



# City of Ipswich

**IPSWICH  
CITY  
COUNCIL**

**AGENDA**

*of the*

**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE**

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

On Thursday, 13 May 2021  
At 10 minutes after the conclusion of the Governance and Transparency Committee

**MEMBERS OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE**

Councillor Andrew Fechner (**Chairperson**)  
Councillor Kate Kunzelmann  
(**Deputy Chairperson**)

Mayor Teresa Harding  
Councillor Jacob Madsen  
Deputy Mayor Nicole Jonic

**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE AGENDA**  
*10 minutes after the conclusion of the Governance and Transparency  
Committee on **Thursday, 13 May 2021***  
Council Chambers

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\*\* Item includes confidential papers

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**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2021(04)**

**13 MAY 2021**

AGENDA

**DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

**BUSINESS OUTSTANDING**

**CONFIRMATION OF MINUTES**

1. **REPORT - COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2021(03) OF 15 APRIL 2021**

**RECOMMENDATION**

That the report of the Community, Culture, Arts and Sport Committee No. 2021(03) of 15 April 2021 be received and noted.

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**OFFICERS' REPORTS**

2. **NOTICE OF MOTION RESPONSE - CUSTOMER SERVICE**

This is a report concerning the Notice of Motion – Customer Service that was moved at the Community, Culture, Arts and Sport Committee Meeting of 25 March 2021, stating:

- A. That Council take immediate action to ensure that customers have visibility over the progress, status and request that has been submitted utilising the existing 'My Ipswich' service.
- B. That a report be provided to a future Community, Culture, Arts and Sport Committee meeting not later than May, 2021 on how Council is currently performing against adopted standards, what steps have been taken to rectify the above issues that can be taken to improve the service and transparency of operations Council provides to the community.

Council has undertaken an initial review to identify opportunities for improvement. A number of short and medium term actions are underway to address the issues raised in the Notice of Motion, and are outlined in this report. A more comprehensive body of work is required to deliver holistic improvements to

customer experiences and drive a customer centric culture including a Customer Experience Strategy which is currently in development.

**RECOMMENDATION**

That this report providing details of actions and progress relating to items requested in the Notice of Motion – Customer Service, be received and the contents noted.

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3. **IPSWICH COMMUNITY GROUPS GOVERNANCE PROGRAM**

This is a report concerning a proposal to design a comprehensive program to help build and support the governance skillset of community groups and clubs within the city.

As the closest of the three levels of government to the community, Ipswich City Council (Council) plays a significant role in supporting community groups through its Community Development function.

Not for profit community groups play a vital role, each with varied levels of experience in community group governance. This program will be aimed at supporting and preparing the most experienced committee group representative to the newly appointed with the governance skills and resources required to continue to achieve the great outcomes across our city.

**RECOMMENDATION**

That the Ipswich Community Groups Governance Program be noted by Council

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4. **EVENT SPONSORSHIP - 2021 WINTERNATIONALS**

This is a report concerning an event sponsorship application by Willowbank Raceway for financial support of the Winternationals drag racing event in June 2021.

The application is for \$35,000 ex GST.

**RECOMMENDATION**

That Willowbank Raceway receive \$35,000 ex GST financial support for the Winternationals 2021.

5. EVENT SPONSORSHIP - 2021 AUSTRALIAN SUPERCROSS CHAMPIONSHIP

This is a report concerning a potential event attraction opportunity for Ipswich to host round one of the 2021 Australian Supercross Championship at the North Ipswich Reserve in October 2021.

In partnership with Tourism and Events Queensland (TEQ), the event would be positioned as a lead-in event to the World Nitro Games to be held in Brisbane the following weekend.

RECOMMENDATION

That Council support hosting round one of the 2021 Australian Supercross Championship and the following event sponsorship commitment should Tourism and Event Queensland co-funding be secured:

- A. \$50,000 cash sponsorship
  - B. Waiving of North Ipswich Reserve venue hire
  - C. Support of the event through Council's marketing channels.
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**NOTICES OF MOTION**

**MATTERS ARISING**

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**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2021(03)**

**15 APRIL 2021**

REPORT

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

**COUNCILLOR'S APOLOGIES:** Nil

**OFFICERS' ATTENDANCE:** Acting Chief Executive Officer (Sonia Cooper), General Manager Community, Cultural and Economic Development (Ben Pole), General Manager Planning and Regulatory Services (Peter Tabulo), Acting General Manager Infrastructure and Environment (Sean Madigan), Manager Community and Cultural Services (Don Stewart), Manager Marketing and Promotions (Carly Gregory), Acting General Manager Corporate Services (Jeff Keech), Procurement Manager (Richard White), Content and Experience Manager (Matt Pascoe), Media and Communications Manager (Darrell Giles) and Theatre Technician (Ben Harth)

**DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

Nil

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**BUSINESS OUTSTANDING**

Nil

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**CONFIRMATION OF MINUTES**

1. **REPORT - COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2021(02) OF 11 MARCH 2021**

This is the report of the Community, Culture, Arts and Sport Committee No. 2021(02) of 11 March 2021.

**RECOMMENDATION**

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

**That the report of the Community, Culture, Arts and Sport Committee  
No. 2021(02) of 11 March 2021 be received and noted.**

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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**OFFICERS' REPORTS**

2. **PROCUREMENT: LIBRARY COLLECTION RESOURCES**

This is a report concerning the procurement of the ongoing supply of physical library collection resources including print and audio-visual resources, and the relevant processing required for shelf-readiness of library collection resources for all Ipswich Libraries under Local Buy Pre-Qualified Supplier arrangement 'Library Resources (Goods and Services) LB284'.

The report recommends that pursuant to section 234 of the *Local Government Regulation 2012* (Regulation), Council utilise LGA Arrangement "Library Resources (Goods and Services) LB284" by Local Buy Pty Ltd for the provision of physical library collection resources (Council reference 15900), with James Bennett Pty Limited (Supplier) who is a party to the LGA Arrangement.

The cost of the engagement for the provision and processing of physical library collection resources is estimated to be \$1,245,500 (ex GST) per annum, or \$4,982,000 (ex GST) for the contract term, including options. This estimate is based on current spend and anticipated future budgets and resource requirements.

"The attachment/s to this report are confidential in accordance with section 254J(3)(g) of the *Local Government Regulation 2012*."

**RECOMMENDATION**

Moved by Councillor Andrew Fechner:

Seconded by Councillor Jacob Madsen:

- A. That pursuant to section 234 of the *Local Government Regulation 2012* (Regulation), Council utilise LGA Arrangement "Library Resources (Goods and Services) LB284" by Local Buy Pty Ltd for the provision of physical library collection resources (Council reference 15900), with James Bennett Pty Limited

(Supplier) who is a party to the LGA Arrangement, as detailed in this report by the Goods and Services Category Specialist dated 25 March 2021.

- B. That under the LGA Arrangement with the Supplier, the estimated purchase price is \$4,982,000 excluding GST over the entire term, the end date of the initial term being 30 June 2023, with the option to extend at the discretion of Local Buy Pty Ltd for an additional two (2) twelve (12) month terms.
- C. That Council may enter into ancillary contractual arrangements with the Supplier, as allowed by the LGA Arrangement.
- D. That pursuant to section 257(1)(b) of the *Local Government Act 2009*, Council delegate to the Chief Executive Officer the power to take “contractual action” pursuant to section 238 of the Regulation, in order to implement Council’s decision, however the delegation does not allow for options for extension to be offered in any ancillary contractual arrangements other than those already allowed for under the LGA Arrangement.

#### **VARIATION TO MOTION**

Councillor Andrew Fechner proposed a variation to the motion:

That Recommendation E as outlined below be added:

- E. That the report be updated to include the annual contributions from the Queensland State Government.

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

#### **RECOMMENDATION**

Moved by Councillor Andrew Fechner:

Seconded by Councillor Jacob Madsen:

- A. That pursuant to section 234 of the *Local Government Regulation 2012* (Regulation), Council utilise LGA Arrangement “Library Resources (Goods and Services) LB284” by Local Buy Pty Ltd for the provision of physical library collection resources (Council reference 15900), with James Bennett Pty Limited (Supplier) who is a party to the LGA Arrangement, as detailed in this report by the Goods and Services Category Specialist dated 25 March 2021.**
- B. That under the LGA Arrangement with the Supplier, the estimated purchase price is \$4,982,000 excluding GST over the entire term, the end date of the initial term being 30 June 2023, with the option to extend at the discretion of Local Buy Pty Ltd for an additional two (2) twelve (12) month terms.**
- C. That Council may enter into ancillary contractual arrangements with the Supplier, as allowed by the LGA Arrangement.**

- D. That pursuant to section 257(1)(b) of the *Local Government Act 2009*, Council delegate to the Chief Executive Officer the power to take “*contractual action*” pursuant to section 238 of the Regulation, in order to implement Council’s decision, however the delegation does not allow for options for extension to be offered in any ancillary contractual arrangements other than those already allowed for under the LGA Arrangement.**
- E. That the report be updated to include the annual contributions from the Queensland State Government.**

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Fechner	Nil
Kunzelmann	
Harding	
Madsen	
Jonic	

The motion was put and carried.

#### Attachments

1. Updated Officer's Report including the annual contributions from the Queensland State Government

3. INVESTIGATE A NON-EXCLUSIVE ARRANGEMENT WITH PLAYGROUP QUEENSLAND AND ADDITIONAL USES FOR THE FACILITY AT 56 HAROLD SUMMERVILLES ROAD, KARALEE

This is a report addressing the request by Council concerning the further investigation by Council officers into a non-exclusive arrangement with Playgroup Queensland and additional uses for the facility at 56 Harold Summervilles Road, Karalee described as Lease D in Lot 1 on RP170788 on SP216939.

#### RECOMMENDATION

Moved by Councillor Andrew Fechner:  
Seconded by Councillor Kate Kunzelmann:

- A. That Council receive and note the contents of this report.**
- B. That Council enter into a Lease with Playgroup Queensland Ltd as per the recommendations from the report presented at the Governance and Transparency Committee No. 2020(03) dated 15 October, 2020 as outlined Recommendations C, D and E below:**
- C. That Council resolve pursuant to the *Local Government Regulation 2012* (the Regulation) that the exception under sections 236(1)(b)(ii) and 236(2) of the Regulation apply to the disposal of the leasehold interest located over part of**

**56 Harold Summervilles Road, Karalee described as Lease D on Lot 1 on RP170788 on SP216939 (“the land”), by way of a lease between Council and Playgroup Queensland Ltd for a consideration.**

- D. That Council enter into a Lease with Playgroup Queensland Ltd (“the lessee”) for a five (5) year term.**
- E. That under s257 of the *Local Government Act 2009*, Council resolve to delegate the power to the Chief Executive Officer to authorise and negotiate the terms of the Lease to be executed by Council with Playgroup Queensland Ltd and to do any other acts necessary to implement Council’s decision.**

AFFIRMATIVE

NEGATIVE

Councillors:

Councillors:

Fechner

Nil

Kunzelmann

Harding

Madsen

Jonic

The motion was put and carried.

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**4. MAJOR COMMUNITY EVENT SPONSORSHIP - IPSWICH SHOW**

This is a report concerning the Major Community Event Sponsorship application by Ipswich Show Society for support of the Ipswich Show to be held in May 2021 at Ipswich Showgrounds.

The application is for a cash sponsorship of \$40,000 along with in-kind support through the provision of rubbish bins and removal and a range of council services.

**RECOMMENDATION**

That Ipswich Show Society receive \$35,000 ex GST cash support for the 2021 Ipswich Show.

**VARIATION TO MOTION**

Mayor Teresa Harding proposed a variation to the motion:

That the Ipswich Show Society receive \$40,000 ex GST cash support and up to \$5,000 in kind support for the 2021 Ipswich Show.

**RECOMMENDATION**

Moved by Mayor Teresa Harding:

Seconded by Councillor Kate Kunzelmann:

**That the Ipswich Show Society receive \$40,000 ex GST cash support and up to \$5,000 in kind support for the 2021 Ipswich Show.**

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Fechner	Nil
Kunzelmann	
Harding	
Madsen	
Jonic	

The motion was put and carried.

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4.1. MATTER ON NOTICE - IPSWICH SHOW AND TICKET PRICING

Mayor Teresa Harding queried if there was any correlation between grant monies provided to the Ipswich Show Society and the cost of entry tickets.

**General Manager Community, Cultural and Economic Development to investigate the current pricing of entry tickets and if there is any correlation between grant monies received and entry tickets.**

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5. QUARTERLY EVENT SPONSORSHIP AND TICKET ALLOCATION REPORT

This is a report concerning event sponsorships approved and ticket allocations made in the period January to March 2021. This quarterly report to the Community, Culture, Arts and Sport Committee is required under the Event Sponsorship Policy.

RECOMMENDATION

- A. That Council note that the following event sponsorships were approved in the January – March 2021 period:
- a. Event Sponsorships over \$15,000 ex GST endorsed by council:
1. Ipswich Turf Club - \$20,000 ex GST financial support and additional in-kind support of star pickets and covers, rammer and rolls of barrier mesh (all to be returned at no cost to council) for the 2021 Ipswich Cup.
  2. Limestone Events Inc. - \$10,000 ex GST cash support and the following in-kind support valued at \$12,000 ex GST for The Gathering:
    - Inclusion of a two page feature in Council's seasonal Quarterly Guide;

- Inclusion on the Council funded Mt Ommaney Billboard promoting 2021 'Ipswich Festivals' initiatives;
- Erection of (existing) street banners along Brisbane Road to promote the event;
- Support from two staff from the City Events team during event delivery.

b. Event Sponsorships under \$15,000 ex GST approved by the General Manager, Community, Cultural and Economic Development:

1. Rocky Trail Entertainment Limited - \$3,500 annually for 3 years – total \$10,500 ex GST for the Rocky Trail Fox Superflow Ipswich Enduro.
2. Softball Queensland - \$10,000 ex GST for the Softball Australia National U23 Men and U23 Women Championships.
3. Ipswich District Teacher-Librarian Network - \$14,437.50 combined cash and in-kind support for the StoryArts Festival as follows:
  - \$6,000.00 ex GST financial support (venue fees and family performance fees)
  - \$6,437.50 incl GST in-kind support (waiving of Ipswich Civic Centre venue hire)
  - \$2,000.00 in-kind support (two page feature in Council's quarterly guide)

- B. That council note that there were no event sponsorship related ticket allocations made to Councillors or council staff during this period.

Advice was received during the meeting that in relation to Recommendation Ab2, Softball Queensland have cancelled the events for the Softball Australia National U23 Men and U23 Women Championships therefore requiring this event sponsorship to be removed from the recommendation.

**RECOMMENDATION**

Moved by Councillor Andrew Fechner:

Seconded by Councillor Nicole Jonic:

- A. That Council note that the following event sponsorships were approved in the January – March 2021 period:**

**a. Event Sponsorships over \$15,000 ex GST endorsed by council:**

- 1. Ipswich Turf Club - \$20,000 ex GST financial support and additional in-kind support of star pickets and covers, rammer and rolls of barrier mesh (all to be returned at no cost to council) for the 2021 Ipswich Cup.**
- 2. Limestone Events Inc. - \$10,000 ex GST cash support and the following in-kind support valued at \$12,000 ex GST for The Gathering:**
  - **Inclusion of a two page feature in Council's seasonal Quarterly Guide;**
  - **Inclusion on the Council funded Mt Ommaney Billboard promoting 2021 'Ipswich Festivals' initiatives;**

- **Erection of (existing) street banners along Brisbane Road to promote the event;**
- **Support from two staff from the City Events team during event delivery.**

**b. Event Sponsorships under \$15,000 ex GST approved by the General Manager, Community, Culture and Economic Development:**

1. **Rocky Trail Entertainment Limited - \$3,500 annually for 3 years – total \$10,500 ex GST for the Rocky Trail Fox Superflow Ipswich Enduro.**
2. **Ipswich District Teacher-Librarian Network - \$14,437.50 combined cash and in-kind support for the StoryArts Festival as follows:**
  - **\$6,000.00 ex GST financial support (venue fees and family performance fees)**
  - **\$6,437.50 incl GST in-kind support (waiving of Ipswich Civic Centre venue hire)**
  - **\$2,000.00 in-kind support (two page feature in Council’s quarterly guide)**

**B. That council note that there were no event sponsorship related ticket allocations made to Councillors or council staff during this period.**

AFFIRMATIVE

NEGATIVE

Councillors:

Councillors:

Fechner

Nil

Kunzelmann

Harding

Madsen

Jonic

The motion was put and carried.

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6. COMMUNITY FUNDING AND SUPPORT ALLOCATIONS STATUS REPORT 1 JULY 2020 TO 29 MARCH 2021

This is a report concerning the year-to-date allocation of Council’s Community Funding and Support Programs from 1 July 2020 to 29 March 2021.

In the 2020-2021 financial year Council allocated a total \$1,751,448 to support the Ipswich community through the Community Funding and Support Programs including special COVID-19 Recovery Funding.

As at 29 March 2021 Council had allocated approximately \$932,661.47 to around 160 Ipswich community groups, sporting organisations and small businesses.

There is approximately \$818,786.53 in funding remaining across the Community Funding and Support Programs for the remaining three months of the 2020-2021 financial year – primarily in the Community COVID-19 Recovery Support Program,

COVID-19 Ipswich Small Business Funding Program and the Councillor Discretionary Funds Program.

All successful applicants and projects are detailed in Attachment 1 and also reported online at [www.ipswich.qld.gov.au/services/funding-and-support](http://www.ipswich.qld.gov.au/services/funding-and-support) in accordance with Council's principles of transparency and the Community Funding and Support Policy.

#### RECOMMENDATION

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

**That the report concerning the year-to-date allocation of Council's Community Funding and Support Programs from July 2020 to March 2021 be received and the contents noted.**

#### AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

#### NEGATIVE

Councillors:

Nil

The motion was put and carried.

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#### NOTICES OF MOTION

Nil

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#### MATTERS ARISING

Nil

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#### PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 12.33 pm.

The meeting closed at 1.10 pm.

Doc ID No: A7205464

ITEM: 2

SUBJECT: NOTICE OF MOTION RESPONSE - CUSTOMER SERVICE

AUTHOR: MANAGER, LIBRARIES AND CUSTOMER SERVICES

DATE: 19 APRIL 2021

### **EXECUTIVE SUMMARY**

This is a report concerning the Notice of Motion – Customer Service that was moved at the Community, Culture, Arts and Sport Committee Meeting of 25 March, 2021, stating:

- A. That Council take immediate action to ensure that customers have visibility over the progress, status and request that has been submitted utilising the existing 'My Ipswich' service.
- B. That a report be provided to a future Community, Culture, Arts and Sport Committee meeting not later than May, 2021 on how Council is currently performing against adopted standards, what steps have been taken to rectify the above issues that can be taken to improve the service and transparency of operations Council provides to the community.

Council has undertaken an initial review to identify opportunities for improvement. A number of short and medium term actions are underway to address the issues raised in the Notice of Motion, and are outlined in this report. A more comprehensive body of work is required to deliver holistic improvements to customer experiences and drive a customer centric culture including a Customer Experience Strategy which is currently in development.

### **RECOMMENDATION/S**

**That this report providing details of actions and progress relating to items requested in the Notice of Motion – Customer Service, be received and the contents noted.**

### **RELATED PARTIES**

There was no declaration of conflicts of interest.

### **ADVANCE IPSWICH THEME**

Listening, leading and financial management

Caring for the community

## PURPOSE OF REPORT/BACKGROUND

The purpose of this report is to outline Council’s response to the Notice of Motion – Customer Service.

### Motion A:

That Council take immediate action to ensure that customers have visibility over the progress, status and request that has been submitted utilising the existing ‘My Ipswich’ service.

### Response

An initial review of common MyIpswich service requests has been conducted with key process owners and included mapping current processes with customer touch points. An initial review of complaint data relating to MyIpswich was also undertaken within the Complaint Management Unit (CMU). Limited complaint data is readily available that specifically relates to this channel.

It is important to note that common service requests have been used as a starting point for a review however these may not be the processes that are driving customer complaints. A more comprehensive review of systems and processes will be required to deliver holistic improvements to customer experiences.

### **Summary of initial review**

- Council received 8,183 MyIpswich service requests from 12 March 2020 to 11 March 2021 – equivalent to 12% of all service requests received by Council in this period.
- The top five MyIpswich requests were:

Rank	Service Request	Process Owner	No. Requests	% of total
1	Bin – Repair or replace	IED	2129	26.0%
2	Bin – Commence a new service	IED	2124	26.0%
3	Road Permit	PRS	992	12.1%
4	Other Request	CCED	574	7.0%
5	Bin – Missed or extra service	IED	404	4.9%

- An overview of the MyIpswich service request process is provided in Attachment 1.
- Customers receive an acknowledgement when a service request is submitted, and a generic closure message when a service request is finalised.
- Communications other than acknowledgement and closure messages are informed by the business process within the relevant functional area.

- The extent to which Council teams use CES to manage and track service requests varies; activities relating to service requests are often managed in custom systems outside of CES.

Key issues identified in the review included:

- Council does not have a standard approach to communicating and engaging with customers in relation to their requests, as a result:
  - Customers view Council as one entity however, customers may have inconsistent experiences across their various touch points with Council.
  - Customers may receive notifications advising that their requests have been closed, when reported issues remain unresolved from their perspective.
- Council does not have a coordinated, integrated framework for gathering and leveraging customer feedback; a correlation between services and experiences cannot be easily drawn.
- A single system for end-to-end management of customer requests has not been adopted Council-wide.

Direct actions underway to ensure customers have visibility over the progress, status and request that has been submitted utilising the existing 'My Ipswich' service include:

#### 1. Infrastructure and Environment (IED) Process Review

A process review is underway in IED to improve customer visibility over the progress, current status and outcome of service requests, including:

- Defining, implementing and utilising public notes within CES to facilitate automatic communication directly to the customer.
- Review existing standard communication texts housed in CES.
- Develop new standard communication texts to ensure consistent and professional external communication.

This work is currently in progress.

#### 2. Review of automated acknowledgement and closure correspondence (Attachment 1)

Customers receive an acknowledgement when a service request is submitted, and a generic closure message when a service request is finalised.

Council has engaged the CES vendor to explore opportunities to tailor automated correspondence with a view to improving the quality and clarity of the information and outcomes communicated to customers in relation to their service requests.

#### 3. Other Requests

Other Requests submitted through MyIpswich are routed to the Contact Centre to triage, with approximately 30% of these requests resolved with an email response within 2 business

days, and 70% of enquiries redirected to another Council team to action. Commencing 26 April, customers will receive a notification to advise that their request has been reviewed and allocated to the relevant team to action.

#### 4. Customer Satisfaction Survey

There is an opportunity to introduce a survey option on service requests to identify trends and provide actionable insights. This is currently being scoped and will be introduced as soon as possible.

#### Motion B

That a report be provided to a future Community, Culture, Arts and Sport Committee meeting not later than May, 2021 on how Council is currently performing against adopted standards, what steps have been taken to rectify the above issues that can be taken to improve the service and transparency of operations Council provides to the community.

#### Response

Council currently has a Customer Service Policy that deals with customer contact involving interaction between Council and its customer, including enquiries, submissions and bill payments via key channels (Attachment 2).

This policy commits to providing customers with prompt and efficient service, easy access to Council services, friendly professional and well-trained staff along with accurate and consistent information. There are no clear adopted standards that are outlined in this document.

A Customer Experience Strategy is in development and once adopted will deliver a vision and roadmap for the overall improvement of customer experience across Council and a shift towards a more customer centric culture. The phases immediately following the delivery of a strategy include:

- A 3 to 5 year implementation plan developed with community consultation to operationalise the strategy including customer service standards.
- Improvement of customer experiences across touch points, by developing and adhering to a Customer Service Charter.
- Reviewing and designing processes that are Customer centric.

The Customer Experience Strategy is expected to be completed by 30 June 2021. Community consultation and the subsequent implementation plan to be developed and commenced in the second half of 2021.

#### **LEGAL/POLICY BASIS**

Customer Service Policy

This report and its recommendations are consistent with the following legislative provisions:  
NOT APPLICABLE

### **RISK MANAGEMENT IMPLICATIONS**

There is a risk that any changes to processes implemented prior to the completion of the Customer Experience Strategy, community consultation and the development of the implementation plan may result in processes being changed that are not identified as important once the full review is complete.

### **FINANCIAL/RESOURCE IMPLICATIONS**

None at this stage however there will be financial implications identified and put forward in the 21/22 budget process.

### **COMMUNITY AND OTHER CONSULTATION**

- Sam Pengelly, Customer Contact Centre Coordinator, Libraries and Customer Services, CCED
- Samantha Chandler, Manager, Libraries and Customer Services, CCED
- Cheryl Pye, Library and Customer Services Operations Manager, CCED
- Jessie Medew, Customer Services Team Leader, CCED
- Tamara White, Business Support Manager, Assets and Portfolio Management, IED
- Alisha Connaughton, Manager, Compliance, PRS
- Scott McDonald, Senior Compliance Officer, PRS
- Valerie Chee-Pendergast, Operational Support Officer, PRS
- Dianne Nikora, Integrity and Complaints Manager, CS
- Jodie Washington, Senior Business Analyst, CS

### **CONCLUSION**

Immediate action has been taken to improve customers visibility over the progress, status and request that has been submitted utilising the existing 'My Ipswich' service.

The changes being implemented will have a material impact on customer satisfaction, however a more comprehensive body of work is required to deliver holistic improvements to customer experiences and drive a customer centric culture within Council.

A Customer Experience Strategy is in development and, if supported across Council, will provide the vision to support the change needed to address the issues identified in this Notice of Motion.

### **ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

1.	MyIpswich Service Request Process <a href="#">↓</a> 
2.	Customer Service Policy <a href="#">↓</a> 

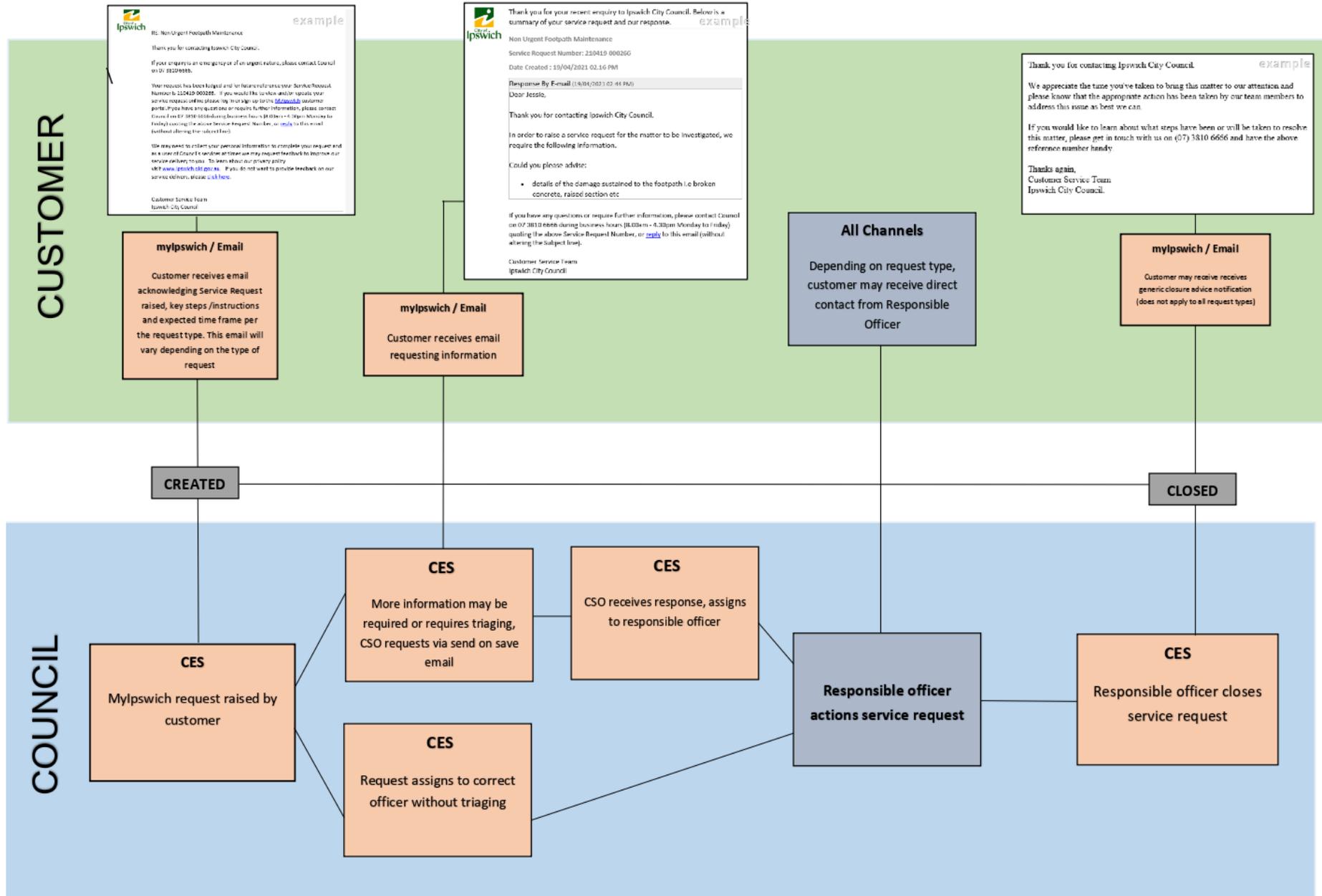
Samantha Chandler  
**MANAGER, LIBRARIES AND CUSTOMER SERVICES**

I concur with the recommendations contained in this report.

Ben Pole  
**GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

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

ATTACHMENT 1: Mylpswich Service Request Process





IPSWICH CITY COUNCIL  
**Customer Service Policy**

<b>Version Control and Objective ID</b>	Version No: 2	Objective ID: A5667487
<b>Approved by Council on</b>	19 November 2019	
<b>Date of Review</b>	19 November 2023	

**1. Statement**

Ipswich City Council is strongly committed to excellence, continuous improvement and best practice across all aspects of customer contact. Council seeks to make a positive difference in the lives of its customers by providing quality services and programs that are consistent, efficient and effective, and delivered in ways that respect and uphold the rights of all residents and visitors.

**2. Purpose and Principles**

This policy:

- Recognises the importance of council’s customers and their right to be treated as individuals - with respect, courtesy and fairness
- Informs and guides council officers’ approach to customer contact, with a clear focus on customer centric service delivery
- Ensures equitable access for people with specific needs
- Establishes the requirement for reportable service levels for consistent customer contact across all channels
- Outlines council’s commitment to improve customer access to routine, publicly available information and services on-line
- Informs council’s Customer Relationship Management system which facilitates appropriate record-keeping, and enables access to all relevant information necessary to provide best practice customer service.

**3. Strategic Plan Links**

This policy relates to:

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

**4. Regulatory Authority**

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Queensland Anti-Discrimination Act 1991*
- *Queensland Disability Service Act 2006*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- Employee Code of Conduct
- Councillor Code of Conduct

IPSWICH CITY COUNCIL | Customer Service Policy

- Workplace Health and Safety Policy

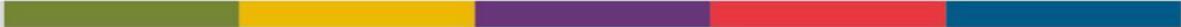
**5. Scope**

This policy deals with customer contact involving the interaction between council and its customers, including enquiries, complaints, submission of forms and bill payments via the key channels of:

- Face-to-face visit to a council customer service counter, other service location such as a library, or in the field such as compliance or animal management
- Telephone or SMS either to a specific phone number or extension or through council's Customer Call Centre
- By internet or email
- By correspondence via mail or facsimile

Ipswich City Council commits to provide its customers with:

- **Prompt and efficient service**
  - Defined service standards for common service situations
  - Do what we say we will do and update if we are unable to meet our commitments
  - Respond to individual needs and provide customers with the information they require
  - Ensure systems are in place to protect confidential information
- **Easy access to Council services**
  - Effective use of self-serve technology for routine applications and payments
  - Customer Service counters open during office hours
  - Access online services any time
  - Council's website is easy to use, with clear navigation and content
  - After hours service is available for urgent or emergency requests
  - Widely publicise information on how to make contact with council and obtain information
- **Friendly, professional, well-trained staff**
  - Greet customers in a friendly and respectful manner
  - Treat every customer equally and sensitively
  - Provide competent and experienced staff
  - Take responsibility in answering customer queries and focus on finding solutions to their needs
  - All customer contact is treated with confidentiality and privacy is appropriately preserved
  - Promote and invest in safe workplaces and training where staff can achieve high levels of service outcomes for customers
- **Accurate and consistent information**
  - Being open and transparent about council's processes
  - Provide consistent and clear information across all of council's communication channels



**IPSWICH CITY COUNCIL | Customer Service Policy**

- Communicate clearly and in plain language
- Keep appropriate records of customer interactions for informative decision-making

Council will:

- **Actively pursue continuous improvement**
  - Regularly monitor performance to ensure provision of quality service
  - Integrate customer feedback into business improvement processes
  - Work to improve on-line services for routine contact services such as bill payment, lodgement of forms and lodging of service requests
  - Regularly review and update information available to customers on council's website and publications
  - Value and invest in the professional development of customer service staff
- **Consult with the community when developing new products and services**
  - Ask for and consider input when developing new products and services
  - Seek feedback on service delivery
  - Honestly listen to and respond to feedback provided
- **Make fair and transparent decisions**
  - Comply with all relevant legislation
  - Make decisions quickly, once all relevant information received and evaluated
  - Notify customers promptly of the outcomes of decisions and actions
  - Outline options for appeal and for providing council with feedback when customers are unhappy with the outcomes
- **Acknowledge and address any mistakes made by Council**
  - Listen carefully to customer's needs and clarify
  - Apologise where council has made mistakes or caused delays
  - Act to fix the problems and mistakes quickly, where possible
  - Follow up after a mistake to identify process improvements

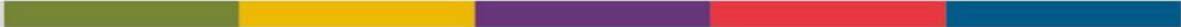
Council recognises that quality services can only be achieved in partnership with our customers.

Staff can reasonably expect that customers will:

- Treat staff with respect and courtesy
- Be open and honest in their dealings with council
- Provide council with information that is timely, accurate and complete
- Work with council to solve problems and reach resolutions
- Respect the rights of other customers
- Provide council with honest, constructive feedback so we can deliver better services
- Contact council if they believe that council has made an error or acted inappropriately

Council is committed to being accessible and responsive to all customers who seek assistance with a request for service, request for information or with a complaint.

At the same time, the success of the organisation depends on:



**IPSWICH CITY COUNCIL | Customer Service Policy**

- Council's ability to undertake work and perform functions in the most effective and efficient ways possible
- The health, safety and security of council's staff
- Council's ability to allocate resources fairly across all the complaints received

### **Complaints**

Where customers are dissatisfied with the standard of service, action or decision of council or its staff, a complaint may be lodged via council's website, in writing, by telephone, or in person. Council is committed to recognising the importance and value of listening and responding to complaints.

Legitimate complaints are welcomed and will be dealt with according to council's Complaints Management Framework.

Council will do its best to resolve complaints in a timely manner, and will keep customers informed of the progress of the complaint.

### **Managing Unreasonable Demands or Conduct by Customers**

Most customers act reasonably and responsibly in their interactions with council. A small number of customers behave in ways that are unreasonable, inappropriate or unacceptable, in spite of council's best efforts to assist them.

When customers behave unreasonably, Ipswich City Council will take proactive and decisive action to address the behaviours.

## **6. Roles and Responsibilities**

This policy applies to all councillors, council staff, contractors, and others that act on council's behalf to ensure they work in accordance with the policy principles and in accordance with the relevant legislation.

## **7. Key Stakeholders**

- Community, Cultural and Economic Development
  - All Branch and Section Managers
  - Relevant staff – Libraries
  - Relevant staff – Customer Service Centre
- Corporate Services
  - Legal and Governance
  - Complaints Management Unit
- Executive Leadership Team

## **8. Monitoring and Evaluation**

- Broad staff understanding and adoption of policy
- Reduction in complaints about the standard of Council customer service

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9. Definitions

Term	Definition
<b>Council</b>	Means Ipswich City Council.
<b>Complaint</b>	Expression of dissatisfaction with a decision, the quality or timeliness of a service provided, or the behaviour of employees, contractors or volunteers. A concern/ complaint may relate to a specific incident or issue involving council, or to matters of a more philosophical or general nature regarding council's processes or procedures.
<b>Customer</b>	Refers to a purchaser or user of products or services of council. This may include external customers such as ratepayers, residents, organisations, constituents, stake holders, businesses, government agencies, contractors, consultants, and internal customers – Councillors and other staff members.
<b>Customer Service</b>	The identifiable, but sometimes intangible, series of activities undertaken by council designed to provide a product or function and enhance the level of customer satisfaction.

10. Policy Owner

The General Manager (Community, Cultural and Economic Development Department) is the policy owner and the Manager (Libraries and Customer Services) is responsible for authoring and reviewing this policy.

Doc ID No: A7197402

ITEM: 3

SUBJECT: IPSWICH COMMUNITY GROUPS GOVERNANCE PROGRAM

AUTHOR: COMMUNITY DEVELOPMENT MANAGER

DATE: 15 APRIL 2021

### **EXECUTIVE SUMMARY**

This is a report concerning a proposal to design a comprehensive program to help build and support the governance skillset of community groups and clubs within the city.

As the closest of the three levels of government to the community, Ipswich City Council (Council) plays a significant role in supporting community groups through its Community Development function.

Not for profit community groups play a vital role, each with varied levels of experience in community group governance. This program will be aimed at supporting and preparing the most experienced committee group representative to the newly appointed with the governance skills and resources required to continue to achieve the great outcomes across our city.

### **RECOMMENDATION/S**

**That the Ipswich Community Groups Governance Program be noted by Council.**

### **RELATED PARTIES**

There was no declaration of conflicts of interest.

### **ADVANCE IPSWICH THEME**

Caring for the community

### **PURPOSE OF REPORT/BACKGROUND**

Ipswich is made up of a diverse range of charitable and community organisations that are run by passionate volunteers who are willing to give their time and effort to their organisations.

Identified within the Capacity Building and Resilience Pillar of the Community Development Strategy 2021-2026, Council's goal is for community to be empowered and have the skills and resources to increase their independence and sustainability to continue to design and deliver community led initiatives.

As a region it is vital to help build the skills to a point where they feel educated and confident about managing a highly complex small business, so we are proposing to design a comprehensive program to help build those skills to achieve real change.

The program will include monthly evening workshops, where community group representatives are invited to attend and participate with a subject matter expert facilitating a range of topics including, but not limited to:

- Rewriting / revisiting your constitution;
- Financial matters;
- Obligations to community;
- Ipswich Buy for goods and services;
- Incorporation / why would you;
- Skill sharing / succession planning;
- Generating income; and
- Volunteering in 2021.

These workshops will also provide Council with a platform to engage on matters that impact community groups within our city and to continue to build meaningful relationships.

#### **LEGAL/POLICY BASIS**

*Not Applicable*

#### **RISK MANAGEMENT IMPLICATIONS**

As mentioned above, Ipswich is made up of a diverse range of charitable and community organisations that are run by passionate volunteers who are willing to give their time and efforts to their organisations. As a result, the nature of their work, capacity of the community group or scope of their governance experience is varied.

It is recognised that community development is a function which must respond to the current and emerging trends of the local community groups. As such, the Ipswich Community Groups Governance Program will be designed to respond to the current and emerging trends and governance requirements of the local community groups.

#### **FINANCIAL/RESOURCE IMPLICATIONS**

It is anticipated that implementation of the Ipswich Community Groups Governance Program can be achieved within budget and resource allocations similar to those provided in the 2020-2021 financial year.

#### **COMMUNITY AND OTHER CONSULTATION**

The program goals and aims will be achieved by delivering a community-led strength-based approach. We will be working with and alongside our stakeholders in strengthening community capability.

## **CONCLUSION**

Ipswich City Council plays an important role in the region for community leadership by working alongside community organisations leveraging our collective capabilities and building a unified and common agenda for achieving positive social outcomes.

This program will support Council's aspirations to work with community and charitable organisation and that together, we strengthen our community for a resilient future that is inclusive, welcoming, connected and healthy.

Melissa Dower

**COMMUNITY DEVELOPMENT MANAGER**

I concur with the recommendations contained in this report.

Cat Matson

**MANAGER, ECONOMIC AND COMMUNITY DEVELOPMENT**

I concur with the recommendations contained in this report.

Ben Pole

**GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

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Doc ID No: A7202295

ITEM: 4  
SUBJECT: EVENT SPONSORSHIP - 2021 WINTERNATIONALS  
AUTHOR: CITY EVENTS MANAGER  
DATE: 19 APRIL 2021

### **EXECUTIVE SUMMARY**

This is a report concerning an event sponsorship application by Willowbank Raceway for financial support of the Winternationals drag racing event in June 2021.

The application is for \$35,000 ex GST.

### **RECOMMENDATION/S**

**That Willowbank Raceway receive \$35,000 ex GST financial support for the Winternationals 2021.**

### **RELATED PARTIES**

Willowbank Raceway, whose Board Members include: Tony Wedlock, Simon Isherwood, Arthur Cumming, Shayne Holmes, Daniel Lake, Daniel Morris and Naomi Duffy.

Council should note that Naomi Duffy is a council staff member. Ms Duffy has not been involved in the application assessment process or any negotiations.

There are no discernible conflicts of interest.

### **ADVANCE IPSWICH THEME**

Strengthening our local economy and building prosperity

### **PURPOSE OF REPORT/BACKGROUND**

Willowbank Raceway has submitted an event sponsorship application for the Gulf Western Oil Winternationals (Winternationals) to be held Thursday 10 to Sunday 13 June 2021.

Council has been requested to provide financial support of \$35,000 ex GST. This amount is consistent with Council's support of past Winternationals events, with the exception of the 2020 event sponsorship when an increased amount of \$40,000 was approved (and subsequently cancelled due to COVID-19). This was linked to a strategic increase in the number of event days and projected increase in economic impact.

Willowbank Raceway will utilise the financial support to advertise the event through print, radio and digital media.

The City Events Team have completed an assessment of the event sponsorship application using standard procedure, some points worth noting are:

- The Winternationals was first run in 1968. Willowbank Raceway has been the home of the Winternationals for the past 33 years.
- It is the second largest championship drag racing event in the world
- Pre-COVID, over 500 national and international teams participated in the Winternationals
- In 2019, 24,000 people attended the four-day event with approximately 91% coming from outside the Ipswich LGA including 25% coming from interstate or overseas
- In 2019, independent research reported \$9.48 million in attendee spending, of that 83% in Ipswich, 58,249 visitor nights, 98 FTE employment opportunities with the economic impact being estimated at \$8.19 million
- In 2021, the Winternationals will host up to 3,000 participants from across the country involving more than 500 competing teams over 4-days of qualifying and racing plus two days of testing
- The Winternationals includes the final round of the national 400 Thunder season for national championship honours
- The event will be broadcast – this component is still under negotiation.
- In 2021 the Winternationals will feature as part of the Festival of Horsepower, a city-wide month-long program of ‘horsepower’ events being curated by Council and also including Ipswich Turf Club, Ipswich Kart Club and Queensland Raceway

Promotional benefits to council include:

- Ipswich to be incorporated into the official event logo
- Ipswich to be acknowledged as the host city in broadcast and highlight packages
- Discover Ipswich commercials to be shown in high rotation on screens at the event
- On-track signage (captured in broadcast coverage) to remain in place year-round
- Inclusion of logo and content in Official Program (print and digital advertising)
- Discover Ipswich activation trailer in a high pedestrian traffic area at the event

## **LEGAL/POLICY BASIS**

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

Section 109 of the *Local Government Act 2009* provides local governments with the ability to use discretionary funds in accordance with the requirements prescribed under the *Local Government Regulation 2012*.

Section 202 of the *Local Government Regulation 2012* prescribes a number of requirements for a local government making discretionary funds available.

### **RISK MANAGEMENT IMPLICATIONS**

While Queensland Health restrictions around outdoor events are easing, there is a risk that the event may be postponed or cancelled in the event of a snap lock down.

The snap closure of state borders will also impact the event as it relies on national competitors. This could impact participation levels.

Given the scale of the event (projected 30,000 attendance), Council will rely on Willowbank Raceway to meet any Queensland Health COVID Safe planning requirements for an event of this scale. Should Willowbank Raceway not meet Queensland Health requirements this may reflect poorly on council as a major partner.

Should the event not proceed in 2021 it will be at risk of losing its international and national profile and growth momentum.

If Council decided not to support the Winternationals the event would still proceed.

### **FINANCIAL/RESOURCE IMPLICATIONS**

The outlined financial support will be covered by dedicated event sponsorship funding allocated within the 2020-2021 City Events budget

### **COMMUNITY AND OTHER CONSULTATION**

Meetings have been held with representatives from Willowbank Raceway prior to and following the submission of the Event Sponsorship Application. Discussions are ongoing to finalise the broadcast component of the event.

### **CONCLUSION**

The Winternationals is an internationally recognised drag racing championship and one of Ipswich's major annual events.

Council has supported the Winternationals over many years and contributed to its development and growth.

Willowbank Raceway proactively commissioned independent event research to better understand the event's current and potential economic and social value. They are actively working to grow the event but have been impacted by COVID.

In 2021 the event will focus on national competitors while international borders remain closed. It is imperative that the event proceeds in this adapted format or it will be at risk of losing its international and national profile, along with growth momentum.

In 2021 the Winternationals will be included as a feature in Council's new Festival of Horsepower initiative.

Joanna Jordan  
**CITY EVENTS MANAGER**

I concur with the recommendations contained in this report.

Carly Gregory  
**MANAGER, MARKETING AND PROMOTION**

I concur with the recommendations contained in this report.

Ben Pole  
**GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

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Doc ID No: A7217325

ITEM: 5  
SUBJECT: EVENT SPONSORSHIP - 2021 AUSTRALIAN SUPERCROSS CHAMPIONSHIP  
AUTHOR: CITY EVENTS MANAGER  
DATE: 26 APRIL 2021

### **EXECUTIVE SUMMARY**

This is a report concerning a potential event attraction opportunity for Ipswich to host round one of the 2021 Australian Supercross Championship at the North Ipswich Reserve in October 2021.

In partnership with Tourism and Events Queensland (TEQ), the event would be positioned as a lead-in event to the World Nitro Games to be held in Brisbane the following weekend.

### **RECOMMENDATION/S**

**That Council support hosting round one of the 2021 Australian Supercross Championship and the following event sponsorship commitment should Tourism and Event Queensland co-funding be secured:**

- A. \$50,000 cash sponsorship**
- B. Waiving of North Ipswich Reserve venue hire**
- C. Support of the event through Council's marketing channels.**

### **RELATED PARTIES**

- Event promoter AME Management
- Tourism and Events Queensland

### **ADVANCE IPSWICH THEME**

Strengthening our local economy and building prosperity

### **PURPOSE OF REPORT/BACKGROUND**

Council has been in negotiations for over 12 months with event promoter AME Management (the Promoter) to host round one of the 2021 Australian Supercross Championship on 16 October at North Ipswich Reserve.

The Australian Supercross Championship is the pinnacle of Australian dirt bike racing. It is arguably the most prestigious Supercross Championship, outside of the USA. Supercross is as much an entertainment spectacle as it is a racing event. It has been described as ‘the 20/20 cricket of motorsport.’

Approximately 6,000 tonnes of dirt is trucked into some of Australia’s most prestigious stadiums and venues, with over 70,000 fans attending the 2019 series. Supercross is the ultimate combination of live sport and entertainment. The action is short, sharp and explosive and provides fantastic value for all ages.

Both the Promoter and City Events see this event well aligned with Ipswich. There is also potential interest from both sides to negotiate a contract option for a multi-year agreement.

The Ipswich event will be the only Queensland round with other rounds as follows:

- Rd 1 Ipswich - Oct 16
- Rd 2 Adelaide - Oct 30
- Rd 3 Perth - Nov 6
- Rd 4 Wollongong - Nov 20
- Rd 5 Melbourne - Nov 27

All rounds and venues, excluding Ipswich, are confirmed.

Key hosting benefits to the City of Ipswich include:

- Attraction of an anticipated 8,000 attendance
- Overnight intrastate and interstate visitation
- Significant direct local expenditure on operational costs
- Profiling of the North Ipswich Reserve venue and City of Ipswich through Fox Sports, Kayo, Sky Sports New Zealand and through the channels of internationally recognised athletes (over 2 million combined followers)

Initially the Promoter requested a \$150,000 event sponsorship investment from council along with in-kind venue and marketing support.

A conservative economic assessment was undertaken on the event given the ongoing uncertainty surrounding COVID-19 and border closures. A maximum \$50,000 cash investment from Council is recommended based solely on a \$1- 1.5 million economic return projection without consideration to media and broadcast benefits that will bring significant return and profile to Ipswich and Queensland over that weekend. This investment was not sufficient to secure the event so an approach was made by City Events to TEQ to match Council’s investment.

TEQ representatives have verbally indicated their intent to match Council’s funding amount with an investment of \$50,000 and to also align the event with the World Nitro Games to be held in Brisbane on 23-24 October 2021. This request is now going through TEQ’s formal approval process and Council is awaiting that decision.

To meet promoter announcement deadlines, this report is provided in advance of this decision to allow Council to move forward once confirmation of TEQ funding is received.

This will include completing a formal panel assessment of an event sponsorship application to be submitted by the promoter.

Should TEQ not approve their investment, Council's sponsorship and the event would not proceed.

### **LEGAL/POLICY BASIS**

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

*Local Government Act 2009*

*Local Government Regulation 2012*

Section 109 of the *Local Government Act 2009* provides local governments with the ability to use discretionary funds in accordance with the requirements prescribed under the *Local Government Regulation 2012*.

Section 202 of the *Local Government Regulation 2012* prescribes a number of requirements for a local government making discretionary funds available.

### **RISK MANAGEMENT IMPLICATIONS**

While Queensland Health restrictions around outdoor events are easing, there is a risk that the event may be postponed or cancelled in the event of a snap lock down.

The snap closure of state borders will also impact the event as it relies on national competitors. This could impact participation and attendance levels.

Council will rely on the Promoter to meet any Queensland Health COVID Safe planning requirements for an event of this scale. Should the promoter not meet Queensland Health requirements this may reflect poorly on council and TEQ as major partners.

If Council or TEQ decide not to support the Round One of the Australian Supercross Championship the event would not proceed in Ipswich and would be hosted by another Queensland destination.

Council will need to supervise the event closely to ensure minimal impact to the field surface. North Ipswich Reserve has hosted a similar event in 2011 with great success and minimal impact on the facilities.

### **FINANCIAL/RESOURCE IMPLICATIONS**

The outlined financial support will be covered by Event Attraction (major) funding allocated within the 2020-2021 City Events budget. This will exhaust this budget line.

### **COMMUNITY AND OTHER CONSULTATION**

Meetings and site tours have been held with the Promoter.

The Manager, Community and Cultural Services has been involved in negotiations and has held initial discussions with Infrastructure and Environment in relation to the event and post event rehabilitation works.

Upon confirmation the event is proceeding, a working group will be established with representation from City Events, Marketing Services, Community and Cultural Services, Infrastructure and Environment (Sports Grounds), Tourism and Economic Development.

## **CONCLUSION**

There is a potential event attraction opportunity for Ipswich to host round one of the 2021 Australian Supercross Championship at the North Ipswich Reserve in October 2021.

In partnership with Tourism and Event Queensland, the event would be positioned as a lead-in event to the World Nitro Games to be held in Brisbane the following weekend.

The event would generate significant economic return while also profiling the City of Ipswich and the North Ipswich Reserve.

The event opportunity relies on co-funding from TEQ and will not proceed if this funding is not formally secured.

To meet promoter announcement deadlines, this report is provided in advance of this decision by TEQ to allow council to move forward once confirmation of TEQ funding is received. This will include completing a formal panel assessment of an event sponsorship application to be submitted by the promoter.

Joanna Jordan

**CITY EVENTS MANAGER**

I concur with the recommendations contained in this report.

Don Stewart

**MANAGER, COMMUNITY AND CULTURAL SERVICES**

I concur with the recommendations contained in this report.

Carly Gregory

**MANAGER, MARKETING AND PROMOTION**

I concur with the recommendations contained in this report.

Ben Pole

**GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

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