That Council resolve to enter into a contract with SKIDATA Australasia for the preventative maintenance servicing of the SKIDATA parking equipment, for the total estimated sum of sixty thousand dollars excluding GST (\$60,000) over a three (3) year period.**
- D. **That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

AFFIRMATIVE

NEGATIVE

Councillors:

Councillors:

Madsen

Nil

Milligan

Harding

Doyle

Kunzelmann

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GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05)]

Jonic

The motion was put and carried.

6. CAPITAL INVESTMENT IN PROVISIONAL PROJECTS POLICY

This is a report concerning a proposed Policy for Capital Investment in Provisional Projects.

RECOMMENDATION

Moved by Deputy Mayor Marnie Doyle:
Seconded by Councillor Russell Milligan:

- A. That the report be received and the contents noted.**
- B. That the policy titled 'Capital Investment in Provisional Projects' as outlined in the report by the Infrastructure Strategy and Planning Manager dated 11 November 2020, be adopted.**

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Madsen	Nil
Milligan	
Harding	
Doyle	
Kunzelmann	
Jonic	

The motion was put and carried.

7. PREFERRED SUPPLIER ARRANGEMENT - SUPPLY, INSTALLATION AND MAINTENANCE OF INTELLIGENT TRANSPORT INFRASTRUCTURE SYSTEM

This is a report concerning the recommendation to award Tender 14997 Supply, Installation, Commissioning and Maintenance of Intelligent Transport System Infrastructure and seek the Council's approval to establish four (4) Preferred Supplier Arrangements with J & P Richardson Industries Pty Ltd (Primary Supplier), Downer EDI Works Pty Ltd (Secondary Supplier), GNB Energy Pty Ltd (Secondary Supplier) and Pensar Utilities Pty Ltd (Secondary Supplier) for the provision and installation and maintenance of Intelligent Transport Infrastructure System.

After undertaking an open tender and receiving a number of competitive offers, the Evaluation Panel has identified the abovementioned suppliers as the recommended preferred suppliers. All four (4) suppliers have demonstrated extensive experience providing the required services, offering an effective methodology which demonstrates a thorough understanding of Council's requirements.

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GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05)

All four (4) suppliers offered a competitive price for the above referenced scope. The Primary supplier has been an incumbent supplier and has been employing local staff and supporting local business. Downer EDI Works Pty Ltd, GNB Energy Pty Ltd and Pensar Utilities Pty Ltd bring extensive experience in construction of minor builds components having supplied similar services to the neighbouring councils.

The cost of Supply, Installation, Commissioning and Maintenance of Intelligent Transport System Infrastructure is estimated at \$2,094,440 (ex GST) for the total contract period of two (2) years with the option to extend the contract by two (2) x further, one (1) year periods. Further to those identified costs new minor capital builds are expected to cost approximately \$2,400,000 (ex GST) over the full term of the contract as described in the Strategic Tender Evaluation Plan (STEP) document. The approximate total value of the contract is \$4,494,440 (ex GST).

The attachment/s to this report are confidential in accordance with section 254J(g) of the *Local Government Regulation 2012* as they include commercial in-confidence information.

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Deputy Mayor Marnie Doyle:

- A. That in accordance with s233 of the *Local Government Regulation 2012*, Council approve a Preferred Supplier Arrangement for the Supply, Installation, Commissioning and Maintenance of Intelligent Transport System Infrastructure.**
- B. That Council resolve under s233(7) of the *Local Government Regulation 2012*, it is satisfied that it will obtain better value for money by entering into a Preferred Supplier Arrangement for a term of more than two (2) years.**
- C. That Council enter into a Preferred Supplier Arrangement with four suppliers as listed below, for Supply, Installation, Commissioning and Maintenance of Intelligent Transport System Infrastructure under a Schedule of Rates agreement to the estimated sum of four million and five hundred thousand dollars excluding GST (\$4,500,000) (total cost if all extensions are executed), for a period of two (2) years with the option to extend the contract by two (2) x further, one (1) year periods.**
1. Primary Supplier – J & P Richardson Industries Pty Ltd
 2. Secondary Supplier – Downer EDI Works Pty Ltd
 3. Secondary Supplier - Pensar Utilities Pty Ltd
 4. Secondary Supplier – GNB Energy Pty Ltd
- D. That the Chief Executive Officer be authorised to negotiate and finalise the term of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

AFFIRMATIVE

NEGATIVE

3 DECEMBER 2020

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05)]

Councillors:
Madsen
Milligan
Harding
Doyle
Kunzelmann
Jonic

Councillors:
Nil

The motion was put and carried.

8. 2020-2021 BUDGET AMENDMENT - NOVEMBER 2020

This is a report concerning proposed amendment of the 2020-2021 budget, submitted in accordance with Section 170(3) of the *Local Government Regulation 2012*.

RECOMMENDATION

Moved by Councillor Nicole Jonic:
Seconded by Mayor Teresa Harding:

That the proposed amended 2020-2021 Budget and Long Term Financial Forecast, as detailed in Attachments 1, 2, 3 and 5, to the report by the Chief Financial Officer dated 26 November 2020, be adopted.

AFFIRMATIVE
Councillors:
Madsen
Milligan
Harding
Doyle
Kunzelmann
Jonic

NEGATIVE
Councillors:
Nil

The motion was put and carried.

NOTICES OF MOTION

Nil

MATTERS ARISING

Nil

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 10.47 am.

The meeting closed at 11.04 am.

3 DECEMBER 2020

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2020(05)]

Doc ID No: A6691253

ITEM: 2
SUBJECT: ANNUAL MAINTENANCE RENEWAL - 12D MODEL SOFTWARE
AUTHOR: PROCUREMENT OFFICER
DATE: 18 DECEMBER 2020

EXECUTIVE SUMMARY

This is a report seeking a Council resolution by Ipswich City Council (Council) to continue the annual maintenance renewal for Council's 12D Model Software with 12D Solutions Pty Ltd.

This proprietary software was first purchased in April 2008 through a one supplier quote process and its continued use is considered essential to Council.

12D Model Software is an embedded, critical and widely used software used by the Infrastructure and Environment Department for terrain modelling, surveying and civil engineering applications.

A resolution of Council is sought to allow the continuation of the renewal of the annual maintenance (Licences are owned by Council) with 12D Solutions Pty Ltd for a further three (3) year term covering the period 01/05/2021 to 30/04/2024, for an estimated total cost of sixty seven thousand and fifty dollars (\$67,050) excluding GST over the full three (3) year period.

RECOMMENDATION

- A. That pursuant to s235 (b) of the *Local Government Regulation 2012 (Regulation)* Council resolve it is satisfied that the exception under s235(b) of the Regulation applies and because of the specialised nature of the services which are sought, namely 12D Model Software services and maintenance, it would be impractical or disadvantageous for Council to invite quotes or tenders.**
- B. That Council enter into a contract with 12D Solutions Pty Ltd for the 12D Model Software for a period of three (3) years until 30 April 2024, for an estimated total cost of sixty seven thousand and fifty dollars (\$67,050) excluding GST over the full three (3) year period.**
- C. That under s257 (1) of the *Local Government Act*, Council delegate the power to the Chief Executive Officer to be authorised to negotiate and finalise the terms of the contract to be executed by Council, (including all annual renewals), and to do any other acts necessary to implement Council's decision.**

RELATED PARTIES

12D Solutions Pty Ltd

Ipswich City Council

There are no conflicts of interest identified and declared in relation to the contents of this report.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Purpose

To ensure continuity of supply, support and update of the relevant and critical terrain modelling, surveying and civil engineering functionality currently provided to Council by the 12D Model software solution.

Background

12D Model is a long established and well-reputed software that is used extensively across the globe for terrain modelling, surveying and civil engineering. It is used by Council's Infrastructure and Environment Department for:

- Road and Highways;
- Land Development;
- Drainage, Sewer and Utilities;
- Surveying;
- Construction;
- Rivers, Dams and Hydrology;
- Environmental.

Ipswich City Council initiated procurement of this software back in April 2008 by a quote process. At the time a one quote process was all that was required.

The 12D Model licences are perpetual licences owned by Ipswich City Council with an annual maintenance fee. Maintenance includes all bug fixes, version upgrades, access to 12D Forums, telephone and email support.

Each year a quote has been obtained from 12D Solutions Pty Ltd for the renewal period. Since 2008, total spend with 12D Solutions is three hundred and thirty six thousand, one hundred and sixty three dollars and seventy five cents (\$336,163.75), this figure includes annual maintenance fees, new licences, training costs and 12D International User conferences.

To evaluate, test, map, migrate to and implement an alternate modelling system of similar capability and international repute to continue the modelling functionality provided by the

current 12D Model software is an onerous task that would require resources with experience and specialised knowledge of the replacement software, and an implementation period that may prove to be a risk to the current requirement of Councils Infrastructure and Environment Department.

12D Solutions are meeting Council's performance expectations for the provision of services and maintenance.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Regulation 2012
Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

The risk to Council if the recommendation within this report is not approved is that the 12D Model software will be without any ongoing maintenance provision which could have an impact on the business units that rely heavily on the currency and continued sound functionality of this software for their day-to-day duties.

FINANCIAL/RESOURCE IMPLICATIONS

There are no new resourcing or budgeting implications, as 12D Model software Maintenance is budgeted as an operational expense in the ICT Budget. There are no additional financial implications.

COMMUNITY AND OTHER CONSULTATION

The Procurement Branch has consulted with the ICT Branch who support the recommendations of this report.

This report does not require Community consultation.

CONCLUSION

In order for Council to continue receiving the maintenance on a business critical software solution, it is recommended Council resolve to continue the renewal of the annual maintenance agreement for the 12D Model software for a three (3) year term, to allow for cover until 30 April 2024.

Due to the specialised nature of the 12D Model Software there is no other supplier that can provide the ongoing maintenance for this software.

In anticipation of Council's resolution to continue the annual renewal arrangement recommended in this report, a new draft contract number has been raised in Council's Oracle system as a means to collate, monitor and manage the maintenance renewal activities for this 12D Model software over the proposed period of cover.

Nicky Weldon
PROCUREMENT OFFICER

I concur with the recommendations contained in this report.

Wanda Schoenfisch
ACTING ICT CATEGORY MANAGER

I concur with the recommendations contained in this report.

Richard White
MANAGER, PROCUREMENT

I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

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Doc ID No: A6712838

ITEM: 3
SUBJECT: EXTENSION OF CONTRACT - 16116 ZIP WATER SYSTEMS PARTS AND SERVICES
AUTHOR: ACTING CONTRACTS OFFICER
DATE: 5 JANUARY 2021

EXECUTIVE SUMMARY

This is a report recommending an extension of the Parts and Service Contract with Zip Heaters (Aust) Pty Ltd, to provide continued parts and servicing of the existing Zip Water Systems installed throughout Council's facilities.

The Council is requested to consider and resolve that the exception set out in section 235(a) of the *Local Government Regulation 2012* applies due to the Zip Heaters (Aust) 'Water Systems' proprietary nature. The estimated value of the arrangement is estimated to be thirty-six thousand dollars (\$36,000) excl GST per annum, for three (3) years to December 2023 for the estimated sum of one hundred and eight thousand dollars (\$108,000) excluding GST.

RECOMMENDATION

- A. That Council resolve it is satisfied that the exception in s235(a) of the *Local Government Regulation 2012 (Regulation)* applies and that Zip Heater (Aust) is the only supplier reasonably available to it to provide Parts and Services for Zip Heater (Aust) Water Systems for the following reason:**
- 1. Due to the proprietary nature of the Zip Heaters (Aust) Water, they are the only supplier to provide parts and servicing for their proprietary systems, which are installed throughout the Council's Facilities.**
- B. That Council enter into a contract with Zip Heater (Aust) for the provision of Parts and Services for Zip Heater (Aust) Water Systems for a period of two (2) years with the option to extend for an additional one (1) year.**
- C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

RELATED PARTIES

Supplier: Zip Heaters (Aust) Pty Ltd

There are no discernible conflicts of interest and none have been declared.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Ipswich City Council is committed to providing a quality service to community and staff by providing an effective means of delivering instant and continuous hot water and filtered drinking water within the Council's facilities.

Zip Heater (Aust) Water Systems are energy efficient, reducing costs and greenhouse gas emissions by keeping heat and water loss to a minimum. Heating water on demand and at the point of use saves energy by eliminating standby usage and heat loss from stored hot water and eliminating the water and heat loss that occurs in long pipes. Economical flow rates reduce the overall amount of hot water consumed and only heats water to the required temperature for additional energy savings.

Council's primary purpose for utilising an ongoing Parts and Service arrangement with Zip Heaters (Aust) Pty Ltd is to provide a comprehensive range of services to inspect, clean, maintain, repair and cleanse the existing Zip Water Systems.

Benefits:

- Regular servicing ensures the Zip Systems stay in peak condition for longer;
- Preventative maintenance ensures that inspections are undertaken to identify any minor issues before they become bigger issues;
- Clean and healthy – be assured of purified drinking water with Zip filters; and
- Cost-effective – servicing costs under a service agreement is more effective than regular ad-hoc Zip servicing.

The proposed contract includes terms to vary the cost based on the number of Zip Heaters across council buildings, with significant changes through 2021 with the transfer of council staff to the new administration building.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

The risk to Council if the recommendations within this report are not approved is the existing Zip systems will not receive the required maintenance required for the continuous hot water and filtered drinking water in Council buildings. There would be an increase in costs to the Council to service the existing Zip systems without an agreed schedule of rates.

FINANCIAL/RESOURCE IMPLICATIONS

Budget for the ongoing maintenance and reactive works for the Zip systems is approximately \$36,000 excl. GST per year and budget is available.

The estimated total value of the full arrangement is One hundred and eight thousand dollars (\$108,000) excluding GST.

COMMUNITY AND OTHER CONSULTATION

The Procurement Branch has consulted with the Infrastructure and Environment Department, Asset Maintenance Team, who support the recommendations of this report.

This report does not require Community consultation.

CONCLUSION

Due to the proprietary nature of the Zip Heaters (Aust) systems, this report recommends the engagement of Zip Heaters (Aust) Pty Ltd to provide the ongoing parts and services to the existing Zip Water Systems in the Council's facilities for up to three (3) years to December 2023, for the estimated sum of one hundred and eight thousand dollars (\$108,000) excl GST.

Robyn Johnson

ACTING CONTRACTS OFFICER

I concur with the recommendations contained in this report.

Stephen Bailey

PRINCIPAL OFFICER (PROCUREMENT AND CONTRACT OPERATIONS)

I concur with the recommendations contained in this report.

Richard White

MANAGER, PROCUREMENT

I concur with the recommendations contained in this report.

Sonia Cooper

GENERAL MANAGER CORPORATE SERVICES

I concur with the recommendations contained in this report.

Sean Madigan

ACTING GENERAL MANAGER - INFRASTRUCTURE AND ENVIRONMENT

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Doc ID No: A6717952

ITEM: 4

SUBJECT: ACQUISITION OF LAND FOR INF02414 ROAD PURPOSES REDBANK PLAINS ROAD STAGE 3

AUTHOR: SENIOR PROPERTY OFFICER (ACQUISITIONS AND DISPOSALS)

DATE: 10 JANUARY 2021

EXECUTIVE SUMMARY

This is a report concerning the acquisition of land for road purposes for the Redbank Plains Road Stage 3 Project (The Project).

RECOMMENDATION

- A.** That Council having considered the details contained in this report, support the acquisition for strategic road purposes, of the area of land identified in Attachment 1 of this report, described as part of Lot 254 on SP283566 located at 389 Redbank Plains Road, Redbank Plains (“the Land”) by way of resumption agreement with (“ the Landowner”). If Council fail to reach an agreement with the landowner for the acquisition of the land, recommendations B, D and E will apply.
- B.** That Council resolve to exercise its power as a constructing authority for strategic road purposes, under the *Acquisition of Land Act 1967*, and take the land (by way of resumption) as the area of land being identified in Attachment 1 of this report, described as part of Lot 254 on SP283566 and located at 389 Redbank Plains Road, Redbank Plains and (“the Land”).
- C.** That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to negotiate any agreement with the landowner for the amount of compensation payable by Council under any resumption agreement.
- D.** That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to take the land for strategic road purposes (by way of resumption) described as part of Lot 254 on SP283566 located at 389 Redbank Plains Road, Redbank Plains (“the Land”) on behalf of Council, in its capacity as a constructing authority under the *Acquisition of Land Act 1967*.
- E.** That Council be informed of progress in relation to the acquisition of the land.

RELATED PARTIES

There are no related parties arising as a direct result of this report.

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure

PURPOSE OF REPORT/BACKGROUND

The *City of Ipswich Transport Plan (iGO)*, identifies the need to upgrade Redbank Plains Road between Keidges Road and Kruger Parade to four lanes to meet population growth in the area and the associated travel demands. The road is also identified as a principal cycle route within Council's *iGO Active Transport Action Plan* and the Department of Transport and Main Roads *SEQ Principal Cycle Network Plan 2016*.

Council's *10 Year Transport Infrastructure Investment Plan* has this section of Redbank Plains Road (referred to as Stage 3 of an upgrading strategy). Stage 1 of the Redbank Plains Road upgrade was completed in 2016, Stage 2 was completed in late 2017. In accordance with the 2020-2021 three year capital portfolio budget, Stage 3 design and preliminary works is scheduled for 2020-2021, with construction in 2021-2022 and 2022-2023.

The project involves the upgrade of Redbank Plains Road between Keidges Road and Kruger Parade (a length of approximately 1.5km), and the extension of Jansen Street through to Johnston Street (a length of approximately 100m).

The road will be upgraded to a 4 lane divided carriageway, with 2.0m wide on road cycle lanes (from face of kerb), a 3.0m wide shared use pathway within the western verge, and 1.5m wide pathway within the eastern verge.

There are eight (8) existing bus stops along the corridor, six (6) of which proposed to be maintained in accordance with the concept planning layouts.

Council has received several complaints in regards to DDA compliance of the current bus stop shelter at 389 Redbank Plains Road, Redbank Plains and the proximity of an Energex power/light pole being an obstruction for mobility scooters. Translink has additionally identified the bus stop requires upgrading.

The proposed land required from part of Lot 254 on SP283566 is to be able to provide public transport infrastructure that meets the requirements of the service provider, design standards including disability compliance and is fit for purpose. The location proposed for the relocated bus stop will take an area of approximately 15m² area from the property. The area is currently a long garden bed along the Redbank Plains Rd frontage retained by a small concrete sleeper retaining wall. The bus shelter will be relocated utilising the area to be acquired to generate DDA compliant space between the front of shelter and kerb, and the Energex power pole.

The project at this location will:

- Demolish the existing aluminium pool style fencing and retaining wall.
- Remove garden bed and excavate to level

- Construct new concrete slab
- Construct new retaining walls to garden matching existing.
- Reinstate fencing matching existing.
- Reinstate garden and all disturbed areas.
- Relocate bus shelter from current position.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Acquisition of Land Act 1967

Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

The following key risks may apply to Council if the land acquisition is not completed:

1. Compliance – The bus stop will not be upgraded to meet DDA compliance.
2. Reputational – Council has received concerns from the community in relation to the current bus stop arrangement being difficult to get past on mobility scooters.
3. Compliance / Community Service Levels – The number of bus stops along the length of the project have been rationalised to meet minimum guidelines from Translink. Removal of the stop from this location would mean the minimum requirements are not met.
4. Reputational – The project delivery timeframes have already been extended due to resolution of design issues. Further delays would pose a reputational risk to Council.

FINANCIAL/RESOURCE IMPLICATIONS

Expenses relating to the resumption of land by agreement will form part of the project budget from the Capital Project Funding for 2020-2021 and 2021-2022 budget.

External funding for the project has also been granted from the Roads to Recovery fund as well as the Transport Infrastructure Development Scheme (TIDS). It is noted that this funding is only for the project works and not associated with the acquisition of land.

If an agreement cannot be reached with the property owner and the property is resumed by Gazettal Notice, expenses relating to Land Court proceedings will also form part of the project budget.

COMMUNITY AND OTHER CONSULTATION

Internally a number of areas have been involved as part of the design reviews including:

- Transport Planning, Traffic, Technical Services, Construction, Electrical, Asset Management and Arborists.

A series of community consultation sessions have been held in the Town Square Redbank Plains Shopping Centre between 12 and 17 July 2018 with the purpose of raising awareness

of the project and to seek community feedback on the concept design before the progression to details design phase.

Agreement on two other properties affected by this project have reached agreement and one other property is still currently in negotiation.

Consultation with the nominated property manager as the property owners' representative was held on 13 September 2019. The project was discussed in terms of the planned works across the length of the project, and then the elements directly affecting the property. A number of issues were identified during this meeting.

A proposal for a new location addressing some of the issues raised was forwarded on 26 September 2019. This location was accepted in principle as addressing the main concerns in relation to obstruction of signage for shops at the centre.

Communications thus far been very positive and they have been receptive to Council's project and its requirement for the acquisition of part of their land. Compensation is to be determined by a market valuation and negotiations with the property owner will occur in due course.

CONCLUSION

It is recommended that Council proceed with the compulsory acquisition of land described as part of Lot 254 on SP283566 and located at 389 Redbank Plains Road Redbank Plains, as a "Constructing Authority" under the *Acquisition of Land Act 1967*.

In the first instance, Council will make all reasonable attempts to negotiate by agreement with the property owners when issuing the notice of intention to resume (NIR). Therefore, Council will seek to compulsory acquire by way of resumption agreement with the property owners, however if this is unsuccessful, Council will exercise its power under the *Acquisition of Land Act 1967* and make application to the relevant Minister for the land to be taken.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Acquisition Plan Part of 389 Redbank Plains Road Redbank Plains  
	CONFIDENTIAL
2.	Current Title Search - Lot 254 283566

Alicia Rieck

SENIOR PROPERTY OFFICER (ACQUISITIONS AND DISPOSALS)

I concur with the recommendations contained in this report.

Brett McGrath

PROPERTY SERVICES MANAGER

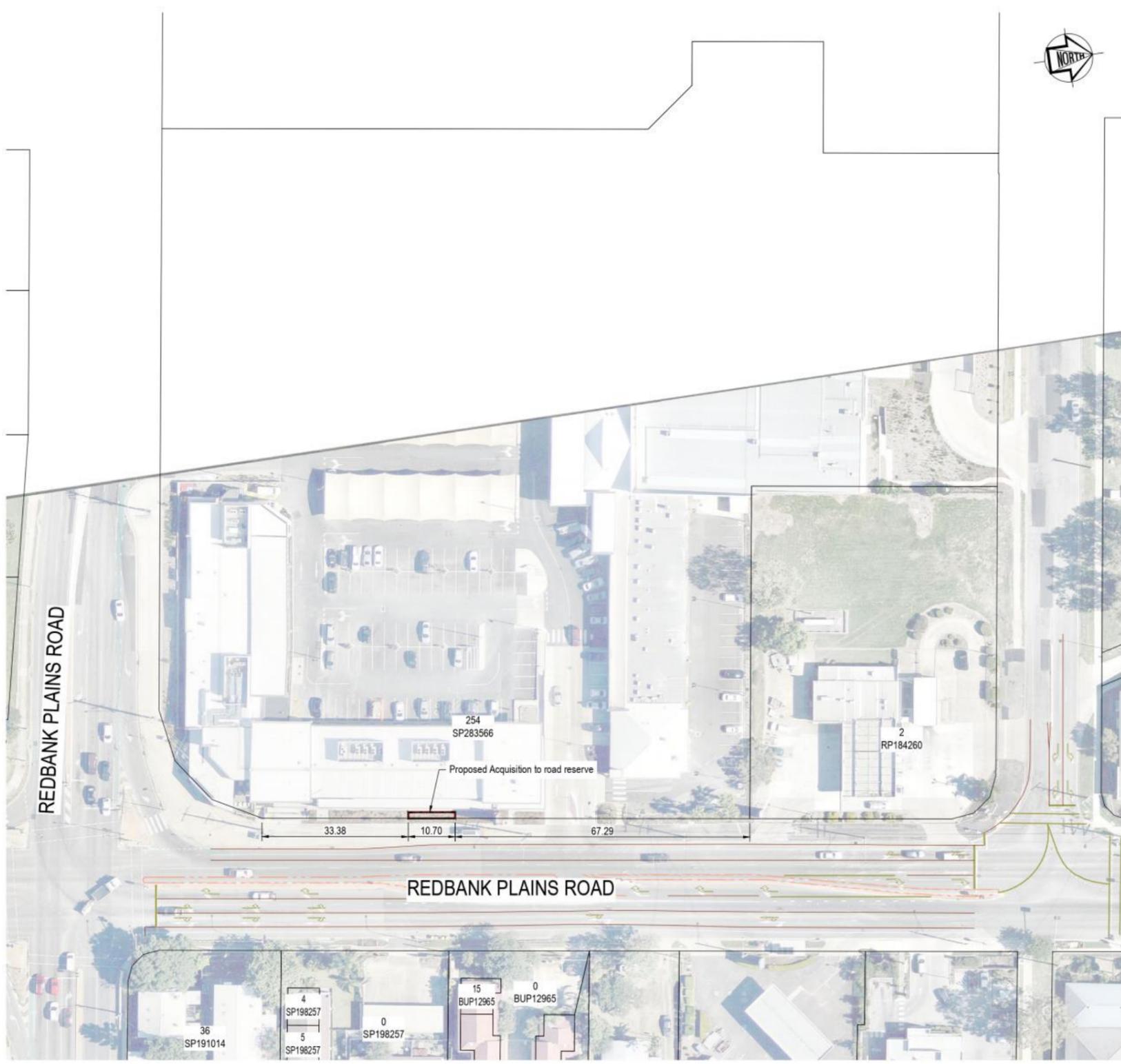
I concur with the recommendations contained in this report.

Tony Dunleavy
MANAGER LEGAL AND GOVERNANCE (GENERAL COUNSEL)

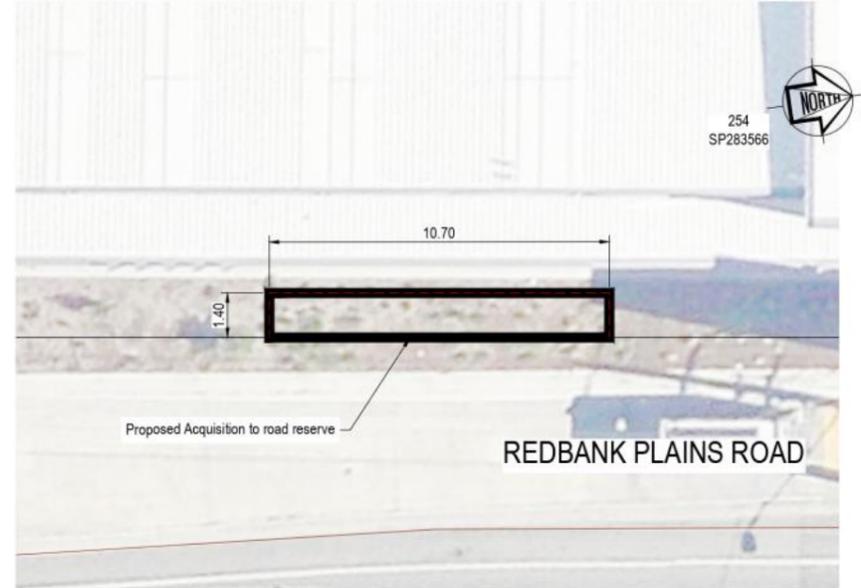
I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

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PLAN
Scale A



DETAIL PLAN
Scale B

PROPERTY DETAILS

LOCATION : 389 Redbank Plains Road, Redbank Plains
 PROPERTY OWNER : RCP Property Australia Pty Ltd
 TF SLG Redbank Plains Trust, PO Box 75,
 REDBANK PLAINS QLD 4301
 PROPERTY DESCRIPTION : Lot 254 on SP283566
 EXISTING AREA : 65,620 m²
 ACQUISITION AREA : 15 m²
 BALANCE AREA : 65,605 m²

NOTES:

- All dimensions are approximate only and subject to survey.
- This drawing is to be read in conjunction with the Notes and Legend on Drg. INF02414 / 005 and 006.

REVISIONS			
Issue	Revisions/Descriptions	Drawn	Date
A	Issued for Construction		

SURVEY DATA				
Horiz Datum	Terran 2001	Vertical Datum	A.H.D.d.	Level Book
Size: A1 - Scales before reduction:				
Scale A: 0 5 10 15 20 25 1:500				
Scale B: 0 10 20 30 40 50 1:100				
Dimensions shown in metres except where shown otherwise				

DRAWING CERTIFICATION	
Classification	Civil
Certifier Name	B. Samson
Certifier No.	RPEQ18690
Date	02/06/2020
Signature	
Drawing Status	FOR CONSTRUCTION

COUNCIL APPROVAL	
Approved By	
(For) General Manager (IG)	
Date	

City of Ipswich
TECHNICAL SERVICES
 P.O. Box 191 Ipswich QLD 4305 Australia
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 e-mail: TechnicalServices@ipswich.qld.gov.au

Project
**REDBANK PLAINS ROAD, REDBANK PLAINS
 KEIDGES ROAD TO KRUGER PARADE - PACKAGE 2**
 Drawing Title
**LAND ACQUISITION PLAN - 389 REDBANK PLAINS
 ROAD**

Name	Date
Drawn: J. Fernandez	02/2019
Designed: T. Conway	02/2019
Checked: B. Samson	02/2019
Project No. INF02414	Sheet No. 1400 A

Doc ID No: A6717957

ITEM: 5

SUBJECT: ACQUISITION OF LAND AND DRAINAGE EASEMENT FOR INF03206 MARY AND WILLIAM STREETS BLACKSTONE TRAFFIC SIGNALISATION PROJECT

AUTHOR: SENIOR PROPERTY OFFICER (ACQUISITIONS AND DISPOSALS)

DATE: 10 JANUARY 2021

EXECUTIVE SUMMARY

This is a report concerning the acquisition of land for road purposes and an easement for drainage purposes for the delivery of the Mary and William Streets Blackstone traffic signalisation project.

RECOMMENDATION

- A. That Council having considered the details contained in this report support the acquisition for strategic road purposes of the areas of the following properties (shown in Attachments 1-3) ("The Land") by way of Resumption Agreement with the owner ("The Landowner") being:**

Part of Lot 12 on RP209507, 67 Mary Street, Blackstone;

Part of Lot 39 on RP110739, 101 Mary Street, Blackstone; and

Part of Lot 1 on RP208883, 11 William Street, Blackstone.

If Council fails to reach an agreement with the landowner for the acquisition of the land, Recommendations C and D will apply.

- B. That Council having considered the details contained in this report, support the acquisition of an easement for drainage purposes, of the area of land identified in Attachment 3 ("The Land"), described as Part of Lot 1 on RP208883 located at 11 William Street, Blackstone by way of Resumption Agreement with the owner ("The Landowner").**

If Council fails to reach an agreement with the landowner for the acquisition of the land, Recommendations C and D will apply

- C. That Council resolve to exercise its power as a constructing authority for strategic road purposes and drainage purposes, under the *Acquisition of Land Act 1967*, and take the land and/or easement described in Recommendations A and B of this report dated 10 January 2021, by way of resumption.**

- D. That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to take the land and/or easement on behalf of Council, in its capacity as a constructing authority under the *Acquisition of Land Act 1967*. Council for the following purposes:**
- **Strategic road purposes (by way of resumption) as described in Recommendation A; and**
 - **Easement for drainage purposes (by way of resumption) as described in Recommendation B.**
- E. That Council be informed of progress in relation to the acquisition of the land.**

RELATED PARTIES

There have been no conflicts of interest declared in relation to the matter addressed in this report.

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure

PURPOSE OF REPORT/BACKGROUND

The current three-way un-signalised intersection consists of Mary Street, a major arterial road providing access to Cunningham Highway on the eastern end, intersecting with William Street, Blackstone. William Street is a major collector that facilitates access to residential properties as well as to a small amount of commercial properties and schools. The existing three-way intersection operates as an un-signalised intersection controlled by signage and road marking.

Council has undertaken intersection counts in 2015 and 2017, and can observe a steady growth in through and turning traffic movements. Safe Intersection Sight Distance (SISD) issues at minor T intersection at Mary Street and Jones Street, further west from Mary and William Streets intersection, are also considered as part of this project.

The City of Ipswich Transport Plan (iGO) additionally identifies the need to upgrade Mary Street to four lanes between Cunningham Highway and Thomas Street by 435,000 population, to meet the associated travel demands.

The objective of this project is to upgrade the existing three-way un-signalised intersection into a signalised intersection with dedicated left turn and right turn facility on William Street. The existing north-west corner kerb return will be improved to allow for safe turning of the design vehicles into William Street. The detailed design was guided by the concept planning layouts prepared by Council, and generally maintains the existing road footprint on the southern side of Mary Street.

During design development, lane widening was required to accommodate the turning radius of the design heavy vehicle, particularly the left turn out of William Street. The left turn movement here provided many challenges during the design phase to meet all of the required safety criteria including vehicle overturning.

Due to proposed improvement of Mary/William Streets intersection. It was identified during concept design there would be land and easement acquisition requirements:

Part of Lot 12 on RP209507, 67 Mary Street, Blackstone

This proposed land requirement will help to increase the sight distance by 46m and thereby improve the time for vehicles exiting Jones Street to react to oncoming Mary Street traffic.

Part of Lot 39 on RP110739, 101 Mary Street, Blackstone

This land requirement is to ensure for a safe verge width of 3.25m – 4.0m for pedestrian movements.

Part of Lot 1 on RP208883, 11 William Street, Blackstone

This proposed acquisition involves two actions on this property being a land acquisition and an easement acquisition for drainage purposes.

Land requirement- During design development, turning path analysis required a change in the radius of the kerb alignment to accommodate a 12.5m long rigid bus. Along with the changes necessary adjacent to 101 Mary Street Blackstone (another property subject to acquisition requirements) which affected lane widths and median width, the acquisition area is seen as best possible outcome for both the property owner and Council.

It should be further noted that Energex pole relocation and Telstra conduit relocation works will be undertaken within the acquisition area, and will require the acquisition process to be completed to commence.

Easement requirement - Stormwater is currently collected in a series of inverted concrete box culvert sections within 11 William Street, Blackstone and discharged via an outlet to Mary Street road surface. The 40% design captured the majority of this stormwater in a new field inlet within a corner of the area to be acquired, however due to large bypass flows would still result in a potential aquaplaning situation.

Three solutions were derived:

1. Retain field inlet and build a 200mm bund structure including a 400mm high retaining wall at 2.5m from back of kerb;
2. Relocate field inlet to proposed easement area within 11 William Street allowing for a similar 200mm high bund; or
3. Adopt original 40% design proposal and accept solution as an improvement on the current situation.

Council reviewed the scenarios and based on requirements for a clear safe zone on the verge, and there being frequent occurrence of bypass flows, option 2 was recommended and adopted.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Acquisition of Land Act 1967

Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

The acquisition requirements have no room for adjustment. Provision of safe heavy turning vehicle movements has seen the concept layout refined from the original Council proposal, and has already seen other adjustments to minimise the impact.

The easement requirement is to allow Council to maintain the stormwater infrastructure.

Property acquisition is necessary for the relocation of Energex asset and Telstra assets to commence.

Delays to delivery of the project may result in likelihood of traffic incidents at the intersection.

FINANCIAL/RESOURCE IMPLICATIONS

Expenses relating to the resumption of land by agreement will form part of the project budget from the Capital Project Funding for the 2020-2021 and 2021-2022 budget. Expenses include compensation payable to the owner, preparation and registration of a new survey plan and associated documentation at the Titles Registry Office.

If an agreement cannot be reached with the property owner and the property is resumed by Gazettal Notice, expenses relating to Land Court proceedings will also form part of the project budget.

COMMUNITY AND OTHER CONSULTATION

Internally a number of areas have been involved as part of the design reviews including:

- Traffic Engineer, Construction, Planning, City Maintenance, Arbor, Waterways Improvement, Pavement Engineer, Flood Plain Management and Hydraulics and Property Services.

67 Mary Street Blackstone

The property owner was contacted in relation to the proposed acquisition in late September and early October of 2019. The owner is anticipating that existing trees will be removed and a new boundary fence installed by Council.

101 Mary Street Blackstone

No consultation has been held with property owner to date. Arrangement will be made in early 2021.

11 William Street Blackstone

The property owner was contacted in relation to the proposed acquisition in late September and early October of 2019. The owner is anticipating that existing trees will be removed and a new boundary fence installed by Council.

Arrangements to meet with all affected parties in early 2021 are currently underway for more informed discussions on the proposed project. Updates will be provided of progress whilst the process of seeking the Council decision.

CONCLUSION

It is recommended that Council proceed with the compulsory acquisition of land and / easements over the following properties as a “Constructing Authority” under the *Acquisition of Land Act 1967*:

- Part of Lot 12 RP209507, 67 Mary Street, Blackstone (Land); and
- Part of Lot 39 RP110739, 101 Mary Street, Blackstone (Land); and
- Part of Lot 1 RP208883, 11 William Street, Blackstone (Land and Easement).

In the first instance, Council will make all reasonable attempts to negotiate by agreement with the property owner, when Council issue the notice of intention to resume (NIR). Therefore, Council will seek to compulsorily acquire by way of resumption agreement with the property owners. However, if this is unsuccessful, Council will exercise its power as a constructing authority under the *Acquisition of Land Act 1967* and make application to the relevant Minister for the land to be taken.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Acquisition Plan - 67 Mary Street Blackstone  
2.	Acquisition Plan - 101 Mary Street Blackstone  
3.	Acquisition Plan - 11 William Street Blackstone  
	CONFIDENTIAL
4.	Current Title Search - 67 Mary Street Blackstone
5.	Current Title Search - 101 Mary Street Blackstone
6.	Current Title Search - 11 William Street Blackstone

Alicia Rieck

SENIOR PROPERTY OFFICER (ACQUISITIONS AND DISPOSALS)

I concur with the recommendations contained in this report.

Brett McGrath

PROPERTY SERVICES MANAGER

I concur with the recommendations contained in this report.

Anthony Dunleavy
MANAGER, LEGAL AND GOVERNANCE (GENERAL COUNSEL)

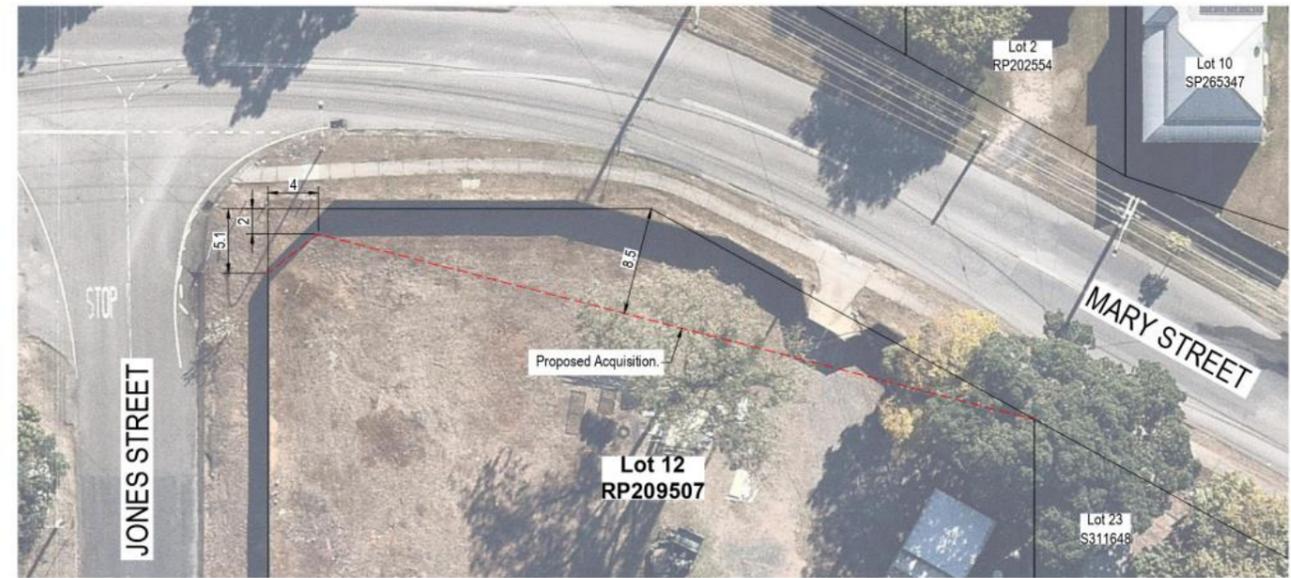
I concur with the recommendations contained in this report.

Sonia Cooper
GENERAL MANAGER CORPORATE SERVICES

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



PLAN
Scale A



ACQUISITION DETAIL
Scale B

PROPERTY DETAILS

LOCATION : No. 67 Mary Street, Blackstone
PROPERTY OWNER : McKellar Pty Ltd
PO Box 207
AVOCA BEACH NSW 2251

PROPERTY DESCRIPTION : Lot 12 on RP209507

EXISTING AREA : 7376 m²
ACQUISITION AREA : 286 m²
BALANCE AREA : 7090 m²

NOTES:

- All dimensions are approximate only and subject to survey.
- This drawing is to be read in conjunction with the Notes and Legend on Drg. INF03206 / 002.

REVISIONS			
Issue	Revisions/Descriptions	Drawn	Date
A	Original issue - for construction	L.B	10/2020
B	Property Owner Details Amended	L.B	11/2020

SURVEY DATA			
Horiz Datum	Terrain 2001	Vertical Datum	A.H.D.d Level Book

Size: A1 - Scales before reduction:
Scale A: 0 5 10 15 20 25 1:500
Scale B: 0 2 4 6 8 10 12 1:250
Dimensions shown in metres except where shown otherwise

DRAWING CERTIFICATION	
Classification	Civil
Certifier Name	T. Gallagher
Certifier No.	13396
Date	23/10/2020
Signature	
Drawing Status	FOR CONSTRUCTION

COUNCIL APPROVAL	
Approved By	
(For) General Manager (i&E)	
Date:	

City of Ipswich
TECHNICAL SERVICES
P.O. Box 191 Ipswich QLD 4305 Australia
Telephone: (07) 3610 6666
Facsimile: (07) 3810 7963
e-mail: TechnicalServices@ipswich.qld.gov.au

Project
**MARY AND WILLIAM STREETS, BLACKSTONE
TRAFFIC SIGNALISATION**

Drawing Title
**PROPERTY ADJUSTMENT PLAN - SHEET 1 OF 3
NO. 67 MARY STREET, BLACKSTONE**

Name	Date
Drawn: L. Bartholomew	10/2019
Designed: M. Holden	10/2019
Checked: I. Wuersching	06/2020

Project No.	Sheet No.	Rev.
INF03206	1400	B



PLAN
Scale A



DETAIL PLAN
Scale B

PROPERTY DETAILS

LOCATION : No.101 Mary Street, Blackstone
PROPERTY OWNER : Mr. S. J. Elfverson & Mrs. A. L. Elfverson
101 Mary Street
Blackstone, QLD 4304

PROPERTY DESCRIPTION : Lot 39 on RP110739

EXISTING AREA : 855 m²
ACQUISITION AREA : 43 m²
BALANCE AREA : 812 m²

NOTES:

- All dimensions are approximate only and subject to survey.
- This drawing is to be read in conjunction with the Notes and Legend on Drg. INF03206 / 002.

REVISIONS			
Issue	Revisions/Descriptions	Drawn	Date
A	Original issue - for construction		

SURVEY DATA			
Horiz Datum	Terrain 2001	Vertical Datum	A.H.D.d. Level Book
Size: A1 - Scales before reduction: 0 5 10 15 20 25 Scale A 1:500			
0 2 4 6 8 10 12 Scale B 1:250			
Dimensions shown in metres except where shown otherwise			

DRAWING CERTIFICATION	
Classification	Civil
Certifier Name	T. Gallagher
Certifier No.	13396
Date	23/10/2020
Signature	
Drawing Status	FOR CONSTRUCTION

COUNCIL APPROVAL	
Approved By	
(For) General Manager (i&E)	
Date	

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e-mail: TechnicalServices@ipswich.qld.gov.au

Project	MARY AND WILLIAM STREETS, BLACKSTONE TRAFFIC SIGNALISATION
Drawing Title	PROPERTY ADJUSTMENT PLAN - SHEET 3 OF 3 NO. 101 MARY STREET, BLACKSTONE

Name	Date
Drawn: L. Bartholomew	10/2019
Designed: M. Holden	10/2019
Checked: I. Wuersching	06/2020
Project No: INF03206	Sheet No: 1402 A



PLAN
Scale A



ACQUISITION DETAIL
Scale B

PROPERTY DETAILS

LOCATION : No.11 William Street, Blackstone
PROPERTY OWNER : IAG & JM Dominator Pty Ltd
PO. Box 4235
Raceview, QLD 4305

PROPERTY DESCRIPTION : Lot 1 on RP208883

EXISTING AREA : 8158 m²
ACQUISITION AREA : 297 m²
BALANCE AREA : 7861 m²

PROPERTY DETAILS

LOCATION : No.11 William Street, Blackstone
PROPERTY OWNER : IAG & JM Dominator Pty Ltd
PO. Box 4235
Raceview, QLD 4305

PROPERTY DESCRIPTION : Lot 1 on RP208883

EXISTING AREA : 8158 m²
ACQUISITION AREA : 297 m²
BALANCE AREA : 7861 m²
EASEMENT AREA : 51.9 m²

NOTES:

- All dimensions are approximate only and subject to survey.
- This drawing is to be read in conjunction with the Notes and Legend on Drg. INF03206 / 002.

REVISIONS			
Issue	Revisions/Descriptions	Drawn	Date
A	Original issue - for construction	L.B	10/2020
B	Easement added	L.B	11/2020

SURVEY DATA			
Horiz Datum	Terrain 2001	Vertical Datum	A.H.D.d Level Book

Size: A1 - Scales before reduction:
Scale A: 0 5 10 15 20 25 1:500
Scale B: 0 2 4 6 8 10 12 1:250
Dimensions shown in metres except where shown otherwise

DRAWING CERTIFICATION	
Classification	Civil
Certifier Name	T. Gallagher
Certifier No.	13396
Date	23/10/2020
Signature	

COUNCIL APPROVAL	
Approved By	
(For) General Manager (i&E)	
Date:	

City of Ipswich
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e-mail: TechnicalServices@ipswich.qld.gov.au

Project
**MARY AND WILLIAM STREETS, BLACKSTONE
TRAFFIC SIGNALISATION**

Drawing Title
**PROPERTY ADJUSTMENT PLAN - SHEET 2 OF 3
NO. 11 WILLIAM STREET, BLACKSTONE**

Name	Date
Drawn: L. Bartholomew	10/2019
Designed: M. Holden	10/2019
Checked: I. Wuerschling	06/2020

Project No.	Sheet No.	Rev.
INF03206	1401	B

Drawing Status: **FOR CONSTRUCTION**

Doc ID No: A6717985

ITEM: 6

SUBJECT: ACQUISITION OF DRAINAGE EASEMENTS FOR INF04089 LOCAL DRAINAGE REHABILITATION PROJECT PRYDE AND HUME STREET, WOODEND

AUTHOR: SENIOR PROPERTY OFFICER (ACQUISITIONS AND DISPOSALS)

DATE: 10 JANUARY 2021

EXECUTIVE SUMMARY

This is a report concerning the acquisition of easements for drainage purposes for the Local Drainage Rehabilitation Project at Pryde and Hume Street Woodend.

RECOMMENDATION

- A. That Council having considered the details contained in this report support the acquisition of easement for drainage purposes of the areas of the following properties (shown in Attachment 1-13) ("The Land") by way of Resumption Agreement with the owner ("The Landowner") being:**

**Part of Lot 2 on RP92778, 6 Hume Street, Woodend;
Part of Lot 6 on RP24234, 8 Hume Street, Woodend;
Part of Lot 5 on RP24234, 10 Hume Street, Woodend;
Part of Lot 4 on RP24234, 12 Hume Street, Woodend;
Part of Lot 18 on RP24234, 20 Hume Street, Woodend;
Part of Lot 19 on RP24234, 22 Hume Street, Woodend;
Part of Lot 20 on RP24234, 24 Hume Street Woodend;
Part of Lot 15 on RP24234, 9 Pryde Street, Woodend;
Part of Lot 4 on RP60842, 9A Pryde Street Woodend;
Part of Lot 16 on RP24234, 11 Pryde Street, Woodend;
Part of Lot 17 on RP24234, 13 Pryde Street, Woodend;
Part of Lot 26 on RP24234, 18 Pryde Street, Woodend;
Part of Lot 1 on RP92778, 57 O'Sullivan Street Woodend.**

If Council fails to reach an agreement with the landowner for the acquisition of the easement, Recommendations B and D will apply.

- B. That Council resolve to exercise its power as a constructing authority for drainage purposes, under the *Acquisition of Land Act 1967*, and take the easements (by way of resumption) as described in Recommendation A of this report dated 10 January 2021.**

- C. That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to negotiate any agreement with the landowner for the amount of compensation payable by Council under any resumption agreement.**
- D. That Council resolve under s257(1)(b) of the *Local Government Act 2009* to delegate the power to the Chief Executive Officer to be authorised to take the easements for drainage purposes (by way of resumption) as described in Recommendation A of this report dated 10 January 2021 on behalf of Council, in its capacity as a constructing authority under the *Acquisition of Land Act 1967*.**
- E. That Council be informed of progress in relation to the acquisition of the easements.**

RELATED PARTIES

There have been no conflicts of interest declared in relation to the matters addressed in this report.

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure

PURPOSE OF REPORT/BACKGROUND

In early 2018 Council's maintenance staff undertook field validation of the current drainage system as part of a service request. During this time a condition assessment was completed in regards to the existing drainage network and found the asset to be in poor condition and in need of replacement. The timing of this investigation also coincided with concerns raised with regards to riverbank erosion being caused from runoff from Pryde Street.

Council has determined a preferred replacement strategy for the ageing drainage infrastructure. It is with regards to this proposed alignment and Council's preference to protect any new drainage within a formalised easement.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Acquisition of Land Act 1967
Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

The easement requirement is to facilitate the upgrade of the ageing infrastructure and to allow Council legal access to maintain the drainage infrastructure into the future.

FINANCIAL/RESOURCE IMPLICATIONS

Expenses relating to the resumption of easements by agreement will form part of the project budget from the Capital Project Funding for the 2021-2022 budget. Expenses include compensation payable to the affected owners, preparation and registration of a new survey plans and registration of the easement documents at the Titles Registry Office.

If an agreement cannot be reached with the property owners and the easement is resumed by Gazettal Notice, expenses relating to Land Court proceedings will also form part of the project budget.

COMMUNITY AND OTHER CONSULTATION

In May 2020 a preliminary advice was sent out to owners in the immediate area advising of what is being planned. This informed owners that Council were currently in the early design stages of a stormwater drainage rehabilitation project for the area.

A further mail out to affected property owners is scheduled for early February 2021 with meeting requests for the affected property owners to discuss the projects benefits and potential impacts. It is at this stage where the acquisition process and creation of an easement will be explained in full to the relevant property owners.

Updates will be provided of progress whilst the process of seeking the Council decision.

CONCLUSION

It is recommended that Council proceed with the compulsory acquisition of easements as a "Constructing Authority" under the *Acquisition of Land Act 1967* over the following properties:

- Part of Lot 2 on RP92778, 6 Hume Street, Woodend;
- Part of Lot 6 on RP24234, 8 Hume Street, Woodend;
- Part of Lot 5 on RP24234, 10 Hume Street, Woodend;
- Part of Lot 4 on RP24234, 12 Hume Street, Woodend;
- Part of Lot 18 on RP24234, 20 Hume Street, Woodend;
- Part of Lot 19 on RP24234, 22 Hume Street, Woodend;
- Part of Lot 20 on RP24234, 24 Hume Street Woodend;
- Part of Lot 15 on RP24234, 9 Pryde Street, Woodend;
- Part of Lot 4 on RP60842, 9A Pryde Street Woodend;
- Part of Lot 16 on RP24234, 11 Pryde Street, Woodend;
- Part of Lot 17 on RP24234, 13 Pryde Street, Woodend;
- Part of Lot 26 on RP24234, 18 Pryde Street, Woodend;
- Part of Lot 1 on RP92778, 57 O'Sullivan Street Woodend.

In the first instance, Council will make all reasonable attempts to negotiate by agreement with the property owner, when Council issue the notice of intention to resume (NIR).

Therefore, Council will seek to compulsorily acquire by way of resumption agreement with the property owners. However, if this is unsuccessful, Council will exercise its power as a constructing authority under the *Acquisition of Land Act 1967* and make application to the relevant Minister for the land to be taken.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Acquisition Plan - 6 Hume Street Woodend ↓ 
2.	Acquisition Plan - 8 Hume Street Woodend ↓ 
3.	Acquisition Plan - 10 Hume Street Woodend ↓ 
4.	Acquisition Plan - 12 Hume Street Woodend ↓ 
5.	Acquisition Plan - 20 Hume Street Woodend ↓ 
6.	Acquisition Plan - 22 Hume Street Woodend ↓ 
7.	Acquisition Plan - 24 Hume Street Woodend ↓ 
8.	Acquisition Plan - 9 Pryde Street Woodend ↓ 
9.	Acquisition Plan - 9A Pryde Street Woodend ↓ 
10.	Acquisition Plan - 11 Pryde Street Woodend ↓ 
11.	Acquisition Plan - 13 Pryde Street Woodend ↓ 
12.	Acquisition Plan - 18 Pryde Street Woodend ↓ 
13.	Acquisition Plan - 57 O'Sullivan Street Woodend ↓ 
	CONFIDENTIAL
14.	Current Title Search - 6 Hume Street Woodend
15.	Current Title Search - 8 Hume Street Woodend
16.	Current Title Search - 10 Hume Street Woodend
17.	Current Title Search - 12 Hume Street Woodend
18.	Current Title Search - 20 Hume Street Woodend
19.	Current Title Search - 22 Hume Street Woodend
20.	Current Title Search - 24 Hume Street Woodend
21.	Current Title Search - 9 & 9A Pryde Street Woodend
22.	Current Title Search - 11 Pryde Street Woodend
23.	Current Title Search - 13 Pryde Street Woodend
24.	Current Title Search - 18 Pryde Street Woodend
25.	Current Title Search - 57 O'Sullivan Street Woodend

Alicia Rieck

SENIOR PROPERTY OFFICER (ACQUISITIONS AND DISPOSALS)

I concur with the recommendations contained in this report.

Brett McGrath

PROPERTY SERVICES MANAGER

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

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Item 6 / Attachment 1.

PROPERTY DETAILS
 LOCATION : 6 Hume Street Woodend
 Qld 4305
 PROPERTY OWNER : Ms N J Holop
 PROPERTY DESCRIPTION : Lot 2 RP92778
 EXISTING AREA : 888 m²
 EASEMENT AREA : 103 m²
 BALANCE AREA : 785 m²

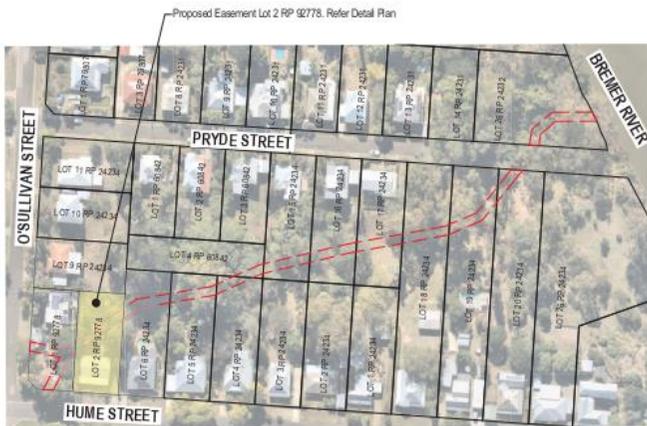
SETOUT POINTS

PT No.	EASTING	NORTHING
7	245703.304	736773.674
8	245703.086	736768.531
10	245724.255	736783.470
11	245724.985	736788.492

LEGEND
 Proposed Easement

NOTES:

- All dimensions are approximate only and subject to survey.
- This drawing is to be read in conjunction with the Notes and Legend on Drg. INF04089 / 002.



PLAN
Scale A



DETAIL PLAN
Scale B

Cardno
 Cardno (Qld) Pty Ltd | A 285 ST 051 074 992
 Level 6, Springfield Tower, 745 Strathmoreby Boulevard
 Springfield Central QLD 4350
 Tel: 07 3801 0111 Fax: 07 34 90 0241
 Web: www.cardno.com.au

Name	Date
Drawn: JJ	Nov-2020
Designed: SH	Nov-2020
Checked: BW	Nov-2020
Project No:	Sheet No:
INF04089	1401
	1

REVISIONS			
No.	Revision/Description	Drawn	Date
1		JJ	Nov-2020

SURVEY DATA
 Form: GDA94 Vertical Datum: AHD Level: GHD
 Scale: A1 - Scale before reduction
 SCALE A: 1:1000
 SCALE B: 1:125
 Dimensions shown in metres, except where shown otherwise

DRAWING CERTIFICATION
 Classification: Civil
 Certifier Name: C. Mansfield
 Certifier No.: 108910
 Date: Nov-2020
 Signature: _____
 Date: _____

COUNCIL APPROVAL
 Approved By: _____
 (For) General Manager (G.M.)
 Date: _____

Drawing Status: **80% DESIGN REVIEW**

City of Ipswich
TECHNICAL SERVICES
 P.O. Box 191 Ipswich QLD 4305 Australia
 Telephone: (07) 3810 8899
 Facsimile: (07) 3810 7983
 e-mail: TechnicalServices@ipswich.qld.gov.au

Project: **PRYDE AND HUME STREETS, WOODEND PROPOSED STORMWATER REHABILITATION**

Drawing Title: **PROPOSED DRAINAGE EASEMENT LOT 2 RP92778**

Item 6 / Attachment 2.

PROPERTY DETAILS
 LOCATION : 8 Hume Street Woodend
 QID 4305
 PROPERTY OWNER : Mr B D J Carmichael And Mrs
 S Carmichael And Miss P Hird
 PROPERTY DESCRIPTION : Lot 6 RP24234
 EXISTING AREA : 1113m²
 EASEMENT AREA : 84 m²
 BALANCE AREA : 1029m²

SET OUT POINTS

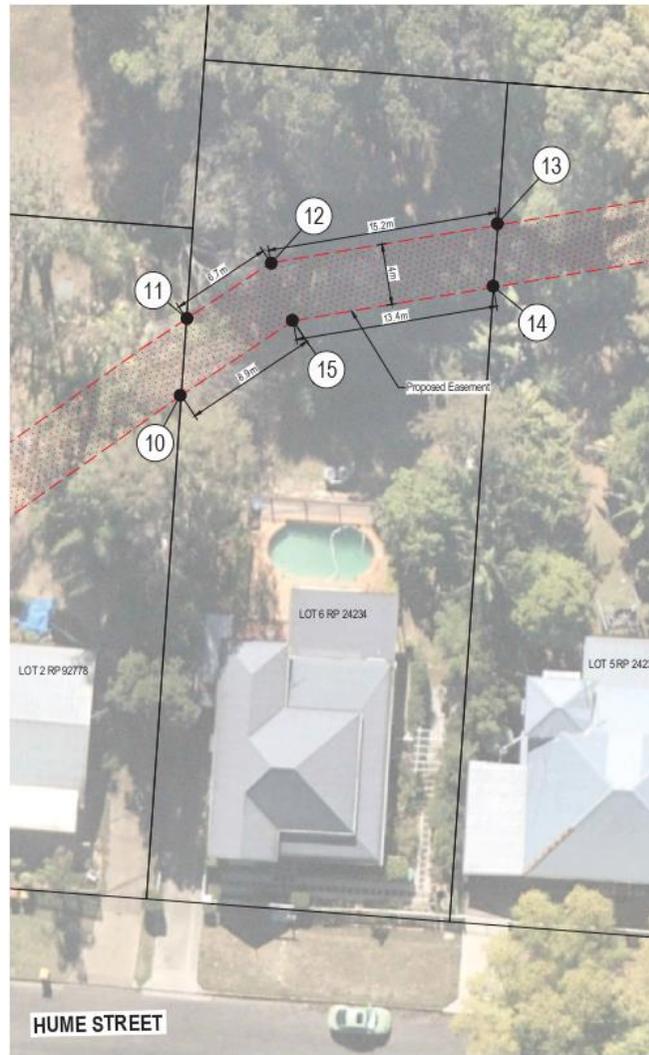
PT No.	EASTING	NORTHING
10	245724.235	736783.470
11	245724.585	736788.492
12	245730.154	736792.164
13	245745.178	736794.612
14	245744.893	736790.556
15	245731.646	736788.356

LEGEND
 Proposed Easement

NOTES:
 1 All dimensions are approximate only and subject to survey.
 2 This drawing is to be read in conjunction with the Notes and Legend on Dwg. INF04089 / 002.



PLAN
Scale A



DETAIL PLAN
Scale B

Gardno
 Centre (GAS) Pty Ltd | A 285 ST 051 014 992
 Level 6, Springfield Tower, 145 Springfield Boulevard
 Springfield Central QLD 4350
 Tel: 07 3801 0111 Fax: 07 34 30 5241
 Web: www.gardno.com.au

REVISIONS			
Issue	Revision/Description	Drawn	Date
1		JL	Nov-2020

SURVEY DATA
 Form: GDA94 Vertical Datum AND Level Grid
 Scale: A1 - Scale is before reduction
 SCALE A: 1:1000
 SCALE B: 1:125
 Dimensions shown in metres, except where shown otherwise

DRAWING CERTIFICATION
 Classification: Civil
 Certificate Name: C.Martin
 Certificate No.: 108910
 Date: Nov-2020
 Signature: _____
 Date: _____

COUNCIL APPROVAL
 Approved By: _____
 (For) General Manager (G.M.)
 Date: _____

Drawing Status: **80% DESIGN REVIEW**

City of Ipswich
TECHNICAL SERVICES
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 Telephone: (07) 3810 8899
 Facsimile: (07) 3810 7983
 e-mail: TechnicalServices@ipswich.qld.gov.au

Project: **PRYDE AND HUME STREETS, WOODEND
 PROPOSED STORMWATER REHABILITATION**

Drawing Title: **PROPOSED DRAINAGE EASEMENT
 LOT 6 RP24234**

Name	Date
Drawn: JL	Nov-2020
Designed: SH	Nov-2020
Checked: BW	Nov-2020
Project No: INF04089	Sheet No: 1402
	Rev: 1

PROPERTY DETAILS

LOCATION : 10 Hume Street Woodend Qld 4305
 PROPERTY OWNER : Mr J A Turner and Mrs V E Turner
 PROPERTY DESCRIPTION : Lot 5 RP24234
 EXISTING AREA : 1113 m²
 EASEMENT AREA : 85 m²
 BALANCE AREA : 1028 m²

SETOUT POINTS

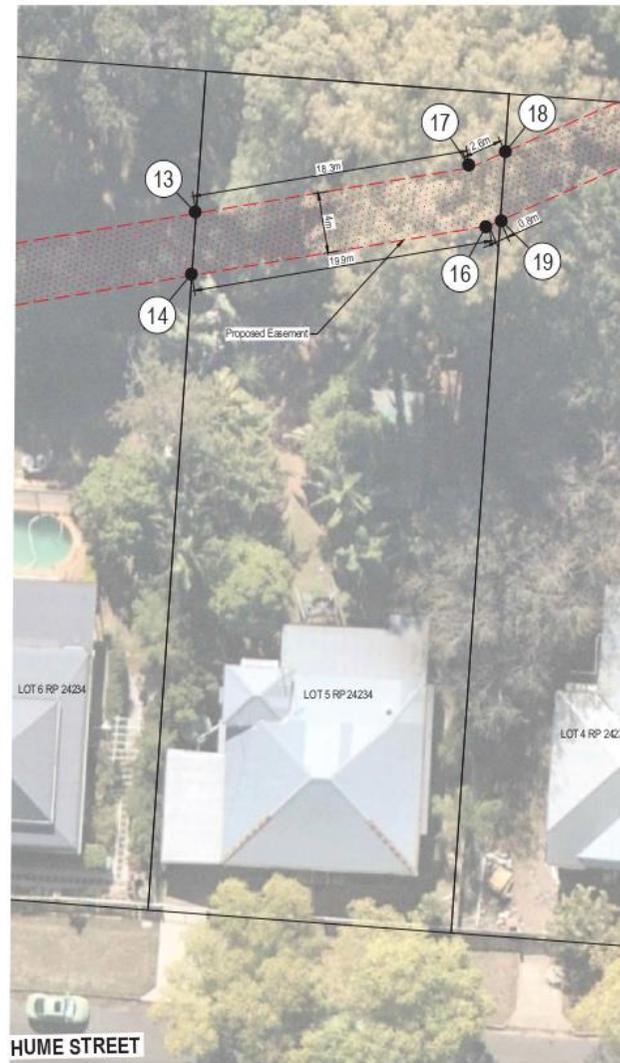
PT No.	EASTING	NORTHING
13	245745.178	736794.642
14	245744.888	736790.556
16	245764.586	736793.821
17	245763.276	736797.628
18	245765.624	736798.664
19	245765.310	736794.153

LEGEND

 Proposed Easement

NOTES:

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Issue	Revisions/Descriptions	Drawn	Date
1		JL	Nov-2020

Form:	Vertical Datum:	AND	Level Book:	GRD:
GD404				

Scale: A1 - Scales before reduction

SCALE A: 0 10 20 30 40 50 1:1000

SCALE B: 0 1 2 3 4 5 6 7 1:150

Dimensions shown in metres, except where shown otherwise

Classification	Of:
Civil	
Contract Name	C.Mainst
Contract No.	108910
Date	Nov-2020
Signature:	
Date:	
Drawing Status	80% DESIGN REVIEW

COUNCIL APPROVAL	
Approved By:	
(For) General Manager (G.M.):	
Date:	

City of Ipswich
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 e-mail: TechnicalServices@ipswich.qld.gov.au

Project: **PRYDE AND HUME STREETS, WOODEND PROPOSED STORMWATER REHABILITATION**

Drawing Title: **PROPOSED DRAINAGE EASEMENT LOT 5 RP24234**

Name	Date
Drawn: JL	Nov-2020
Designed: SH	Nov-2020
Checked: BW	Nov-2020
Project No:	Sheet No:
INF04089	1403
	1

Item 6 / Attachment 4.

PROPERTY DETAILS

LOCATION : 12 Hume Street Woodend
Old 4305
PROPERTY OWNER : Mr C J Adams and Ms G B
Touwen
PROPERTY DESCRIPTION : Lot 4 RP24234
EXISTING AREA : 1115 m²
EASEMENT AREA : 52 m²
BALANCE AREA : 1061 m²

SET OUT POINTS

PT No.	EASTING	NORTHING
18	245765.624	736798.664
19	245765.310	736794.153
21	245773.063	736801.946
22	245784.414	736806.967

LEGEND

 Proposed Easement

NOTES:

- All dimensions are approximate only and subject to survey.
- This drawing is to be read in conjunction with the Notes and Legend on Dwg. INF04089/002.



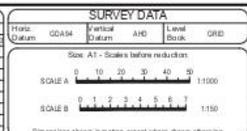
PLAN
Scale A



DETAIL PLAN
Scale B



Issue	Revisions	Drawn	Date
1		JL	Nov-2020



DRAWING CERTIFICATION	
Classification	Civil
Cartifier Name	C. Mansfield
Cartifier No.	108910
Date	Nov-2020
Signature:	
Date:	
Drawing Status	80% DESIGN REVIEW

COUNCIL APPROVAL	
Approved By:	
(For) General Manager (G.M.):	
Date:	

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Facsimile: (07) 3810 7983
e-mail: TechnicalServices@ipswich.qld.gov.au

Project	
PRYDE AND HUME STREETS, WOODEND PROPOSED STORMWATER REHABILITATION	
Drawing Title	
PROPOSED DRAINAGE EASEMENT LOT 4 RP24234	

Name		Date
Drawn	JL	Nov-2020
Designed	SH	Nov-2020
Checked	SH	Nov-2020
Project No.	Sheet No.	Rev.
INF04089	1404	1

PROPERTY DETAILS

LOCATION : 20 Hume Street Woodend
Qld 4305

PROPERTY OWNER : Mr W J Nimmo and Mrs N M Nimmo

PROPERTY DESCRIPTION : Lot 18 RP24234

EXISTING AREA : 2226 m²

EASEMENT AREA : 84 m²

BALANCE AREA : 2142 m²

SETOUT POINTS

PT No.	EASTING	NORTHING
32	245847.779	736820.239
33	245847.462	736816.127
34	245867.206	736819.598
35	245868.004	736823.459
36	245868.353	736824.377
37	245868.042	736819.933



- NOTES:**
- All dimensions are approximate only and subject to survey.
 - This drawing is to be read in conjunction with the Notes and Legend on Drg. INF04089 / 002.



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Springfield Central QLD 4350
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Web: www.gardno.com.au

Issue	Revision/Description	Drawn	Date
1		JL	Nov-2020

SURVEY DATA

Form: GDA94 Vertical Datum: AHD Level: Mean Sea Level

Scale: A1 - Scale is before reduction

SCALE A: 1:1000

SCALE B: 1:250

Dimensions shown in metres, except where shown otherwise

DRAWING CERTIFICATION

Classification: Civil
Author Name: C. Mansfield
Author No: 108910
Date: Nov-2020
Signature: _____
Date: _____

Drawing Status: **80% DESIGN REVIEW**

COUNCIL APPROVAL

Approved By: _____
(For) General Manager (G/E)
Date: _____

TECHNICAL SERVICES
P.O. Box 191 Ipswich QLD 4305 Australia
Telephone: (07) 3810 8888
Facsimile: (07) 3810 7983
e-mail: TechnicalServices@ipswich.qld.gov.au

Project: **PRYDE AND HUME STREETS, WOODEND
PROPOSED STORMWATER REHABILITATION**

Drawing Title: **PROPOSED DRAINAGE EASEMENT
LOT 18 RP24234**

Name	Date
Drawn: JL	Nov-2020
Designed: SH	Nov-2020
Checked: SH	Nov-2020
Project No: INF04089	Sheet No: 1409
	Rev: 1

PROPERTY DETAILS

LOCATION : 22 Hume Street Woodend
Old 4305
PROPERTY OWNER : Mrs J A Saunders
PROPERTY DESCRIPTION : Lot 19 RP24234
EXISTING AREA : 2226m²
EASEMENT AREA : 108m²
BALANCE AREA : 2118m²

SETOUT POINTS

PT No.	EASTING	NORTHING
36	245868.353	736824.377
37	245868.042	736819.503
38	245862.724	736825.907
39	245889.303	736833.943
40	245889.783	736840.845
41	245880.274	736829.228

LEGEND

 Proposed Easement

NOTES:

- All dimensions are approximate only and subject to survey.
- This drawing is to be read in conjunction with the Notes and Legend on Dwg. INF04089/002.



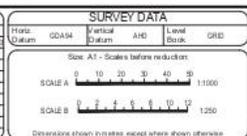
PLAN
Scale A



DETAIL PLAN
Scale B



Issue	Revision/Description	Drawn	Date
1		JL	Nov-2020



DRAWING CERTIFICATION

Classification: Civil
Certifier Name: C. Mansel
Certifier No.: 108910
Date: Nov-2020
Signature: _____
Date: _____

COUNCIL APPROVAL

Approved By: _____
(For) General Manager (G.M.)
Date: _____

City of Ipswich
TECHNICAL SERVICES
P.O. Box 191 Ipswich QLD 4305 Australia
Telephone: (07) 3810 8888
Facsimile: (07) 3810 7983
e-mail: TechnicalServices@ipswich.qld.gov.au

Project: **PRYDE AND HUME STREETS, WOODEND
PROPOSED STORMWATER REHABILITATION**

Drawing Title: **PROPOSED DRAINAGE EASEMENT
LOT 19 RP24234**

Name	Date
Drawn: JL	Nov-2020
Designed: S.H.	Nov-2020
Checked: S.W.	Nov-2020
Project No: INF04089	Sheet No: 1410
	Rev: 1

PROPERTY DETAILS

LOCATION : 24 Hume Street Woodend
Old 4305
PROPERTY OWNER : Mr G G Mathews and Mrs M A Mathews
PROPERTY DESCRIPTION : Lot 20 RP24234
EXISTING AREA : 2226 m²
EASEMENT AREA : 55 m²
BALANCE AREA : 2171 m²

SETOUT POINTS

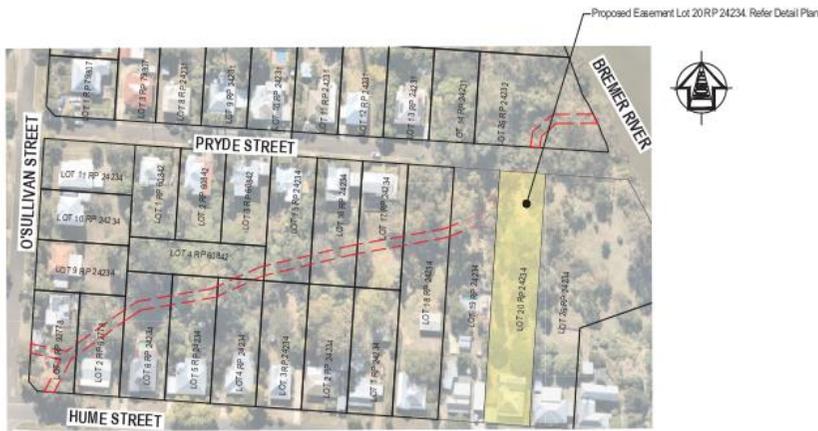
PT No	EASTING	NORTHING
39	245889.303	736833.943
40	245889.763	736840.845
42	245900.715	736847.883
43	245895.844	736848.248

LEGEND

 Proposed Easement

NOTES:

- All dimensions are approximate only and subject to survey.
- This drawing is to be read in conjunction with the Notes and Legend on Dig. INF04089/002.



PLAN

Scale A



DETAIL PLAN

Scale B



Issue	Revision/Description	Drawn	Date
1		JL	Nov-2020

Point	GDAS4	Vertical Datum	AND	Level	GRD

Scale: A1 - Scale's before reduction

SCALE A: 0 10 20 30 40 50 1:1000

SCALE B: 0 2 4 6 8 10 12 1:250

Dimensions shown in metres, except where shown otherwise

DRAWING CERTIFICATION		COUNCIL APPROVAL	
Classification	Civil	Approved By	
Cartifier Name	C. Mansfield	(For)	General Manager (G.M.)
Cartifier No.	108910	Signature	
Date	Nov-2020	Date	
Drawing Status		80% DESIGN REVIEW	

City of Ipswich
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Telephone: (07) 3810 8899
Facsimile: (07) 3810 7983
e-mail: TechnicalServices@ipswich.qld.gov.au

Project	
PRYDE AND HUME STREETS, WOODEND PROPOSED STORMWATER REHABILITATION	
Drawing Title	PROPOSED DRAINAGE EASEMENT LOT 20 RP24234

Name	Date
Drawn	JL Nov-2020
Designed	SH Nov-2020
Checked	SH Nov-2020
Project No.	Sheet No.
INF04089	1411
	1

PROPERTY DETAILS
 LOCATION : 9 Pryde Street Woodend
 Qld 4305
 PROPERTY OWNER : Ms K C Hall And M G A White
 PROPERTY DESCRIPTION : Lot 15 RP24234
 EXISTING AREA : 1113 m²
 EASEMENT AREA : 84 m²
 BALANCE AREA : 1029 m²

SETOUT POINTS

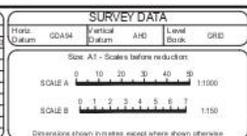
PT No.	EASTING	NORTHING
23	245786.392	736807.415
24	245786.101	736803.244
26	245806.596	736807.958
27	245806.886	736812.129

LEGEND
 Proposed Easement

NOTES:
 1. All dimensions are approximate only and subject to survey.
 2. This drawing is to be read in conjunction with the Notes and Legend on Drg. INF04089 / 002.



Issue	Revision/Description	Drawn	Date
1		JL	Nov-2020



DRAWING CERTIFICATION

Classification	Civil
Cartographer	C. Mansel
Cartifier No.	108910
Date	Nov-2020
Signature:	
Date:	

Drawing Status: **80% DESIGN REVIEW**

COUNCIL APPROVAL

Approved By:	
(For) General Manager (G.M.):	
Date:	

City of Ipswich
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Project
**PRYDE AND HUME STREETS, WOODEND
 PROPOSED STORMWATER REHABILITATION**

Drawing Title:
**PROPOSED DRAINAGE EASEMENT
 LOT 15 RP24234**

Name	Date
Drawn: JL	Nov-2020
Designed: SH	Nov-2020
Checked: BW	Nov-2020
Project No:	Sheet No:
INF04089	1405
	1



DETAIL PLAN
Scale B



PLAN
Scale A

PROPERTY DETAILS

LOCATION : 9a Pryde Street Woodend
Ctd 4305
PROPERTY OWNER : Ms K C Hall And Mr G A White
PROPERTY DESCRIPTION : Lot 4 RP60842
EXISTING AREA : 911 m²
EASEMENT AREA : 39 m²
BALANCE AREA : 872 m²

SETOUT POINTS

PT No.	EASTING	NORTHING
20	245781.536	738901.312
21	245773.063	738901.946
22	245784.444	738905.967
23	245786.392	738907.415
24	245786.101	738903.244
25	245786.711	738903.154

LEGEND

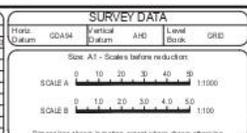


NOTES:

1. All dimensions are approximate only and subject to survey.
2. This drawing is to be read in conjunction with the Notes and Legend on Dwg. INF04089 / 002.



REVISIONS		
Issue	Revision/Description	Date
1		Nov-2020



DRAWING CERTIFICATION	
Classification	Civil
Cartographer	C. Mansel
Cartifier No.	109910
Date	Nov-2020
Signature	
Date	
Drawing Status	80% DESIGN REVIEW

COUNCIL APPROVAL	
Approved By	
(For) General Manager (G.M.)	
Date	

City of Ipswich
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Telephone: (07) 3810 8899
Facsimile: (07) 3810 7983
e-mail: TechnicalServices@ipswich.qld.gov.au

Project: **PRYDE AND HUME STREETS, WOODEND
PROPOSED STORMWATER REHABILITATION**

Drawing Title: **PROPOSED DRAINAGE EASEMENT
LOT 4 RP60842**

Name	Date
Drawn: J.L.	Nov-2020
Designed: S.H.	Nov-2020
Checked: S.W.	Nov-2020
Project No:	Sheet No:
INF04089	1406
	1

PROPERTY DETAILS

LOCATION : 11 Pryde Street Woodend
Old 4305
PROPERTY OWNER : Ms P R Goulding
PROPERTY DESCRIPTION : Lot 16 RP24234
EXISTING AREA : 1113 m²
EASEMENT AREA : 82 m²
BALANCE AREA : 1031 m²

SETOUT POINTS

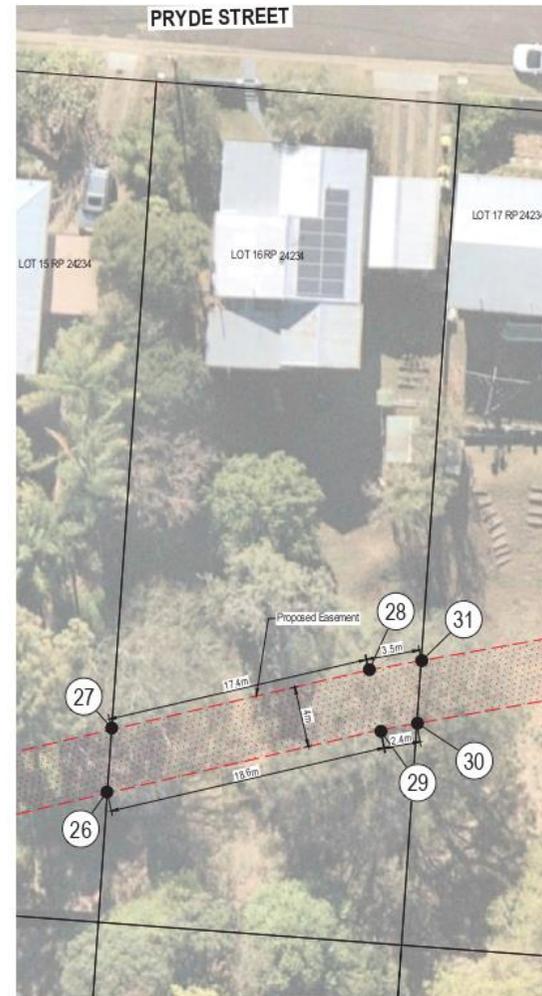
PT No.	EASTING	NORTHING
26	245806.596	736807.958
27	245806.886	736812.129
28	245823.885	736816.038
29	245824.680	736812.117
30	245827.081	736812.539
31	245827.968	736816.651

LEGEND

 Proposed Easement

NOTES:

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- This drawing is to be read in conjunction with the Notes and Legend on Dwg. INF04089 /002.



DETAIL PLAN
Scale B



Cardno (Qld) Pty Ltd | A BN 57 051 074 992
Level 6, Springfield Tower, 745 Strathmoreby Boulevard
Springfield Central QLD 4350
Tel: 07 280 0111 Fax: 07 34 90 0241
Web: www.cardno.com.au

Issue	Revision/Description	Drawn	Date
1		JL	Nov-2020

SURVEY DATA

Form: GDA94 Vertical Datum: AHD Level: Bore

Scale: A1 - Scale is before reduction

SCALE A: 0 10 20 30 40 50 1:1000

SCALE B: 0 1 2 3 4 5 6 7 1:150

Dimensions shown in metres except where shown otherwise

DRAWING CERTIFICATION

Classification: Civil
Certifier Name: C.Martin
Certifier No.: 108910
Date: Nov-2020
Signature: _____
Date: _____

COUNCIL APPROVAL

Approved By: _____
(For) General Manager (G.M.)
Date: _____



TECHNICAL SERVICES
P.O. Box 191 Ipswich QLD 4305 Australia
Telephone: (07) 3810 8888
Facsimile: (07) 3810 7983
e-mail: TechnicalServices@ipswich.qld.gov.au

Project: **PRYDE AND HUME STREETS, WOODEND PROPOSED STORMWATER REHABILITATION**

Drawing Title: **PROPOSED DRAINAGE EASEMENT LOT 16 RP24234**

Name	Date
Drawn: JL	Nov-2020
Designed: S.H.	Nov-2020
Checked: S.W.	Nov-2020
Project No: INF04089	Sheet No: 1407
	Rev: 1



PROPERTY DETAILS

LOCATION : 13 Pryde Street Woodend
Qld 4305
PROPERTY OWNER : Ms E A Connor
PROPERTY DESCRIPTION : Lot 17 RP24234
EXISTING AREA : 1113 m²
EASEMENT AREA : 82 m²
BALANCE AREA : 1031 m²

SETOUT POINTS

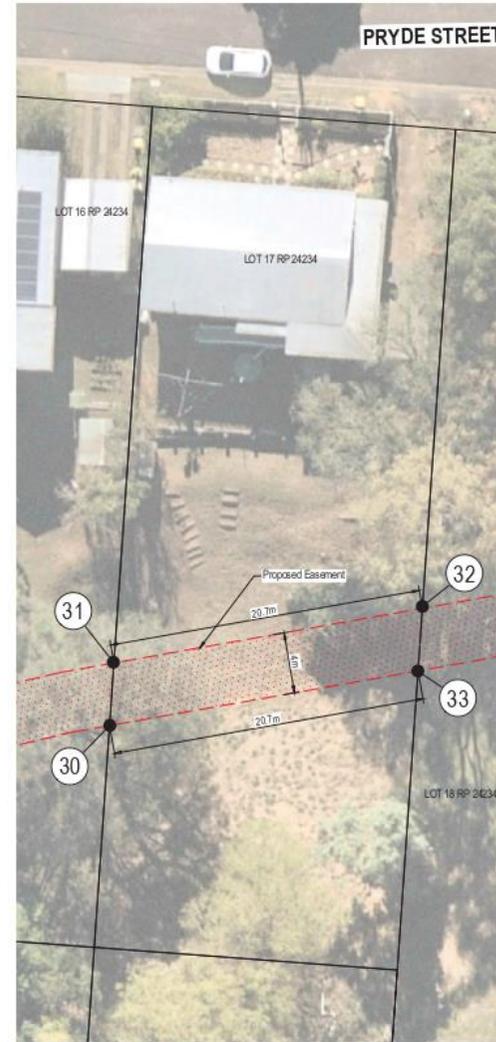
PT No.	EASTING	NORTHING
30	245827.081	738812.539
31	245827.368	738816.651
32	245847.779	738820.239
33	245847.492	738816.127

LEGEND

Proposed Easement

NOTES:

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Web: www.cardno.com.au

Issue	Revision/Description	Drawn	Date
1		JL	Nov-2020

SURVEY DATA

Form: GDA94
Datum: GDA94
Vertical Datum: AHD
Level: Mean Sea Level
GRD

Scale: A1 - Scale is before reduction

SCALE A: 0 10 20 30 40 50 1:1000

SCALE B: 0 1 2 3 4 5 6 7 1:150

Dimensions shown in metres, except where shown otherwise

DRAWING CERTIFICATION

Classification: Civil
Contract Name: C.Mainst
Contract No.: 108910
Date: Nov-2020
Signature: _____
Date: _____

COUNCIL APPROVAL

Approved By: _____
(For) General Manager (G.M.)
Date: _____

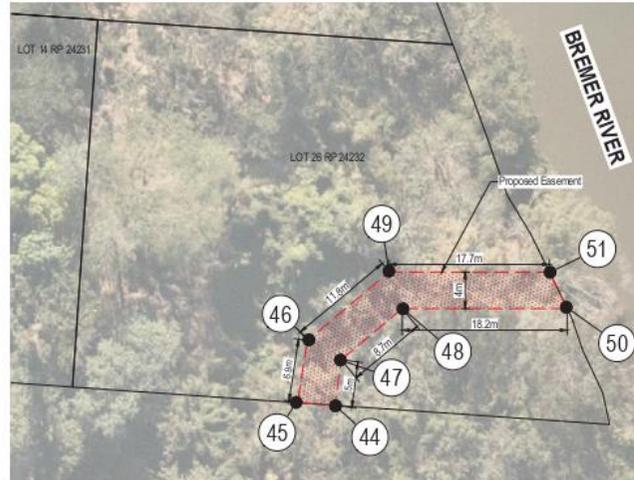
Drawing Status: **80% DESIGN REVIEW**

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Facsimile: (07) 3810 7983
e-mail: TechnicalServices@ipswich.qld.gov.au

Project: **PRYDE AND HUME STREETS, WOODEND
PROPOSED STORMWATER REHABILITATION**

Drawing Title: **PROPOSED DRAINAGE EASEMENT
LOT 17 RP24234**

Name	Date
Drawn: JL	Nov-2020
Designed: SH	Nov-2020
Checked: BW	Nov-2020
Project No: INF04089	Sheet No: 1408
	Rev: 1



DETAIL PLAN

Scale B



PLAN

Scale A

SETOUT POINTS

PT No.	EASTING	NORTHING
44	245907.967	736856.640
45	245903.830	736858.926
46	245904.892	736865.720
47	245808.646	736863.636
48	246815.361	736869.219
49	245813.939	736873.220
50	245933.566	736869.219
51	246831.611	736873.219

PROPERTY DETAILS

LOCATION	: 18 Pryde Street Woodend Qld 4305
PROPERTY OWNER	: Ms E J James
PROPERTY DESCRIPTION	: Lot 26 RP 24232
EXISTING AREA	: 1993m ²
EASEMENT AREA	: 134m ²
BALANCE AREA	: 1849m ²

LEGEND

Proposed Easement

NOTES:

- All dimensions are approximate only and subject to survey.
- This drawing is to be read in conjunction with the Notes and Legend on Dtg. INF04089 / 002.



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Web: www.cardno.com.au

REVISIONS			
Issue	Revision/Description	Drawn	Date
1		JL	Nov-2020

SURVEY DATA

Form:	GDAS4	Method:	AND	Level:	GRD
Datum:					

Scale: A1 - Scale's before reduction

SCALE A: 0 10 20 30 40 50 1:1000

SCALE B: 0 2 4 6 8 10 12 1:250

Dimensions shown in metres, except where shown otherwise

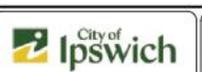
DRAWING CERTIFICATION

Classification:	Civil
Cartographer Name:	C. Mansfield
Cartifier No.:	108910
Date:	Nov-2020
Signature:	
Date:	

Drawing Status: **80% DESIGN REVIEW**

COUNCIL APPROVAL

Approved By:	
(For) General Manager (G.M.):	
Date:	



TECHNICAL SERVICES

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e-mail: TechnicalServices@ipswich.qld.gov.au

Project: **PRYDE AND HUME STREETS, WOODEND
PROPOSED STORMWATER REHABILITATION**

Drawing Title: **PROPOSED DRAINAGE EASEMENT
LOT 26 RP24232**

Name	Date
Drawn: JL	Nov-2020
Designed: S.H.	Nov-2020
Checked: S.W.	Nov-2020
Project No:	Sheet No:
INF04089	1412
	1

Doc ID No: A6724024

ITEM: 7
SUBJECT: UNREASONABLE CUSTOMER CONDUCT POLICY
AUTHOR: INTEGRITY AND COMPLAINTS MANAGER
DATE: 27 JANUARY 2021

EXECUTIVE SUMMARY

This report provides recommendations for the adoption of a new Unreasonable Customer Conduct (UCC) policy and the repeal of two existing Library Services policies in relation to UCC behaviours.

RECOMMENDATIONS

- A. That the policy "Ipswich Libraries – Acceptable Behaviour Policy" as detailed in Attachment 1 of the report by the Library Services Manager dated 15 December, as per Recommendation B of Item No. 3 of the Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018, adopted at the Council Ordinary Meeting on 27 February 2018, be repealed.**
- B. That the policy "Ipswich Libraries – Customer Exclusion Policy" as detailed in Attachment 2 of the report by the Library Services Manager dated 15 December, as per Recommendation C of Item No. 3 of the Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018, adopted at the Council Ordinary Meeting on 27 February 2018, be repealed.**
- C. That the policy "Unreasonable Customer Conduct" as detailed in Attachment 3, of the report by the Integrity and Complaints Manager dated 27 January 2021, be adopted.**

RELATED PARTIES

There are no declared conflicts of interest in relation to this report.
The only related party is Ipswich City Council.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Ipswich City Council (**Council**) has legislative obligations, a duty of care and is fully committed to providing a safe and healthy workplace for its staff and to use resources equitably and efficiently in all service delivery.

Council has an obligation to ensure that its staff treat people in our community that we serve with courtesy and respect, there is also an expectation that this courtesy is to be reciprocated. Council must not tolerate unreasonable conduct by anyone that is offensive, abusive or threatening.

“We define unreasonable conduct as any behaviour by a person which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the people involved in the complaint process”.¹

Council should consider the individual circumstances of unreasonable customer conduct (**UCC**) and provide reasonable and proportionate responses that are designed to manage the impacts of the conduct as well as resolve any underlying or substantive issue.

Council’s response to UCC should, as far as is practicable, allow the individual or group involved in the UCC to continue to communicate with Council in a controlled and appropriate manner which will support Council’s zero tolerance approach to unreasonable behaviour.

Nothing in the proposed policy restricts Council’s ability to take any appropriate legal or other action where the circumstances permit, such as where the UCC involves an imminent threat to the mental or physical health or well-being of another customer, councillor, council officer or volunteer, or the failure to obey any lawful instruction.

Although customers/complainants who behave unreasonably are very few in number, their behaviour can have profound effects on Council resources and efficiency levels, and the productivity, safety and wellbeing of its staff.

The NSW Ombudsman’s Office advises that UCC can take up approximately 25-30% of an organisation’s resources – in some cases this can be a large amount of an organisation’s complaint handling resources, as well as the time and attention of senior managers.²

Further, UCC can cause significant resourcing problems for organisations that are forced to substantially and unreasonably divert resources away from other complaint management functions, including serving other members of community. UCC can be a major source of stress for the staff members and all persons involved – affecting their right to dignity, physical and emotional safety and wellbeing as well as affecting their work performance – in some cases. This in turn can result in increases in the number of stress related sick-leave applications and workers’ compensation claims that are made by staff members, which can create a duty of care and workplace health and safety issues for employers.

¹ NSW Ombudsman – *Managing unreasonable conduct by a complainant workbook* (2020), 5.

² NSW Ombudsman – *Managing unreasonable conduct by a complainant workbook* (2020), 6.

The aim of the proposed policy is to ensure all Council staff:

- Feel confident and supported in taking action to manage UCC.
- Act fairly, consistently, honestly and appropriately when responding to UCC.
- Are aware of their roles and responsibilities in relation to the management of UCC and how this policy will operate.

LEGAL/POLICY BASIS

Council has established a Complaints Management Framework in accordance with sections 268 of the *Local Government Act 2009*, 306 of the *Local Government Regulation 2012*, 65 of the *Human Rights Act 2019*, 166 of the *Information Privacy Act 2009* and *Ministerial Guidelines* made under the *Right to Information Act 2009* from which this policy has been developed and was recognised as a requirement for best practice in both complaints and effective customer management.

During the consultation phase it was identified that two (2) other current Library Services' policies existed to support Council managing UCC behaviours.

The proposed UCC Policy has been drafted to guide all Council officers to effectively identify and manage UCC in a fair, consistent, transparent and appropriate way.

This policy covers UCC across the full range of Council services and via all communication channels, including but not limited to, face to face, telephone, mail, email, letters to the media, and social media.

This report and its recommendations are consistent with the legislative provisions of the *Local Government Regulation 2012*.

RISK MANAGEMENT IMPLICATIONS

Council's responsibilities to eliminate or reduce risks to mental and physical health and safety under Occupational Health & Safety legislation and ensure that resources are allocated equitably, are recognised as a fundamental consideration when dealing with UCC.

If Council does not recognise the need to manage UCC, the negative impacts on Council resources as outlined in the background of this report, will continue.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial implications associated with the adoption of the draft Unreasonable Customer Conduct Policy as per Attachment 1.

COMMUNITY AND OTHER CONSULTATION

The community have not been engaged with the proposed Unreasonable Customer Conduct Policy.

When adopted the Unreasonable Customer Conduct Policy, will repeal the existing Ipswich Library Customer Exclusion Policy, (Attachment 2) and the Ipswich Library Acceptable Behaviour Policy (Attachment 3). Accordingly, the General Manager, Community, Cultural and Economic Development Department has been a key stakeholder in the development of this new policy as well as other senior Community, Cultural and Economic Development staff.

The Executive Leadership Team were consulted and endorse the formal adoption of the proposed policy and the repeal of the two (2) Library Services Policies. The Mayor and Councillors have also been briefed on the proposed policy and recommendations contained in this report.

CONCLUSION

The proposed UCC Policy has been drafted to guide all Council officers to effectively identify and manage UCC in a fair, consistent, transparent and appropriate way.

This policy covers UCC across the full range of Council services and via all communication channels, including but not limited to, face to face, telephone, mail, email, letters to the media, and social media.

Further the UCC Policy and its supporting Procedure will ensure that Council is following best practice by identifying UCC and recognising that it is the behaviour that is being labelled in this instance and **not** the customer/complainant.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Ipswich Libraries Acceptable Behaviour Policy  
2.	Ipswich Libraries Customer Exclusion Policy  
3.	Unreasonable Customer Conduct Policy  

Dianne Nikora

INTEGRITY AND COMPLAINTS MANAGER

I concur with the recommendations contained in this report.

Angela Harms

CORPORATE GOVERNANCE MANAGER

I concur with the recommendations contained in this report.

Anthony 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”

	IPSWICH LIBRARIES – ACCEPTABLE BEHAVIOUR POLICY	DOCUMENT NO: A4693668
<p>1.1 Objectives:</p> <p>This policy outlines acceptable conduct and behaviours intended to:</p> <ul style="list-style-type: none">• ensure the comfort, dignity and safety of users and staff of Ipswich Libraries• maintain the security of Library facilities and property• minimise disruption to Library services <p>The policy also outlines types of misconduct that may lead to exclusion from Ipswich Libraries facilities and/or services.</p> <p>1.2 Regulatory Authorities:</p> <ul style="list-style-type: none">• Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013• <i>Subordinate Local Law No. 7. 1(Local Government Controlled Areas and Roads) 2013</i>• <i>Libraries Act 1988</i>• <i>Local Government Act 2009</i>• <i>Work Health and Safety Act (Queensland) 2011</i>• <i>Policies:</i><ul style="list-style-type: none">Ipswich Libraries - Customer Exclusion Policy• <i>Procedures</i><ul style="list-style-type: none">Supervision of Children in Ipswich LibrariesLibrary Technology – Public Access Use Procedure <p>1.3 Policy Statement:</p> <p>Ipswich Libraries provides a pleasant and safe environment for all. Everyone who uses the Library must treat the space, the facilities, and one another with civility and respect. Parents and caregivers are responsible for ensuring that those in their care also conform to this policy.</p> <p>GUIDELINES</p> <p>For the comfort and safety of all users of Ipswich Libraries, library customers shall:</p> <ul style="list-style-type: none">• Keep all valuables and personal property with you at all times. The Library is not responsible for lost or stolen items• Place personal property carefully so as not to impede or block access for other customers or staff• Adhere to all Library policies, procedures and guidelines• Comply with directions given by Library staff		

- Keep the volume of all conversations at a level that does not disturb others
- Use mobile phones and the internet with consideration for other Library customers
- Keep the volume on headphones at a level that does not impact other Library customers
- Wear appropriate attire at all times, including shirts and footwear
- Eat and drink in designated areas only
- Leave the Library promptly at closing time, and when directed by Library staff
- Behave respectfully towards other users and Library staff and in ways that will not impinge on their ability to enjoy the facilities and amenities

The following are not permitted at any Ipswich Libraries premises:

- Destruction, damage, misuse or theft of Library materials or property
- Persons under the influence of or use of alcohol or illegal drugs
- Unauthorised access to 'staff only' areas
- Disorderly, disruptive or boisterous conduct or excessive noise
- Violent, threatening, harassing or intimidating language or behaviour, including that of a sexual or discriminatory nature
- Poor personal hygiene that constitutes a nuisance to other persons
- Smoking, use of tobacco products or e-cigarettes
- Sleeping or loitering in the Library
- Misuse of Library furnishings and equipment
- Weapons of any kind (except by law enforcement personnel)
- Bathing or shaving or washing clothes in public restrooms
- Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity, without prior written permission
- Photographing, filming or video recording of Library staff or Library customers on Library premises without prior written permission
- Pets or animals, other than service animals
- Using Library computers or network to access pornographic or offensive material or for any unlawful purpose
- Any other illegal or disruptive activities not specifically defined here

The above list is not intended to be exclusive. All Library staff are authorised to make judgements regarding individual or group behaviour. Unacceptable behaviour will be dealt with in accordance with the ***Ipswich Libraries Customer Exclusion Policy*** and the ***Ipswich Libraries - Customer Exclusion Guidelines*** and may include:

- Temporary or permanent suspension of Library privileges
- Temporary or permanent exclusion from Library premises and facilities
- Unlawful activity will be referred immediately to the Queensland Police Service

1.4 Scope:

The Policy applies to:

- Ipswich Libraries premises and anybody occupying those premises

- Communications with Library staff conducted from outside Library premises, by mail, telephone, email, other Internet service, or any other means

1.5 Roles and Responsibilities:

All library staff are responsible for implementing this policy consistently across all Library premises.

1.6 Definitions:

Ipswich Libraries or Library – refers to all branches and outlets of the Ipswich Libraries service, including the Mobile Library

Customer – refers to all users of the Library, whether or not the user is a Library member

Exclusion – means disallowing entrance by a person to all Ipswich Libraries premises

Library staff – means an employee or contract employee of the Ipswich Libraries

1.7 Policy Author:

Library Operations Manager

Date of Council Resolution: 27 February 2018

Committee Reference and Date: Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018

No. of Resolution: 3

Date to be Reviewed: 27 February 2020

	IPSWICH LIBRARIES – CUSTOMER EXCLUSION POLICY	DOCUMENT NO: A4693742
1.1 Objectives: This policy outlines the conditions under which Library users who act outside the <i>Ipswich Libraries – Acceptable Behaviour Policy</i> may be removed or excluded from the Library.		
1.2 Regulatory Authorities: <ul style="list-style-type: none">• Ipswich City Council Local Law No 1 (Administration) 2013• Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013• <i>Subordinate Local Law No. 7. 1(Local Government Controlled Areas and Roads) 2013</i>• <i>Libraries Act 1988</i>• <i>Local Government Act 2009</i>• <i>Work Health and Safety Act (Queensland) 2011</i>• <i>National definition of bullying for Australian schools (Bullying. No Way! https://bullyingnoway.gov.au)</i>• <i>Policies:</i><ul style="list-style-type: none">Ipswich Libraries – Acceptable Behaviour Policy• <i>Procedures</i><ul style="list-style-type: none">Supervision of Children in Ipswich LibrariesLibrary Technology – Public Access Use Procedure		
1.3 Policy Statement: Ipswich Libraries recognises that excluding or banning a person from a public facility is a serious matter which only occurs after significant consideration. Exclusion or banning occurs in response to a breach of the <i>Ipswich Libraries – Acceptable Behaviour Policy</i> or to serious infringements of security. The Library’s preferred approach is to educate and assist Library users to understand acceptable behaviours, but where required, penalties will be applied, up to and including total and permanent exclusion from all Library premises. All Library staff are authorised to make judgements regarding individual or group behaviour and may direct persons who breach the <i>Ipswich Libraries - Acceptable Behaviour Policy</i> to leave the Library. Further penalties may apply, as per the Schedule of Penalties detailed below.		

SCHEDULE OF PENALTIES	
Behaviour Type	Penalty
<p>Category 1</p> <ul style="list-style-type: none"> • Undertaking or attempting to undertake any illegal activity, including drug related activities, assault or fighting, use or display of weapons, malicious fire alarm activity or interference with safety equipment • Property damage, including graffiti • Theft or attempted theft of Library materials or equipment (\$250 or more) • Directing specific threat of physical harm or intimidation • Engaging in sexual conduct or activity, including indecent exposure or lewd conduct • Inappropriate interactions with minors • Possessing or using a controlled substance or alcoholic beverage • Major misuse of public computers, such as downloading malicious or illegal software onto computers, accessing pornography etc. 	<ul style="list-style-type: none"> • Immediate removal from Library premises • Exclusion from Library premises with total loss of all Library privileges, from 1-5 years, or permanent exclusion in extreme cases • Incident reported to Queensland Police <p>Exclusion for Category 1 behaviour may be authorised by:</p> <ul style="list-style-type: none"> • Library Services Manager
<p>Category 2</p> <ul style="list-style-type: none"> • Persistent disruptive behaviour or behaviour that interferes with normal Library operations • Behaviour that disturbs other customers or staff, such as harassment or the use of insulting, offensive or threatening language or behaviour that endangers self or other customers • Bullying as defined by the <i>National Definition of bullying</i> 	<ul style="list-style-type: none"> • One warning at the discretion of Library staff • Subsequent offences will result in removal from Library premises • Exclusion from Library premises and / or loss of all Library privileges from 3-12 months • Repeated offending may result in Category 1 penalties <p>Exclusion for Category 2 behaviour may be authorised by:</p> <ul style="list-style-type: none"> • Library Services Manager • Library Managers

<p><i>for Australian schools</i></p> <ul style="list-style-type: none"> • Refusal to leave premises when directed to do so • Returning to Library during active exclusion • Smoking on Library premises • Being under the influence of any controlled substance or intoxicating beverage • Misuse of Public Access Computers, including viewing inappropriate material or using someone else's card 	
<p>Category 3</p> <ul style="list-style-type: none"> • Improperly using Library restrooms (bathing, shaving, laundry etc.)Bringing pets or other unapproved animals into the Library • Excessively loud or disruptive behaviour • Use of insulting, offensive or threatening language or manner towards staff or others • Inadequate supervision by carers for those in their care • Inappropriate dress, including lack of shirt or footwear • Littering • Offensive personal hygiene • Misuse of library property or facilities such as moving furniture or equipment • Blocking aisles and walkways • Running, riding skateboards, bicycles, scooters etc. 	<ul style="list-style-type: none"> • One or more warnings, at the discretion of Library staff • Subsequent offences will result in direction to leave the library immediately and not re-enter for a period of not more than 3 days. • Exclusion from Library premises and / or loss of all Library privileges from 1-28 days • Repeated offending may result in Category 2 penalties <p>Exclusion for Category 3 behaviour may be approved by:</p> <ul style="list-style-type: none"> • Library Services Manager • Library Managers • Library Coordinators • Library Team Leaders
<p>Behaviours listed are indicative and should be used as a guide, and are not intended to be a definitive list. Staff will make judgements about the appropriateness of proposed penalties based on a number of factors including:</p> <ul style="list-style-type: none"> • The age of the person involved (poor behaviour by children will be dealt with in the first instance per the <i>Supervision of Children in Ipswich Libraries</i> procedure) • The mental capacity of the person involved • Previous behaviours and attitudes displayed by the person • The presence of parents, carers or other assistants for the person • The frequency and severity of the behaviours 	

Where an exclusion of more than 14 days is applied, written notification of the exclusion, detailing the reasons for exclusion, will be provided where the name and address of the person is known.

Individuals who have been excluded from the Library for longer than 14 days may apply in writing to the Library Services Manager for consideration to have the decision reviewed.

1.4 Scope:

This policy applies to :

- All Library premises
- Anybody occupying or using those premises
- Communications with Library staff conducted from outside Library premises, by mail, telephone, email, other Internet service, or any other means

1.5 Roles and Responsibilities:

All Library staff are responsible for implementing this policy consistently across all Library premises.

1.6 Definitions:

Ipswich Libraries or Library – refers to all branches and outlets of the Library service, including the Mobile library

Premises – refers to all buildings, interior and exterior, and all grounds, kiosks and facilities controlled and operated by Ipswich Libraries

Customer – refers to all users of the Ipswich Libraries, whether or not they are Library members

Exclusion – refers to disallowing entrance by a person to all Library premises

1.7 Policy Author:

Library Operations Manager

Date of Council Resolution: 27 February 2018

Committee Reference and Date: Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018

No. of Resolution: 3

Date to be Reviewed: 27 February 2020



IPSWICH CITY COUNCIL

UNREASONABLE CUSTOMER CONDUCT POLICY

Version Control and Objective ID	Version No:	Objective ID:
Approved by Council on		
Date of Review		

1. Statement

Ipswich City Council (**Council**) is committed to providing a safe and healthy workplace for its staff and to use resources equitably and efficiently in all service delivery.

While Council has an expectation that its staff treat people with courtesy and respect, there is an expectation that this courtesy is to be returned. Council does not tolerate behaviour that is offensive, abusive, threatening or consumes disproportionate resources.

Council will consider the individual circumstances of unreasonable customer conduct (**UCC**) and provide reasonable and proportionate responses that are designed to manage the impacts of the conduct as well as resolve any underlying or substantive issue.

Council's responses to UCC will, as far as is practicable, allow the individual or group involved in the UCC to continue to communicate with Council in a controlled and appropriate manner which will support Council's zero tolerance approach to occupational violence.

2. Purpose and Principles

This policy and supporting procedure guides Council officers to effectively identify and manage UCC in a fair, consistent, transparent and appropriate way, to:

- Protect the health and safety of Council officers, customers and others;
- Ensure fairness in the complaints process; and
- Improve efficiency and commitment to appropriate resource allocation in all customer service delivery and the complaints process.

Nothing in this policy limits the capacity and legal requirement of Council to take appropriate action where the circumstances so dictate, such as where the UCC involves an imminent threat to the mental or physical health or well-being of another customer, councillor, Council officer or volunteer, or the failure to obey a lawful instruction.

3. Strategic Plan Links

This policy relates to:

- Caring for the Community
- Listening, Leading and Financial Management

IPSWICH CITY COUNCIL | Unreasonable Customer Conduct Policy

4. Regulatory Authority

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Human Rights Act 2019*
- *Occupational Health & Safety Act 2004*
- *Right to Information Act 2009*
- *Information Privacy Act 2009*
- *Criminal Code Act 1899*
- *Local Law No.1 (Administration) 2019*
- *Public Interest Disclosure Act 2010*

Related documents

- Ipswich City Council Unreasonable Customer Conduct Procedure
- Ipswich City Council Complaints Management Policy
- Ipswich City Council Complaints Management Framework
- Employee Code of Conduct
- Councillor Code of Conduct
- Human Rights Policy
- Employee Assistance Program (EAP)
- Ipswich City Council Customer Service Policy
- Ipswich City Council Library Service Policy

Reference:

- *Managing Unreasonable Complainant Conduct Practice Manual, 2012, 2nd Edition (NSW Ombudsman)*

5. Scope

This policy covers UCC across the full range of Council services and via all communication channels, including but not limited to, face to face, telephone, mail, email, letters to the media, and social media.

Councillors, Council staff and members of the public have a right to dignity, physical and emotional safety and respect. While most customers/complainants behave in a cooperative and respectful way, at times councillors and Council staff are confronted with behaviours that are classified as UCC.

If a customer/complainant's conduct is considered unreasonable, Council and/or its officers are justified and authorised to take reasonable and proportionate steps to restrict or terminate contact, or implement alternative service arrangements to manage the impacts of the conduct.

Council's responsibilities to eliminate or reduce risks to mental and physical health and safety under Occupational Health & Safety legislation and ensure that resources are allocated equitably, are recognised as a fundamental consideration when dealing with UCC.

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Council acknowledges and supports an individual’s right to complain about perceived failings or issues that affect them. Council’s Complaints Management Policy and Procedure set out Council’s processes for handling complaints. Effectively managing UCC is recognised as a core component of complaints management/handling at Council.

This policy does not detract from Council’s ability to take action under other legislation. For example, making an application under the *Right to Information Act 2009* or the *Information Privacy Act 2009* to the Office of the Information Commissioner Queensland to have a person declared a vexatious applicant.

This policy does not limit an individual’s right to apply for information under the *Right to Information Act 2009* or the *Information Privacy Act 2009* or make a public interest disclosure under the *Public Interest Disclosure Act 2010*.

UCC can be defined under five categories and is recognised as any behaviour by a current or former customer/complainant (individual or group) which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for all parties.

Categories of conduct	Guidelines of what the conduct may involve
Unreasonable Persistence	Refusing to accept a final decision even though the issue has been dealt with to finality, or inflexibly persevering with an issue by continuing to contact us or re-framing an old complaint without providing reasonable grounds or new information.
Unreasonable Demands	Raising issues outside of Council’s responsibility, asking for outcomes that are unattainable or disproportionate to the issue, requesting actions that are inappropriate or demanding for issues to be dealt with in a particular way.
Unreasonable Lack of Cooperation	Providing disorganised, excessive or irrelevant information, refusing to provide key documents or to define the issues, dishonestly presenting the facts or being unwilling to consider other valid viewpoints.
Unreasonable Arguments	Exaggerating issues, seeing cause and effect arguments where there are clearly none, holding conspiracy theories or irrational beliefs, raising issues which lack merit and are unsupported by evidence or irrationally interpreting facts or laws and refusing to accept other more reasonable interpretations.
Unreasonable Behaviours	Abusive, offensive, harassing, violent, manipulative or threatening behaviour towards councillors and Council staff, property, other customers or members of the community or self-harm.

IPSWICH CITY COUNCIL | Unreasonable Customer Conduct Policy

Response to Unreasonable Customer Conduct

Council has a duty of care to ensure the health, safety and wellbeing of councillors, Council staff and customers.

Where a councillor or Council staff member believes that they (or other customers) are being adversely impacted by UCC and, after taking into account the individual's circumstances, they have the right to conclude the interaction. The following **initial** actions including, but not limited to, may be taken:

- Removing themselves from the situation
- Terminating a phone call
- Advising that no further assistance can be provided
- Escalating the matter to a manager
- Directing all contact to be through a specific employee or area
- Limiting how contact is made with Council
- Requesting the customer leave Council premises
- Having the customer removed from Council premises (which may include security/Police involvement)

UCC incidents will generally be managed by limiting or adapting the ways that Council interact with and/or deliver services to customers/complainants by restricting:

- **Who they have contact with** – e.g. limiting a customer/complainant to a sole contact person/staff member in Council.
- **What they can raise with Council** – e.g. restricting the subject matter of communications that Council will consider and respond to.
- **When they can have contact** – e.g. limiting their contact with Council to a time, day, or length of time, or curbing the frequency of their contact with Council.
- **Where they can make contact** – e.g. limiting the locations where Council will conduct face-to-face interviews to secured facilities or areas of Council premises.
- **How they can make contact** – e.g. limiting or modifying the forms of contact that the customer/complainant can have with Council. This can include modifying or limiting face-to-face interviews, telephone and written communications, prohibiting access to Council premises, contact through a representative only, taking no further action or terminating Council services altogether.

All incidents of UCC **must** be documented and escalated to Council's Complaints Management Unit (**CMU**) for formal reporting purposes and possible further action.

6. Roles and Responsibilities

All councillors and Council staff are responsible for:

- Identifying warning signs of UCC and management of initial interactions when warning signs are apparent

IPSWICH CITY COUNCIL | Unreasonable Customer Conduct Policy

- Recording details of interactions/observations into applicable Council electronic record management systems
- Initial assessment of whether conduct is reasonable

All Supervisors and Managers are responsible for:

- Supporting staff to apply strategies for managing UCC.
- Ensuring staff are provided with proper training and assistance including medical and/or Police assistance and support programs such Employee Assistance Program, if necessary.

If considered UCC, the matter **must** be escalated to the CMU by way of a brief/memorandum setting out history of matter, basis of initial assessment etc.

The CMU using the guidelines set out in the UCC Procedure are then responsible for reviewing materials and:

- Assessing whether conduct is reasonable
- Categorising conduct
- Considering and selecting strategies to manage the UCC
- Advising all relevant areas within Council of any implemented strategies
- Providing recommendations on suitable support to operational areas to manage UCC
- Conducting reviews on implemented strategies when required
- Recording and reporting on all referred UCC cases

7. Key Stakeholders

- Councillors
- Executive Leadership Team (ELT)
- Corporate Services
 - Complaints Management Unit
 - People and Culture
 - Legal and Governance
- Community, Cultural and Economic Development
 - Libraries and Customer Services
- Planning and Regulatory Services
 - Regulatory Services
- Infrastructure and Environment
 - Works and Field Services

8. Monitoring and Evaluation

The successful implementation and effectiveness of this policy will be monitored through the following measures:

- Councillors and Council staff training and induction processes that build understanding and adoption of this policy
- Councillors and Council staff refer appropriately to the Complaints Management Unit

IPSWICH CITY COUNCIL | Unreasonable Customer Conduct Policy

- Human rights are appropriately considered when making decisions under this policy and acts and decisions are compatible with human rights
- All UCC incidents appropriately recorded in the applicable records management system
- Through provided reports from the CMU, the Workplace Safety and Wellbeing Branch monitor UCC behaviours and
- Ensure that Hazards and Risk Assessments are conducted at required timeframes

9. Definitions

Complaint	<p>A complaint is an expression of dissatisfaction, orally or in writing, by an individual or group who is directly affected by an administrative action of Council or its staff, including a failure to take action.</p> <p>Section 268(2) of the <i>Local Government Act 2009</i> defines an ‘administrative action complaint’ as a complaint that-</p> <p>(a) Is about an administrative action of a local government, including the following, for example-</p> <ul style="list-style-type: none"> ○ A decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision; ○ An act, or failure to do an act; ○ The formulation of a proposal or intention; ○ The making of a recommendation; and <p>(b) Is made by an affected person.</p>
Complainant	An individual or group that makes a complaint about perceived failings or issues that affect them.
Council	Means Ipswich City Council
Councillors	Elected representatives of the City of Ipswich.
Council Premises	Includes Council owned and operated facilities as well as locations (such as work sites) where Councillors and Council staff are performing work duties.
Council Staff	Anyone employed by or engaged by Council to undertake work on behalf of Council. This includes, permanent and casual employees, contractors, labour hire, temporary staff and volunteers.
Customer	Anyone who enters Council premises and is served by or engages with Councillors or Council staff, or who contacts Councillors or Council staff by telephone, letter or electronic communication.

IPSWICH CITY COUNCIL | Unreasonable Customer Conduct Policy

Occupational Violence (OV)	Any incident in which employees are abused, threatened or assaulted in circumstances arising out of or in the course of their employment. Incidents include verbal, written, physical or psychological abuse, threats or other intimidating behaviors, intentional physical attacks, aggravated assault, threats with an offensive weapon, sexual harassment and sexual assault.
Supervisor	Means a Council officer employed in a role primarily based on authority over a worker or in charge of a workplace. Also a Manager or Team Leader in this instance.
Unreasonable Customer Conduct (UCC)	Behaviour by a current or former customer which, because of its nature and frequency, raises substantial health, safety, resource or equity issues.

10. **Policy Owner**

The General Manager Corporate Services is the policy owner and the Integrity and Complaints Manager is responsible for authoring and reviewing this policy.

Doc ID No: A6742506

ITEM: 8
SUBJECT: SMART CITY PROGRAM
AUTHOR: ICT DIGITAL TRANSFORMATION MANAGER
DATE: 22 JANUARY 2021

EXECUTIVE SUMMARY

At the Special Council Meeting of 27 April 2020, Council resolved to adopt a Mayoral Minute by the new Mayor concerning the establishment of the Ipswich City Council Transparency and Integrity Hub.

Recommendation D of that Mayoral Minute was to 'Prepare a report to Council (and for public viewing) on the Smart City Program including detailed project financial data for the past five years and the community outcomes delivered.

In July 2020 as part of the live Ipswich City Council Transparency and Integrity Hub, Council published a summary and detailed financial records related to the Smart City Program.

This report provides relevant information on the Ipswich Smart City Program going back to its inception in the 2015-2016 financial year.

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

There are no related parties to this internal Council program. There were no declarations of conflicts of interest presented.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

The Ipswich Smart City Program was a strategy document and series of projects developed to address a range of Ipswich challenges and opportunities.

It can be considered as three main stages of work.

The first was the research and development of a Smart City Blueprint and Implementation Plan, delivered in 2016.

The second was a deployment of proof-of-concept (PoC) projects utilising digital technology solutions.

The third being the normalisation of certain projects into standard Council business – such as Fire Station 101, Public Wi-Fi or the Cooperative and Automated Vehicle Initiative – or the decommissioning of those PoC projects.

The Transparency and Integrity Hub uses a broad range of expenditure from across Council over six financial years to estimate the expenditure associated with the Smart City Program. Currently that estimate is approximately \$4,655,000 in capital, materials and labour. This relates to expenditure only and no offsetting revenue has been applied to that figure.

Since the 2018/19 financial year, the predominant expenditure attributed to the Smart City Program has been the capital, materials and labour expenses of Fire Station 101 and the Queensland Government funded Advancing Regional Innovation Program (ARIP), published as \$487,397.40 (2018/19), \$445,536.59 (2019/20) and \$58,879.91 (2020/21) on the Transparency and Integrity Hub. It is worth noting that over those three financial years Fire Station 101 and ARIP have also generated over \$600,000 in revenue as offsets to that expenditure.

The Ipswich Smart City Program gained traction between 2016 and 2017 with the deployment of PoC projects attracting interest from a range of potential partners.

From June 2017 that market interest waned significantly as the resignation of then Mayor Paul Pisasale and subsequent Crime and Corruption Commission investigations led to the dismissal of Ipswich City Council in August 2018.

Following the appointment of Interim Administrator Greg Chemello in August 2018, Council prioritised all available resources towards the Business Transformation Program as its primary strategic and operational activity. This rendered the Smart City Program as a deferred program of work – except for those initiatives which had already transitioned into normal operations.

To summarise the outputs and outcomes of the Ipswich Smart City Program, four primary projects have been provided here:

(a) Pilot projects at North Ipswich Reserve and Rosewood Showgrounds

These pilot projects were devised to serve as a true test bed of internet of things (IoT) technologies between 2016 and 2019. Rosewood Showgrounds (RWS) and North Ipswich Reserve (NIR) were chosen as pilot sites in the first instance based on their locations; RWS being in a rural location and NIR being in an urban environment. Both sites are part of Ipswich's parks and reserves network and were considered to be ideal in terms of being able

to set clear site boundaries for Smart City pilot project testing and being under management by Ipswich City Council.

Both pilot projects were designed to deliver on the following:

- Deployment of a range of IoT to test the technologies and see whether the data was usable for different business cases;
- Development of a 'city data platform' (CDP) that performed a number of functions including the ingestion, analyses and visualisation of data plus the ability for scheduling and controlling devices; and
- Business intelligence capabilities whereby the data is utilised via the CDP to gain insights and send notifications to end users based on a set of business rules.

Following below *Table 1* outlines the Smart City technologies and their pilot project sites:

Table 1: Smart City technologies

Smart City Infrastructure	North Ipswich Reserve	Rosewood Showgrounds
Smart Lighting	✓	✓
Smart Waste (Waste Sensors)	✓	✓
Smart poles	✓	
Autonomous Mower	✓	
Smart Bench	✓	
Environmental Monitoring	✓	✓
Caravan bay monitoring		✓
Keyless building access (hall)		✓
People & car counting	✓	✓
Solar power		✓

The technologies chosen for both of the pilot precincts were based on the specific aspects and user interactions of each site.

Projects Costs:

Project	Budget	Total Cost	Under / Over Budget
Rosewood Showgrounds	\$316,000	\$359,200	Budget over. Approved variation for larger solar power system, remobilisation of the delivery team for Wi-Fi delays and minor civil works and furniture for the installation of bin enclosures (\$23,600) and approved variation to upgrade the hall access (\$19,600).
North Ipswich	\$436,935.40	\$416,541.10	Under budget. Some items were

Reserve			credited to the project owing to their unsuitability.
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Key learnings for any future pilot projects:

In January 2020, a Learnings and Recommendations Report was developed from the Smart City Pilot Projects and Initiatives. The key learnings from the Pilot Project, which also act as the key benefits for Council, are as follows:

- Develop stronger business cases for Smart City projects by identifying end user data requirements more clearly and understanding how that data may be used;
- Ensure that Smart City IoT and technologies being deployed are suitable for Australian conditions;
- For the Council environment, deploy technologies that are more proven and are more stable in terms of connectivity;
- Develop an integrated 'city data platform' that is able to receive data from a number of different IoT vendors to visualise the data, send notifications and remotely control devices (lighting in particular);
- Deploy devices that support open data;
- Be aware of ongoing subscription fees required to access the data and control functions for some IoT devices;
- Employ a Smart City technical officer that has the right set of skills to troubleshoot, analyse data and liaise with vendors;
- Decommission Smart City IoT devices and technologies that have not proven to add value to Council's operations and/ or have subscription fees that are too costly; and
- Relocate the two smart benches from NIR to other locations.

(b) The Drone Smart City initiative

It was decided that a panel of providers be established for Council staff to be able to access drone services for a number of purposes such as:

- Asset management – e.g. bridge and building inspections;
- Disaster and emergency management – e.g. aerial inspections before, during and after events;
- Landfill and quarry management – e.g. volumetric surveys;
- Marketing and Tourism – e.g. aerial imagery;
- Vegetation and pest management – e.g. vegetation and post-fire surveys;
- Planning and development – e.g. digital elevation/terrain modelling; and

- Compliance management – e.g. aerial monitoring for specific compliance cases.

A Drone User Guide was developed and several lunchtime information sessions were undertaken to educate staff as to how and when they could start to integrate the use of drones in their current operations.

Several drone providers on the panel have presented to selected Council staff to demonstrate their capabilities and show their drones.

There was no Budget for the Drone Program. It was a procurement process to set up the panel of providers.

Beneficial learnings from the Drone Program

The key learnings from the Drone Program, which also act as the key benefits for Council, are as follows:

- Find an ‘owner’ or sponsor for the drone program that will champion the use of drones for Council business;
- Create a cross-departmental working group for drones (including city maintenance, planning and compliance, asset management and emergency management) at a minimum;
- Building awareness, knowledge and capacity for Council staff to utilise drones to create efficiencies in their operations by creating business cases; and
- Utilise the drone panel of providers for conducting Council business where appropriate.

(c) The Sparte sports field lighting project

The Sparte sportsfield lighting project was devised to test the viability and feasibility of lighting control software that was specifically designed for the LED sportsfield lighting (AAALUX) that Council was deploying across Council’s sportsfields. Sparte is the software that enables sportsfield lights to be turned on and off remotely in accordance with a user group’s sportsfield bookings.

The business case and use case for remotely controlling the sportsfield lights included the following:

- User groups did not need to use keys to access the electricity box to turn on the lights. The designated ‘key holder’ of sporting clubs did not have to go to training sessions to turn lights on and off at the fields.
- More control over electricity consumption at sportsfields by ensuring that clubs were only using the lights during their booking times; and
- Testing a remote controlled system so that Council could eventually move to a user pays system.

Costs from the Project

Budget	Total Cost	Under / Over Budget
\$34,700	\$34,700	On budget

Beneficial learnings for any future Smart City or Internet of Things project:

The above mentioned Learnings and Recommendations Report recommended to decommission the respective software and hardware. This was due to:

- Chosen software was not developed enough for roll out in the public domain. Glitches caused inconvenience and frustration for user groups;
- Additional functional requirements were identified as needed for the remote lighting control system e.g. expand to include a user pays system and self-booking ability;
- Ensure that providers can provide an ability to integrate open data;
- Ensure processes for resolving issues are in place;
- Connectivity issues that caused the system to ‘drop-out’ and not function. Difficult to override the system. Duty Officers called out to resolve issues which resulted in additional cost to Council.
- User groups did not have access to the electricity box to turn on the lights;
- Important to have service levels and agreement with the provider to have response times and notification arrangements set up to prevent/remedy problems with the control lighting immediately; and
- Have a system able to import booking data into the control system software.

(d) Delivery of the Smart City Blueprint and implementation plan (see attachments 1 and 2)

These projects delivered benefits to varying degrees but all provided beneficial learnings to inform potential future initiatives and have been consolidated into the Smart City Pilots Learnings Report.

Following below in *Table 2*, is a series of projects that are currently under management by several Departments of Council.

Table 2: In-flight projects

Project Name	Output Delivered	Lead Department
Public WiFi Network	Provide general public access to free high speed WiFi 24 hours a day seven days a week across the CBD, North Ipswich Reserve, Rosewood Showgrounds, Robelle Domain and Orion Lagoon. (This initiative has been operationalised and further	Corporate Services

	developed with the inclusion of the public library WiFi network).	
Fire Station 101	Ipswich Business Innovation Hub providing opportunities to up-skill, collaborate, learn and experiment.	Community, Cultural and Economic Development
Cooperative and Automated Vehicle Initiative	Connected vehicles featuring cutting edge technology allowing connected vehicles to talk to infrastructure and other connected vehicles and to share information and safety alerts on road conditions and traffic.	Infrastructure and Environment
Advancing Regional Innovation Program (ARIP)	The objective of ARIP is to develop entrepreneurial talent and activity within the region.	Community, Cultural and Economic Development
Smart Lighting	Connected City Lighting – installed smart nodes on various streetlights at Sportstar Drive, Springfield and Providence South Ripley locations. At present one operational smart node installation at Briggs Road Cycle Track.	Infrastructure and Environment
Digital Skilling	Helping residents of Ipswich become digitally literate.	Community, Cultural and Economic Development

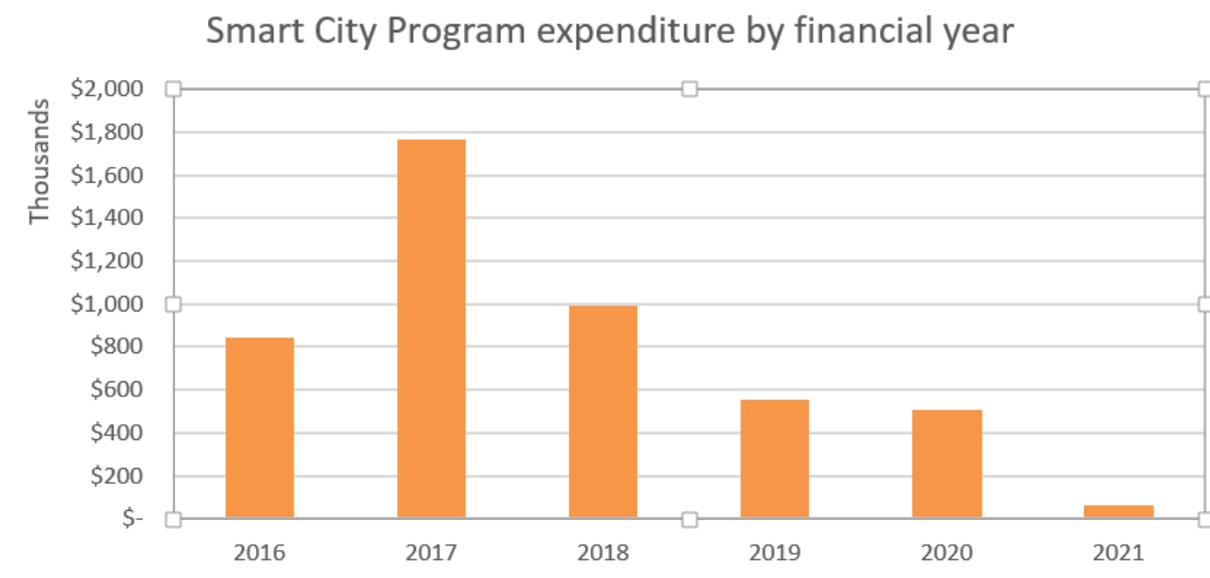
RISK MANAGEMENT IMPLICATIONS

Should the treatment plan from the Smart City Pilots Learnings Report not be managed through to completion, a series of technology products may remain positioned in public spaces without proper maintenance.

FINANCIAL/RESOURCE IMPLICATIONS

As shown in Figure 1 below, the Transparency and Integrity Hub uses a broad range of expenditure from across Council over six financial years to estimate the expenditure associated with the Smart City Program. Currently that estimate is approximately \$4,655,000 in capital, materials and labour. This relates to expenditure only and no offsetting revenue has been applied to that figure.

Figure 1: Smart City Program expenditure by financial year



COMMUNITY AND OTHER CONSULTATION

Internal consultation has occurred with Council’s subject matter experts to inform this report.

CONCLUSION

A treatment plan was developed for all the recognised Smart City assets through the Smart City Program. This plan has been assigned to Ipswich City Council’s ICT Digital Transformation Manager for completion during 2021. Any lessons learned from this Program are to be applied to any future Smart City or Internet of Things (IoT) initiatives.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

- | | |
|----|---|
| 1. | Smart City Blueprint (<i>under separate cover</i>)  |
| 2. | Smart City Blueprint - Implementation Plan 2016 (<i>under separate cover</i>)  |
| 3. | Smart City Blueprint - Peer City Analysis (<i>under separate cover</i>)  |
| 4. | Smart City Blueprint - Capability Assessment (<i>under separate cover</i>)  |

Ian Jones
ICT DIGITAL TRANSFORMATION MANAGER

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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”