



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 March 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 March 2021*
Council Chambers

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** Item includes confidential papers

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2

11 MARCH 2021

AGENDA

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

BUSINESS OUTSTANDING

1. **SMART CITY PROGRAM OVERVIEW**

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 transactions and records related to the Smart City Program.

In February 2021, the Governance and Transparency Committee requested:

'That a report on the Smart City Program be provided to the next Governance and Transparency Committee including:

- Detailed project financial data with a breakdown of costs by project level and category ie consultancies, travel, accommodation and deputations
- Information incurred by council entities – Ipswich Enterprises Pty Ltd, Ipswich City Enterprises Investments Pty Ltd, Ipswich City Properties Pty Ltd and Ipswich City Developments Pty Ltd
- Operational costs and capital costs including the value of these assets
- Community outcomes delivered –value that ratepayers have received for the \$4.6 million'

A report has been prepared in line with the Governance and Transparency Committee's decision and is presently being reviewed to ensure it meets the expectations.

It is recommended that this report is submitted to the March Council meeting once feedback on the report has been received and incorporated.

RECOMMENDATION

That a report on the Smart City Program be provided to the Council Ordinary meeting scheduled for 25 March 2021.

CONFIRMATION OF MINUTES

2. **REPORT - GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2021(01) OF 11 FEBRUARY 2021**

This is the report of the Governance and Transparency Committee No. 2021(01) of 11 February 2021.

RECOMMENDATION

That the Minutes of the Meeting held on 11 February 2021 be received and noted.

OFFICERS' REPORTS

3. **AMENDMENTS TO DELEGATION TO CHIEF EXECUTIVE OFFICER**

This is a report concerning the adoption of two (2) new powers under the *Local Government Act 2009* and the repeal of two (2) powers under the *Local Government Regulation 2012*. The amendments sought are suggested legislative updates from the Local Government Association of Queensland (LGAQ) to minor changes to current legislation used by local governments.

LGAQ provided suggestions for the delegation of powers from Council to the CEO, but for this Council there are only two outstanding legislative powers, which have not already been delegated.

RECOMMENDATION

- A. That under s257 (1)(b) of the *Local Government Act 2009*, Council resolve to delegate to the Chief Executive Officer (CEO), the powers contained and detailed in Attachment 1 of the report dated 10 February 2021 by the Governance Project Officer.
 - B. That the powers listed in Attachment 2 which have previously been delegated from Council to the Chief Executive Officer be repealed.
-

4. **PROCUREMENT: 12D SYNERGY MANAGEMENT SOLUTION**

This is a report seeking a resolution by Ipswich City Council (Council) to engage 12D Synergy Pty Ltd for the implementation of the 12D Synergy management solution to support our current 12D Model software. This is proprietary software that has been sourced through a one supplier quote process in February 2020.

A resolution of Council is sought to allow for the procurement of this solution with 12D Synergy Pty Ltd for an initial 14 month term, with 2 x 12 month optional extensions taking the full term to 30/04/2024. The estimated total cost is seventy eight thousand, two hundred and thirty dollars (\$78,230.00) excluding GST over the full three (3) year period. This figure also includes the 3% CPI rise for the annual hosting component for years 2 and 3.

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 Synergy management solution, it would be impractical or disadvantageous for Council to invite quotes or tenders.
- B. That Council enter into a contract with 12D Synergy Pty Ltd for the 12D Synergy Management Solution for a period of three (3) years until 30 April 2024, for an estimated total cost of seventy eight thousand, two hundred and thirty dollars (\$78,230.00) excluding GST over the full three (3) year period. This figure also includes the 3% CPI rise for the Annual Hosting component for years 2 and 3.
- 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.

5. REPEAL OF PREVIOUS COUNCIL DECISION FOR SURRENDER OF EXISTING LEASE AND NEW LEASE TO THE AUSTRALIAN RED CROSS SOCIETY

This is a report requesting the repeal of a previous decision of the Governance and Transparency Committee, Item No. 3 on the 3 December 2020 and adopted at the Council Ordinary meeting of 10 December 2020 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 Society (Red Cross) in Council's City Plaza Building located at 2 Bell Street, Ipswich to alternative premises located at 143 Brisbane Street, Ipswich.

RECOMMENDATION

-
- A. That the previous decision of Council, as per Item No. 3 of the Governance and Transparency Committee on 3 December 2020 and adopted at the Council Ordinary meeting of 10 December 2020, be repealed.
- B. 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.
- C. 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 at Level 2, 143 Brisbane Street, Ipswich and described as part of Lot 2 on RP50109 ("the land") directly and by leasehold interest to The Australian Red Cross as a 'Community Organisation'.
- D. That Council enter into a new Lease with the Australian Red Cross Society located on Level 2, 143 Brisbane Street, Ipswich and described as Lot 2 on RP50109 for a ten (10) year term on a nominal rental of one dollar (\$1.00) per annum, if demanded.
- E. 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.
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6. IVOLVE PROJECT UPDATE

This report provides an overview of the iVolve Project, an update of progress to date and the quarterly project controls report.

RECOMMENDATION

That the report be received and the contents noted.

NOTICES OF MOTION

MATTERS ARISING

Doc ID No: A6832602

ITEM: 1
SUBJECT: SMART CITY PROGRAM OVERVIEW
AUTHOR: GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC
DEVELOPMENT
DATE: 4 MARCH 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 transactions and records related to the Smart City Program.

In February 2021, the Governance and Transparency Committee requested:

'That a report on the Smart City Program be provided to the next Governance and Transparency Committee including:

- Detailed project financial data with a breakdown of costs by project level and category ie consultancies, travel, accommodation and deputations
- Information incurred by council entities – Ipswich Enterprises Pty Ltd, Ipswich City Enterprises Investments Pty Ltd, Ipswich City Properties Pty Ltd and Ipswich City Developments Pty Ltd
- Operational costs and capital costs including the value of these assets
- Community outcomes delivered –value that ratepayers have received for the \$4.6 million'

A report has been prepared in line with the Governance and Transparency Committee's decision and is presently being reviewed to ensure it meets the expectations.

It is recommended that this report is submitted to the March Council meeting once feedback on the report has been received and incorporated.

RECOMMENDATION/S

That a report on the Smart City Program be provided to the Council Ordinary meeting scheduled for 25 March 2021.

RELATED PARTIES

There have been no declared or reported conflicts of interest in relation to the contents of this report.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

This report seeks to update the Governance and Transparency Committee on the implementation of the resolution on the Smart City Program.

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

There are no risks arising from this recommendation.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial risks arising from this recommendation.

COMMUNITY AND OTHER CONSULTATION

There has been no community consultation on this report. There has been internal consultation across Council officers in departments.

CONCLUSION

A report has been prepared in line with the Governance and Transparency Committee's decision and is presently being reviewed to ensure it meets the expectations.

It is recommended that the report on the Smart City Program is submitted to the 25 March 2021 Council meeting once feedback on the report has been received and incorporated.

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”

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2021(01)

11 FEBRUARY 2021

MINUTES

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

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), Senior Property Officer (Acquisitions and Disposals)(Alicia Rieck, Manager Procurement (Richard White), Acting General Manager Infrastructure and Environment (Sean Madigan), General Manager Planning and Regulatory Services (Peter Tabulo), General Manager, Community Cultural and Economic Development (Ben Pole), Manager, Marketing and Promotion (Carly Gregory), Manager Economic Development (Cat Matson), Manager, Infrastructure Strategy (Tony Dileo), Manager, Assets and Portfolio Management (Cathy Murray), Integrity and Complaints Manager (Dianne Nikora), Manager, Legal and Governance and General Counsel (Tony Dunleavy), Community Development Manager (Melissa Dower), ICT Digital Transformation Manager (Ian Jones), Media and Communications Manager (Darrell Giles), Theatre Technician (Harrison Cate)

OTHER ATTENDANCE: Advisor to the Minister (Steve Greenwood)

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

Nil

BUSINESS OUTSTANDING

Nil

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

Moved by Deputy Mayor Marnie Doyle:
Seconded by Councillor Nicole Jonic:

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

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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

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

- 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.**

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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

Moved by Councillor Kate Kunzelmann:
Seconded by Deputy Mayor Marnie Doyle:

- 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*.**

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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).

"The attachment/s to this report are confidential in accordance with section 275(1)(h) of the *Local Government Regulation 2012*."

RECOMMENDATION

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

- 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.

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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.

“The attachment/s to this report are confidential in accordance with section 275(1)(h) of the *Local Government Regulation 2012*.”

RECOMMENDATION

Moved by Councillor Kate Kunzelmann:
Seconded by Deputy Mayor Marnie Doyle:

- 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.**

AFFIRMATIVE
Councillors:
Madsen

NEGATIVE
Councillors:
Nil

Milligan
Harding
Doyle
Kunzelmann
Jonic

The motion was put and carried.

6. ACQUISITION OF DRAINAGE EASEMENTS FOR INF04089 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.

“The attachment/s to this report are confidential in accordance with section 275(1)(h) of the *Local Government Regulation 2012*.”

RECOMMENDATION

Moved by Deputy Mayor Marnie Doyle:
Seconded by Councillor Kate Kunzelmann:

- 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.

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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.

RECOMMENDATION

Moved by Deputy Mayor Marnie Doyle:
Seconded by Councillor Kate Kunzelmann:

That this matter be deferred for consideration at the next Council Ordinary Meeting scheduled for 25 February 2021, with revision to the wording of the policy to clarify the intent.

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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

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

That the report be received and the contents noted.

VARIATION TO MOTION:

Mayor Teresa Harding proposed a variation to the motion:

That a report on the Smart City Program be provided to the next Governance and Transparency Committee including:

- detailed project financial data with a breakdown of costs by project level and category ie consultancies, travel, accommodation and deputations.
- information incurred by council entities - Ipswich City Enterprises Pty Ltd, Ipswich City Enterprises Investments Pty Ltd, Ipswich City Properties Pty Ltd and Ipswich City Developments Pty Ltd.
- operational costs and capital costs including the value of these assets.
- community outcomes delivered – value that ratepayers have received for the \$4.6 million.

The seconder of the original motion agreed to the proposed variation.

RECOMMENDATION

Moved by Mayor Teresa Harding:

Seconded by Deputy Mayor Marnie Doyle:

- A. That the report be received and the contents noted.**
- B. That a report on the Smart City Program be provided to the next Governance and Transparency Committee scheduled for 11 March 2021 including:**
- detailed project financial data with a breakdown of costs by project level and category ie consultancies, travel, accommodation and deputations.
 - information incurred by council entities - Ipswich City Enterprises Pty Ltd, Ipswich City Enterprises Investments Pty Ltd, Ipswich City Properties Pty Ltd and Ipswich City Developments Pty Ltd.
 - operational costs and capital costs including the value of these assets.
 - Community outcomes delivered – value that ratepayers have received for the \$4.6 million.

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 9.41 am.

The meeting closed at 10.08 am.

Doc ID No: A6782111

ITEM: 3
SUBJECT: AMENDMENTS TO DELEGATION TO CHIEF EXECUTIVE OFFICER
AUTHOR: GOVERNANCE PROJECT OFFICER
DATE: 10 FEBRUARY 2021

EXECUTIVE SUMMARY

This is a report concerning the adoption of two (2) new powers under the *Local Government Act 2009* and the repeal of two (2) powers under the *Local Government Regulation 2012*. The amendments sought are suggested legislative updates from the Local Government Association of Queensland (LGAQ) to minor changes to current legislation used by local governments.

LGAQ provided suggestions for the delegation of powers from Council to the CEO, but for this Council there are only two (2) outstanding legislative powers, which have not already been delegated.

RECOMMENDATION/S

- A. **That under s257 (1)(b) of the *Local Government Act 2009*, Council resolve to delegate to the Chief Executive Officer (CEO), the powers contained and detailed in Attachment 1 of the report dated 10 February 2021 by the Governance Project Officer.**
- B. **That the powers listed in Attachment 2 which have previously been delegated from Council to the Chief Executive Officer be repealed.**

RELATED PARTIES

There are no identified conflicts of interest associated with this report.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

As a result of Transformation Project 11 – Delegations, Governance Section continues to monitor all minor changes to existing legislation which may impact and require amendments to Council's delegation instrument and delegations register from Council to the CEO. The monitoring and review of ongoing legislative change and updates are completed by both the

Governance Project Officer, subscribing to updates from the LGAQ and the Legal Services Section monitoring additional changes through Parliament.

LGAQ engages King and Co to conduct an update of the LGAQ delegations register which resulted in a number of suggested changes being advised through the subscription service.

These changes include:

- Two (2) additional powers under the *Local Government Act 2009* for the consideration of Council, to delegate power to the CEO ([attachment 1](#)); and
- The repeal of two powers from the instrument of delegation, as a result of two (2) sections of the *Local Government Regulation 2012* being repealed ([attachment 2](#)).

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

The current delegation of powers from Council to the CEO must meet the legal requirements under the *Local Government Act 2009* (LGA) and the *Local Government Regulation 2012* (LGR). In order for the delegation of power from Council to the CEO to be effective under s257 (1) (b) of the LGA it must relevantly contain, for the purpose of section 260(1) of the LGA, the particulars prescribed under section 305(1) of the LGR.

There are only two sections of the LGA to be considered by Council, for delegation of powers to the CEO.

Local Government Act 2009 powers to be delegated

A brief summary of the two relevant sections and subsections of the LGA to be delegated are contained below.

S197A (3) and (4) LGA Appointment and Functions of Councillor advisors

1. The power under [s197A \(3\)](#) to be delegated from Council to the CEO is the power for the CEO to enter into a written employment contract, with a councillor advisor on behalf of Council, once Council has appointed the councillor advisor.
2. The power under [s197A \(4\)](#) also makes it a mandatory requirement, under the employment contract to stipulate the conditions of employment, the councillor advisor's functions and key responsibilities and a requirement that the councillor advisor must comply with code of conduct for councillor advisors and when disciplinary action will be taken under the employment contract.

The power to appoint a councillor advisor under s197A (1) must be by Council resolution, and is not a power which may be delegated by Council.

Council appoint the councillor advisor, but the delegated power sought under s197A (3) and (4), is administrative in nature only, as it allows the CEO to enter into the contract of employment on behalf of Council, once the councillor advisor has been appointed by Council.

S166A (4) (b) LGA - Vacancies arising during beginning of the local government's term

The power to be delegated is limited to a situation where Council needs to fill a vacant office of councillor during the beginning of the local government term (first 12 months after election).

This power allows the CEO to appoint the runner-up who is first in the order of priority to fill the vacancy, only where Council has previously decided by resolution to fill the vacancy in accordance with s166A of the LGA.

Under s166 (1) and (2) of the LGA, Council must decide by resolution, how any vacancy of a Councillor, other than the Mayor, is to be filled when it becomes vacant during the beginning of the local government's term.

Council may decide to fill the vacancy by requesting the holding of a by-election; or by following the procedure under s166A of the LGA. If Council resolve to follow the procedure under s166A of the LGA then the legislative responsibility transfers to the CEO to contact the Electoral Commission.

Under S166A (2) and (3) of the LGA the CEO must ask the Electoral Commissioner to give a vacancy notice to the runner-up in the election who is first in the order of priority, to provide their consent by a deadline date. If consent is not obtained, by or on the deadline date, from the runner-up, the runner-up who is next in order of priority is given a vacancy notice.

- A. The power to be delegated from Council to the CEO under s166A (4) (b) is the power to appoint the runner-up on or before the deadline date, only in circumstances, where the runner-up has consented to the appointment. The power delegated to the CEO to appoint under this section is administrative only in nature, as Council has already decided by resolution how the appointment should be made.

Local Government Regulation 2012 repeal two (2) sections

S272 (4) and s272 (7) of the LGR have been repealed by Parliament, so the powers delegated to the CEO and contained in the instrument, for formality should be repealed by Council.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial implications as a result of this report

COMMUNITY AND OTHER CONSULTATION

The contents of this report did not require any community consultation.

CONCLUSION

The addition of new legislative powers have been identified in Attachment 1 of this report from LGAQ legislative updates. The repeal of legislative powers have been identified in Attachment 2 of this report. The amendments will be incorporated into the delegations register upon adoption by Council.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Local Government Act 2009 - Powers for Adoption ↓ 
2.	Local Government Regulation 2012 - Powers to be repealed ↓ 

Alisha Campbell

GOVERNANCE PROJECT OFFICER

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

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Attachment 1 – Powers to CEO for Adoption

Authorising Act	Delegator	Delegation Code	Name & Description	Position Code & Name	Date Of Delegation	Conditions
Local Government Act 2009 s257	Local Government	Del-2213	Local Government Act – s197A (3), (4) Power to enter into a written contract of employment with a councillor advisor (including agreeing to any variation to a written contract of employment).	P1000 Chief Executive Officer		Nil
Local Government Act 2009 s257	Local Government	Del-2214	Local Government Act – s 166A(4)(b) Power, where the runner-up consents to the appointment on or before the deadline for the runner-up, to fill the vacant office by appointing the runner-up.	P1000 Chief Executive Officer		Nil



Attachment 2 - Powers to the CEO to be repealed

Authorising Act	Delegator	Delegation Code	Name & Description
Local Government Act 2009 s257	Local Government	Del-1127	Local Government Regulation 2012 - s 272(4) Power relating to the inspection and purchase of the minutes of a meeting of the local government or a meeting of a committee of the local government.
Local Government Act 2009 s257	Local Government	Del-1128	Local Government Regulation 2012 - s 272(7) and (8) Power relating to a written report from a committee of the local government of its deliberations, advice or recommendations, if the local government has resolved that the committee which provides advice or recommendations to the local government is not required to keep meeting minutes.

Doc ID No: A6788368

ITEM: 4

SUBJECT: PROCUREMENT: 12D SYNERGY MANAGEMENT SOLUTION

AUTHOR: PROCUREMENT OFFICER (OPERATIONAL)

DATE: 12 FEBRUARY 2021

EXECUTIVE SUMMARY

This is a report seeking a resolution by Ipswich City Council (Council) to engage 12D Synergy Pty Ltd for the implementation of the 12D Synergy management solution to support our current 12D Model software. This is proprietary software that has been sourced through a one supplier quote process in February 2020.

A resolution of Council is sought to allow for the procurement of this solution with 12D Synergy Pty Ltd for an initial 14 month term, with 2 x 12 month optional extensions taking the full term to 30/04/2024. The estimated total cost is seventy eight thousand, two hundred and thirty dollars (\$78,230.00) excluding GST over the full three (3) year period. This figure also includes the 3% CPI rise for the annual hosting component for years 2 and 3.

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 Synergy management solution, it would be impractical or disadvantageous for Council to invite quotes or tenders.**
- B. That Council enter into a contract with 12D Synergy Pty Ltd for the 12D Synergy Management Solution for a period of three (3) years until 30 April 2024, for an estimated total cost of seventy eight thousand, two hundred and thirty dollars (\$78,230.00) excluding GST over the full three (3) year period. This figure also includes the 3% CPI rise for the Annual Hosting component for years 2 and 3.**
- 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 Synergy Pty Ltd

Ipswich City Council

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Purpose

The 12D Synergy Management Solution is a Software as a Service (SaaS) product (12D Synergy Cloud) specifically designed to integrate with the existing embedded 12D Model Software already used by Council's Infrastructure and Environment Department.

Background

12D Synergy management solution is considered a beneficial enhancement module to our current 12D Model Software, which is already embedded, critical and widely used by the Infrastructure and Environment Department for terrain modelling, surveying and civil engineering applications

12D Synergy works in conjunction with 12D Solutions, Council's civil engineering, surveying and construction data modelling tool. 12D Synergy is a data management and project collaboration solution replacing the existing file management solution. It is expected to improve efficiency, data integrity, work sharing and collaboration as well as allowing mobility with live data and file sharing.

A procurement quote process has been undertaken with 12D Synergy Pty Ltd for the supply and implementation of this solution for an initial 14 month term, with 2 x 12 month optional extensions. The total spend with 12D Synergy Pty Ltd for the full three (3) year term is seventy eight thousand, two hundred and thirty dollars (\$78,230.00), this figure includes initial configuration costs and also allows for a 3% CPI increase on the annual hosting component of the quote

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

The risk to Council if the recommendation within this report is not approved is that the 12D Model software will be hindered without a suitable file management system to enhance and improve efficiency.

The 12D Model software is unlikely to be part of core systems being addressed by Council's iVolve Project. Accordingly, the risk of investing in this software at this time is low and can be addressed by a yearly review as the iVolve Project progresses.

Application	iVolve Scope Alignment	iVolve Impact Rating	Impact Treatment
12D Synergy Management Solution	Low – not likely to be part of core systems	Low	Yearly contract intervals with no penalty for non-renewal

FINANCIAL/RESOURCE IMPLICATIONS

There are no new resourcing or budgeting implications, as the 12D Synergy Management Solution 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 implement this data management solution, it is recommended Council resolve to engage 12D Synergy Pty Ltd to provide this solution for a three (3) year term until 30 April 2024.

Due to the specialised nature of the associated 12D Model Software there is no other supplier that can provide this integrated solution for data management.

Nicky Weldon

PROCUREMENT OFFICER (OPERATIONAL)

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.

Sylvia Swalling

CHIEF INFORMATION OFFICER

I concur with the recommendations contained in this report.

Sonia Cooper

GENERAL MANAGER CORPORATE SERVICES

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Doc ID No: A6810747

ITEM: 5

SUBJECT: REPEAL OF PREVIOUS COUNCIL DECISION FOR SURRENDER OF EXISTING LEASE AND NEW LEASE TO THE AUSTRALIAN RED CROSS SOCIETY

AUTHOR: PROPERTY SERVICES MANAGER

DATE: 22 FEBRUARY 2021

EXECUTIVE SUMMARY

This is a report requesting the repeal of a previous decision of the Governance and Transparency Committee, Item No. 3 on the 3 December 2020 and adopted at the Council Ordinary meeting of 10 December 2020 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 Society (Red Cross) in Council's City Plaza Building located at 2 Bell Street, Ipswich to alternative premises located at 143 Brisbane Street, Ipswich.

RECOMMENDATION

- A. That the previous decision of Council, as per Item No. 3 of the Governance and Transparency Committee on 3 December 2020 and adopted at the Council Ordinary meeting of 10 December 2020, be repealed.**
- B. 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.**
- C. 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 at Level 2, 143 Brisbane Street, Ipswich and described as part of Lot 2 on RP50109 ("the land") directly and by leasehold interest to The Australian Red Cross as a 'Community Organisation'.**
- D. That Council enter into a new Lease with the Australian Red Cross Society located on Level 2, 143 Brisbane Street, Ipswich and described as Lot 2 on RP50109 for a ten (10) year term on a nominal rental of one dollar (\$1.00) per annum, if demanded.**
- E. 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.

RELATED PARTIES

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

ADVANCE IPSWICH THEME

Caring for the community

PURPOSE OF REPORT/BACKGROUND

The Red Cross has a registered lease over part of the Council owned Humanities Building located at 56 South St, Ipswich for a term of 75 years which commenced on 13 September 1978 and is due to expire on 12 September 2053. There is a clause in the lease which allows the Red Cross an early termination and to also receive an early termination payment. Based on a 2021 exit, this payment has been calculated at approximately \$28,000 but can only be exercised by the Red Cross and not by Council. The Humanities Building is part of the South Street Precinct assets being sold to West Moreton Hospital and Health Service (WMHHS), with settlement in August 2021. It is a condition of the sale that vacant possession of the Humanities Building is provided to WMHHS upon settlement and Council has proposed to vacate tenants from the Humanities Building by 31 March 2021.

The existing lease is considered to be very favourable for the Red Cross being a 75 year term, with an annual rental of \$10.00 and comprises 133m² of 1st floor space and 123m² of ground floor space. The longer term of 75 years is not the practice of contemporary leasing arrangements, however was acceptable practice in the 1970's and 1980's. Additionally, the lease states that outgoings such as electricity and water will be paid by the tenant but records show that only the fire levy is currently the only fee being paid by the Red Cross.

Advice has been received that Council is unable to terminate the Red Cross lease unless suitable accommodation can be found as an alternative. Should alternative accommodation not be provided and they are not relocated from the Humanities building, then Council would be in breach of the lease. This may have serious financial consequences to Council.

Red Cross have expressed a preference that they stay within Council accommodation in the CBD and feel they would not be able to afford existing commercial rates. As such Property Services have been trying to find alternative accommodation with limited options being found.

Initially, we were advised that Council's City Plaza Building located at 2 Bell Street, Ipswich was the most suitable location and the Red Cross had agreed to occupy the office space on level 5 of the building. Council supported this option with a resolution on 10 December 2020, however the CBD Project Team have advised that this space cannot now be used and have provided instructions that approval be sought for the previous Council decision (to provide the Red Cross with a lease in Bell Street), to be repealed. An open office area located

on Level 2, 143 Brisbane Street Ipswich and comprising a 60m² area has become available. This was provided to the Red Cross as an alternative option and they inspected the proposed accommodation on 17 February 2021.

Following the inspection with the Red Cross, they provided in-principle support to relocate from their existing tenancy within the Humanities Building to the proposed accommodation at Level 2, 143 Brisbane Street, Ipswich. On a comparison basis this outcome is considered favourable to Council as the premises is a much smaller office area with a reduced term of 10 years compared to the remaining term of 32 years.

A summary of the existing lease details and proposed lease details are listed below:

Existing lease terms in Humanities Building:

Period:	75 years
Commencement Date:	13/09/1978
Expiry Date:	12/09/2053
Options:	Nil
Rent:	\$10 per annum – not enforced by Council
Outgoings:	Responsibility of Lessee
Permitted Use:	Professional Office and Storage
Area:	Ground Floor 123m ² and 1 st Floor 133m ² – Total Area 256m ²

The proposed new lease terms for Level 2, 143 Brisbane Street, Ipswich:

Period:	10 years
Commencement Date:	01/04/2021
Expiry Date:	31/03/2031
Options:	Nil
Rent:	\$1
Outgoings:	Responsibility of Lessee / To replicate similar terms as existing lease
Permitted Use:	Professional Office
Area:	Level 2 - 60m ² plus use of Room in Council's Civic Centre once per year for the Red Cross Annual General Meeting

LEGAL/POLICY BASIS

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

Local Government Act 2009 & Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

The proposed sale of Council's Administrative Buildings to WMHHS is on a vacant possession basis. The Humanities Building is required to be vacant by 31 March 2021.

If the Red Cross does not agree to the relocation from the Humanities Building or to entering into a new lease arrangement, then this poses considerable risk on the sale and settlement of this asset to WMHHS.

FINANCIAL/RESOURCE IMPLICATIONS

The new lease provides 60m² of office space to the Red Cross in Council's 143 Brisbane Street Building at a nominal rent of \$1.00 per annum for a term of ten (10 years) and places a financial liability on Council. However, it is considered much less of a financial burden compared to the existing 75 year lease which has approximately 32 years remaining, on a nominal rental and occupying a combined area of 256m² of ground and 1st floor space in the Humanities building.

COMMUNITY AND OTHER CONSULTATION

Property Services have been negotiating with the Red Cross since mid-2019 regarding relocating to alternative accommodation. A meeting was held on the 12th November 2019 with the Red Cross expressing the view that they would be agreeable to move to a suitable alternative premises rather than receive an early termination payment (approx. \$28,000) which is an option in the lease, but only at their discretion. Council is unable to enforce an early termination.

Ongoing negotiations have occurred with the State Mobilisation Lead from their Brisbane Office, and local members via onsite meetings, telephone and email correspondence. Property Services have offered the 60m² of open office space in Council's 143 Brisbane Street Building on a "without prejudice" basis. The Red Cross inspected the accommodation on the 17th February 2021 and have responded saying they give in principle support to relocate to this accommodation as offered.

It was mentioned to the Red Cross that although 32 years remain on the current lease a maximum term of 10 years can now only be offered by Council as per our existing leasing policy. Also similar terms and conditions would be replicated in any new lease. Council has also offered the use of a room in the Civic Centre once a year for their Annual General Meeting (AGM) which may have about 50 members attend.

The Red Cross have provided feedback advising that the space is sufficient to meet their operational requirements. Although the premises is smaller than the Humanities Building, their staff numbers are reduced compared to 1978, when the original lease commenced.

It should be noted that the Red Cross understand Council's requirements regarding the sale of its Administrative Buildings and have been working towards a mutually agreeable solution in a positive manner. Property Services would now like to submit a draft lease for their consideration.

The implementation of a new lease and termination of the existing lease will need to be endorsed by Council.

CONCLUSION

It is recommended that the existing Red Cross lease be terminated and a new lease entered into for office space in Council's building located at Level 2, 143 Brisbane Street, Ipswich with additional use of a room in the Civic Centre once a year to hold their AGM, based on availability. This will allow Council to meet its contractual obligations and provide vacant possession for the pending sale of its Administrative Buildings to WMHHS.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Plan of Proposed Lease Area - Level 2 - 143 Brisbane Street, Ipswich  
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Brett McGrath

PROPERTY SERVICES MANAGER

I concur with the recommendations contained in this report.

Anthony Dunleavy

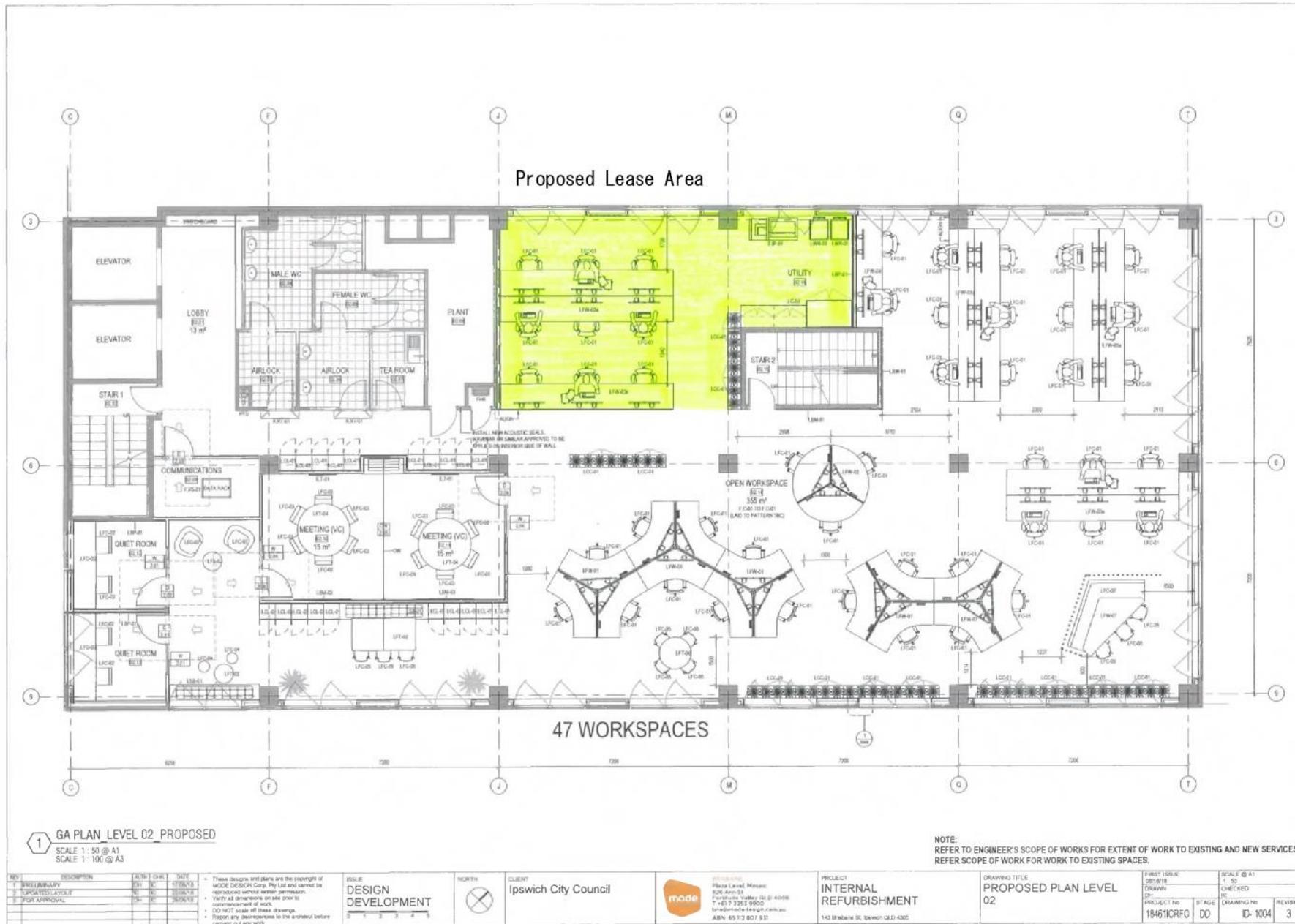
MANAGER, LEGAL AND GOVERNANCE (GENERAL COUNSEL)

I concur with the recommendations contained in this report.

Sonia Cooper

GENERAL MANAGER CORPORATE SERVICES

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Doc ID No: A6812893

ITEM: 6
SUBJECT: INVOLVE PROJECT UPDATE
AUTHOR: PRINCIPAL OFFICER (PROGRAM MANAGEMENT OFFICE)
DATE: 23 FEBRUARY 2021

EXECUTIVE SUMMARY

This report provides an overview of the iVolve Project, an update of progress to date and the quarterly project controls report.

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

KPMG have been engaged as a suitably qualified and experienced Business Partner to assist Council in delivering the Preliminary Business Case for Stage 2 of this project. KPMG was engaged through an open market tender process with the engagement running for 11 weeks through to the end of March 2021. This engagement will deliver a Preliminary business Case supported by a detailed analysis of current state, recommendation of a fit for purpose target state architecture and a robust case for change.

- There was no declaration of conflicts of interest.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

The purpose of this report is to provide an overview of the iVolve Project, project progress to date and the quarterly update on the effectiveness of the project controls currently employed.

Project Overview

Council's current ICT infrastructure and application landscape is very complex and incorporates a high number of applications which in turn equates to a high number of vendors to manage and high annual operating costs. There is also limited integration between existing systems.

Council's ICT Strategy identified the need to review and rationalise the existing ICT infrastructure and application landscape in order to improve service delivery and decrease operational costs. This resulted in the initiation of the iVolve Project which has been established to:

- Identify a suitable, fit for purpose target state architecture (a blueprint of what we want our future core ICT infrastructure and application landscape to look like);
- Implement suitable software solution/s that supports the target state architecture.

While the iVolve project will include the implementation of a software solution/s to support the agreed target state architecture, it is important to note that the key purpose of the project is to transform the organisation through the business processes that support day to day activities. The technology implemented will enable these transformed business processes.

The project will be a significant investment for Council with implementation expected to take between 3-5 years depending on the target state architecture and supporting solution/s selected.

iVolve is expected to deliver:

- Improved integration and functionality to increase service delivery and process efficiencies
- Improved business processes and a more adaptive organisation who is responsive to customer needs
- A more simplified ICT application landscape which has improve return on investment and lower operational costs

A rigorous governance approach has been implemented to support and facilitate the efficient and effective delivery of this project. A staged approach to delivery is being taken with go/no gates in place at the end of each stage as well as key decision points within each stage along the way.

The project will be delivered over 5 stages:

- Stage 1 – Discovery
- Stage 2 – Preliminary Business Case
- Stage 3 – Final Business Case
- Stage 4 – Implementation
- Stage 5 – Solution Adopted

Project Progress

Stage 1 Discovery has been completed with substantial due diligence and research activities being undertaken. The key findings and learnings resulting from this stage will be used to guide the project approach to be taken for subsequent stages.

The project is currently progressing through Stage 2 Preliminary Business Case. A suitably qualified and experienced Business Partner (KPMG) has been engaged to assist Council in the delivery of this stage. The engagement will deliver a Preliminary Business Case supported by a detailed analysis of our current state, recommendation of a fit for purpose target state architecture as well as a robust case for change. The stage is progressing as planned and is on track for delivery of the Preliminary Business Case by 31 March 2021.

Quarterly Project Controls Report

A number of project controls have been put into place to measure the effectiveness of the project management and governance applied to this project. These controls are reported to both the Audit and Risk Management Committee and Governance and Transparency Committee on a quarterly basis.

The identified project controls have been categorised to align with the five (5) major focus areas outlined in the QAO report to Parliament – Delivering Successful Technology Projects. These controls are rated subjectively by the project team during each reporting period with key concerns and opportunities for each identified and communicated with both Committees. The controls are reviewed regularly by the project team and project sponsor to ensure their ongoing effectiveness.

LEGAL/POLICY BASIS

N/A

RISK MANAGEMENT IMPLICATIONS

There are no risks associated with the recommendation of this report for noting.

FINANCIAL/RESOURCE IMPLICATIONS

N/A

COMMUNITY AND OTHER CONSULTATION

- The quarterly project controls report was previously tabled at the February 2021 meeting of the Audit and Risk Management Committee and was noted by Committee members.
- An overview of the iVolve Project and the quarterly project controls report was provided to the Mayor and Councillors at the briefing session on 23 February 2021.

CONCLUSION

This project is considered to be high risk and the Committee should be aware that the success of the project will largely depend on appropriate senior stakeholder support and authority with an understanding and commitment that this project will involve deep culture change and business transformation – it is not merely another technology project.

The effectiveness of the controls applied to this project will continue to be reported on a quarterly basis to both the Audit and Risk Management Committee and Governance and Transparency Committee.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	iVolve Project - Quarterly Project Controls Report ↓ 
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Anna Payne

PRINCIPAL OFFICER (PROGRAM MANAGEMENT OFFICE)

I concur with the recommendations contained in this report.

Sonia Cooper

GENERAL MANAGER CORPORATE SERVICES

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PMO KEY PROJECT CONTROLS REPORT

PROJECT:	iVolve Project
PROJECT LEAD:	Anna Payne
REPORTING PERIOD:	17/11/20 - 31/01/21
PROJECT STAGE:	Stage 2 - Preliminary Business Case

CURRENT PROJECT HEALTH:	Monitor Closely
PROJECT HEALTH COMMENTS:	This project is considered to be high risk and the committee should be aware that success of the project will largely depend on appropriate senior stakeholder support and authority with an understanding and commitment that this project will involve deep cultural change and business transformation - it is not merely another technology project. With KPMG as our Business Partner now on board, stakeholder commitment will be imperative to ensure the required outcomes from the Preliminary Business Case are achieved in accordance with agreed timeframes.

KEY OUTCOMES AND OBJECTIVES

Key Outcomes and Objectives Progressed this Reporting Period	Confidence that Objective has been met	Steps to Increase Confidence	Key Outcomes and Objectives for Next Reporting Period
1. Select and engage Business Partner (BP) Identify a suitably experienced and capable partner with clearly defined deliverables and required outcomes (KPMG)	Confident		1. Develop Preliminary Business Case with Business Partner Undertake Current State assessment and Due Diligence (readiness) review and establish Target State assessment and Case for Change in order to perform option evaluation to determine preferred target state option 2. Stakeholder Engagement and Management Outcomes endorsed Ensure stakeholder engagement has been appropriate for Preliminary Business Case stage and approach and findings are supported and agreed by key stakeholders.
2. Agree Project Plan and Scope of Work with Business Partner Well defined and agreed scope of work to enable timely delivery of outcomes identified in the Project Plan	Confident	Continued ongoing support of the stage approach and prioritisation of participation of key stakeholders by members of the executive team is crucial to ensure planned outcomes can be met	
3. Commence engagement with Key Stakeholders Engage with relevant stakeholders via ELT interviews and Departmental workshops to ensure all viewpoints and considerations are captured in the Current and Target State assessments of the Preliminary Business Case.	Reasonably Confident	Continual review and feedback of findings communicated between KPMG and Council to ensure all relevant information is captured. KPMG's knowledge and experience to inform and address gaps in findings.	

MAJOR FOCUS AREAS, KEY CONCERNS AND OPPORTUNITIES

Major Focus Areas <small>(as per QAO report - Delivering Successful Technology Projects)</small>	Key Project Controls	Control Effectiveness	Trend from Last Report	Key Concerns	Opportunities
Leadership and Stakeholder Engagement	1. Engagement with ICTSC at key decision points	Reasonably Effective	>	ICTSC understands the significance of this project as an organisational transformation, not just an ICT project	Promote a greater understanding of the extent of business transformation and the associated implications across organisational leadership
	2. Establishment of Project Advisory Group to identify business considerations	Reasonably Effective	>	Business engagement is sufficient to articulate required business considerations/outcomes for target state	Engage early with middle managers and associated business areas to gain buy-in and support
	3. Development of Preliminary Business Case to articulate the case for change	Reasonably Effective	>	Ensuring current state and barriers to transformation are appropriately identified in order to identify an achievable and realistic target state solution	Focus heavily on understanding on organisational readiness to transform and the imperative to change in order to identify an achievable and realistic target state solution

Item 5 / Attachment 1.

Major Focus Areas <small>(as per QAO report - Delivering Successful Technology Projects)</small>	Key Project Controls	Control Effectiveness	Trend from Last Report	Key Concerns	Opportunities
Alignment with Clearly Articulated & Understood Outcomes	1. Due Diligence review points to confirm continued understanding of issues and required actions and outcomes	Reasonably Effective	▲	Lessons learned from initial due diligence findings are not valued by key stakeholders	<ul style="list-style-type: none"> - Facilitate greater understanding by ICTSC of extent business transformation and associated implications - Continue to leverage knowledge from other councils to ensure a greater understanding of risks and opportunities - Utilise KPMG's knowledge and experience to identify key areas of concern and reinforce extent of, and commitment to, required change for delivery of successful outcomes
	2. Regular Status reporting to inform stakeholders	Reasonably Effective	>	Stakeholders are not fully engaged and appreciative of the implications of not addressing recommended actions	<ul style="list-style-type: none"> - Identify barriers preventing buy-in and engagement of key stakeholders and develop mitigation strategies to influence the success of organisational change - Utilise KPMG's experience and expertise to reinforce the implications of not appropriately addressing recommendations
	3. Establishment of Project Advisory Group to identify business considerations	Reasonably Effective	>	Engagement with and by business areas needs greater focus and attention	Identify barriers preventing buy-in and engagement of key stakeholders and develop mitigation strategies to influence the success of organisational change
Appropriate Resourcing in Place (Skills, Experience & Capability)	1. Project and Resourcing Plan in place for each project stage	Reasonably Effective	>	Plan can only be effective if it is endorsed and supported with adequate financial support provided	Focus on identifying the right mix of skills and capability as a foundation element for success and communicate the associated costs/benefits and risks to build a case for supporting recommendations
	2. Continual identification of skill and capability gaps	Reasonably Effective	▲	Identified resource needs are not fully supported particularly in relation to the need for change management skills	<ul style="list-style-type: none"> - Focus on identifying the right mix of skills and capability as a foundation element for success and communicate the associated costs/benefits and risks to build a case for supporting recommendations - Leverage KPMG's knowledge, skills and expertise to identify and address capability gaps within the agreed engagement scope.
	3. Accessing the right people and ensuring availability as and when needed	Reasonably Effective	▲	Identified resource needs are not fully supported particularly in relation to the need for change management skills	<ul style="list-style-type: none"> - Focus on identifying the right mix of skills and capability as a foundation element for success and communicate the associated costs/benefits and risks to build a case for supporting recommendations - Leverage KPMG's knowledge, skills and expertise to identify and address potential resourcing gaps within the agreed engagement scope.
Working Collaboratively to Ensure Success	1. Agreeing clear scopes of work with external parties	Effective	▲	The agreed Statement of Work with KPMG needs to be closely monitored to ensure adherence and compliance by all parties	Focus on ensuring KPMG delivers required outcomes and meets expectations within required timeframes according to the agreed Statement of Work
	2. Clearly articulating roles, responsibilities, time frames, and deliverables for all parties at each project stage.	Effective	▲	Current stage deliverables and timeframes (as per the agreed Statement of Work with KPMG) need to be closely monitored and managed to prevent slippage, scope creep and non delivery of required outcomes	Focus on working closely with KPMG to pre-emptively identify potential issues and risks that may adversely affect deliverables and timelines through regular project status reports and meetings outlining progress against the clearly articulated delivery timelines in the agreed Statement of Work
	3. Clearly articulated Terms of Reference for Project Advisory and Working Groups	Effective	>	None at this stage	Not applicable at this stage

Item 5 / Attachment 1.

Major Focus Areas <small>(as per QAO report - Delivering Successful Technology Projects)</small>	Key Project Controls	Control Effectiveness	Trend from Last Report	Key Concerns	Opportunities
Issues and Risks are Managed Effectively	1. Clearly identified Stage Go/No Go Gates within the agreed governance process	Effective	>	None at this stage	Not applicable at this stage
	2. Continual assessment of effectiveness of mitigation of identified risks and take actions to correct the course of the project as necessary	Effective	>	None at this stage	Not applicable at this stage
	3. Document and report on key lessons learned in stage closure reports to inform the management of latter project stages	Reasonably Effective	>	Documented lessons learned are not fully valued or understood by key stakeholders	Developing a best practice methodology focused on good governance and management of identified risks and issues will contribute to successful outcomes and a iterative knowledge resource for future projects

CURRENT PROJECT FOCUS	
Primary Project Focus:	The primary focus of the project at this stage is to effectively deliver the Preliminary Business Case in conjunction with the Business Partner (KPMG).
Why:	The Preliminary Business Case will inform Council on the most appropriate, fit for purpose, target state option to meet Council's needs now and into the future.
How:	The Preliminary Business Case will be based on KPMG's established methodologies and extensive knowledge to develop current state and future state assessments which will allow Council to establish the case for change and evaluate options to arrive at a preferred target state.
Potential Risks/Impacts:	KPMG is unable to deliver and/or Council is unable to commit to the required engagement levels to achieve the required outcomes or meet the required timelines to deliver a robust Preliminary Business Case
Opportunities:	KPMG brings the requisite knowledge, experience and capability to mitigate existing skill and capability gaps to deliver a Preliminary Business Case which identifies a fit for purpose target state option for Council.