



City of Ipswich

**IPSWICH
CITY
COUNCIL**

AGENDA

of the

GOVERNANCE AND TRANSPARENCY COMMITTEE

**Held in the in the Council Chambers,
8th floor – 1 Nicholas Street
IPSWICH QLD 4305**

**On Thursday, 7 April 2022
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
Councillor Marnie Doyle
Councillor Kate Kunzelmann
Deputy Mayor Nicole Jonic

GOVERNANCE AND TRANSPARENCY COMMITTEE AGENDA
*10 minutes after the conclusion of the Growth, Infrastructure and
Waste Committee on **Thursday, 7 April 2022***
in the Council Chambers, 8th Floor, 1 Nicholas Street, Ipswich

Item No.	Item Title	Page No.
	Welcome to Country or Acknowledgment of Country	
	Declarations of Interest	
	Business Outstanding	
	Confirmation of Minutes	
1	Confirmation of Minutes of the Governance and Transparency Committee No. 2022(02) of 10 March 2022	7
	Officers' Reports	
2	Online Community Engagement Platform - Extension to Contract 12873	15
3	Proposed Fees and Charges to apply from 1 July 2022	21
4	Exstention of membership to Audit and Risk Management Committee - final four year term	331
	Notices of Motion	
	Matters Arising	

** Item includes confidential papers

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 3

7 APRIL 2022

AGENDA

WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

BUSINESS OUTSTANDING

CONFIRMATION OF MINUTES

1. **CONFIRMATION OF MINUTES OF THE GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2022(02) OF 10 MARCH 2022**

RECOMMENDATION

That the Minutes of the Meeting held on 10 March 2022 be confirmed.

OFFICERS' REPORTS

2. **ONLINE COMMUNITY ENGAGEMENT PLATFORM - EXTENSION TO CONTRACT 12873**

This is a report seeking a Council Resolution by Ipswich City Council (Council) to undertake a direct engagement with Harvest Digital Planning Pty Ltd. It is proposed to extend the current contract by a further three (3) years on a 1+1+1 arrangement, for the continuation of the "HIVE" online Community Engagement Platform which enables Council's Shape Your Ipswich website, whilst a review is undertaken over the next 12 to 24 months. The "HIVE" online Community Engagement Platform (Shape Your Ipswich website) has been used by the Media and Communications Branch, Coordination and Performance Department since 2019 and is the key tool to provide online engagement opportunities for the Ipswich community. The current contract with Harvest Digital Planning expires on 27 June 2022.

RECOMMENDATION

- A. That pursuant to Section 235(b) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception applies because of the specialised AND/OR confidential nature of the services that are sought and it would be impractical AND/OR disadvantageous to invite quotes OR tenders for the provision of the "HIVE" online Community Engagement Platform, which enables Council's

Shape Your Ipswich website.

- B. That Council enter into a contractual arrangement (Council file reference number 12873 with Harvest Digital Planning Pty Ltd, at an approximate purchase price of \$100,000.00 excluding GST over the entire term, being an initial term of one (1) year, with options for extension at the discretion of Council (as purchaser), of an additional two (2) X one (1) year terms.

3. PROPOSED FEES AND CHARGES TO APPLY FROM 1 JULY 2022

This is a report concerning the annual review of Ipswich City Council's (Council) proposed commercial and cost recovery fees and charges, and the recommended pricing to commence with effect 1 July 2022.

RECOMMENDATION

That the proposed 2022-2023 Fees and Charges, as detailed in Attachment 1 be adopted with an effective date of 1 July 2022.

4. EXSTENTION OF MEMBERSHIP TO AUDIT AND RISK MANAGEMENT COMMITTEE - FINAL FOUR YEAR TERM

Dr Annette Quayle was appointed to the Audit and Risk Management Committee in 2018 for a four-year term with a further possible four-year extension. Dr Quayle has been a valued member of the Committee and adds experience and expertise to the Committee. The request is for Council to support the extension.

RECOMMENDATION

That Council approve the final four-year extension of the membership of Dr Annette Quayle to the Audit and Risk Management Committee to end in March 2026.

NOTICES OF MOTION

MATTERS ARISING

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2022(02)

10 MARCH 2022

MINUTES

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

COUNCILLOR'S APOLOGIES: Deputy Mayor Nicole Jonic

OFFICERS' ATTENDANCE: Acting Chief Executive Officer (Peter Tabulo), Acting General Manager Corporate Services (Jeff Keech), General Manager Infrastructure and Environment (Sean Madigan), Acting Property Services Manager (Kerry Perrett), Chief Information Officer (Sylvia Swalling), Chief of Staff – Office of the Mayor (Melissa Fitzgerald), Senior Policy and Communications Officer (David Shaw), Manager Community and Cultural Services (Don Stewart), Senior Digital Media and Content Officer (Jodie Richter), ICT Category Manager (Jacquie Whitham) and Theatre Technician (Harrison Cate)

LEAVE OF ABSENCE – DEPUTY MAYOR NICOLE JONIC

It was moved by Councillor Jacob Madsen and seconded by Councillor Kate Kunzelmann that a leave of absence be granted for Deputy Mayor Nicole Jonic.

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

The motion was put and carried.

WELCOME TO COUNTRY/ACKNOWLEDGEMENT OF COUNTRY

Councillor Jacob Madsen (Chairperson) delivered the Acknowledgement of Country.

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

Nil

BUSINESS OUTSTANDING

Nil

CONFIRMATION OF MINUTES

1. **CONFIRMATION OF MINUTES OF THE GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2022(01) OF 10 FEBRUARY 2022**

RECOMMENDATION

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

That the minutes of the Governance and Transparency Committee held on 10 February 2022 be confirmed.

AFFIRMATIVE

Councillors:
Madsen
Milligan
Harding
Doyle
Kunzelmann

NEGATIVE

Councillors:
Nil

The motion was put and carried.

OFFICERS' REPORTS

2. **PROCUREMENT: RENEWAL OF LIQUID PETROLEUM GAS (LPG) FOR BUNDAMBA, GOODNA AND LEICHHARDT AQUATIC CENTRES**

This report recommends the renewal of the supply agreement for Liquid Petroleum Gas (LPG) for Bundamba, Goodna and Leichhardt Aquatic Centres with Origin Energy Retail Ltd to enable continuity of gas supply to these facilities.

This report recommends that Council resolve that the exception under section 235(b) of the *Local Government Regulation 2012* applies and that Council proceeds with the engagement of Origin Energy Retail Ltd to provide LPG Sale and

Supply Agreements for Bundamba Goodna and Leichhardt Aquatic Centres for twelve (12) months.

The estimated sum for this period is one hundred and ninety thousand dollars (\$190,000) excluding GST for the three sites.

RECOMMENDATION

Moved by Councillor Marnie Doyle:

Seconded by Councillor Russell Milligan:

- A. That Council resolve it is satisfied under section 235(b) of the *Local Government Regulation 2012* (regulation) that the exception under section 235(b) of the regulation applies and that Origin Energy Retail Ltd is the only supplier reasonably available to it to provide the LPG supply agreement for Bundamba, Goodna & Leichhardt Aquatic Centres for the following reasons:**
- 1. The number of suppliers for heating LPG is limited.**
 - 2. The equipment at the Council Aquatic Centres is owned by the supplier and Council pays a rent and supply of gas cost.**
 - 3. The cost to Council for a new supplier for the removal and replacement of the current infrastructure at the aquatic centres.**
- B. That Council enter into a supply agreement with Origin Energy Retail Ltd for the provision of the LPG sale and supply agreement for Bundamba, Goodna and Leichhardt Aquatic Centres for a period of twelve (12) months for the estimated sum of one hundred and ninety thousand dollars (\$190,000) excluding GST.**

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

NEGATIVE

Councillors:

Nil

The motion was put and carried.

3. RENEWAL OF LEASE - KIOSK 1 KARALEE SHOPPING VILLAGE, 39 JUNCTION ROAD, CHUWAR - CVS LANE CAPITAL PARTNERS PTY LTD TO IPSWICH CITY COUNCIL

This is a report concerning the renewal of a lease over Kiosk 1, Karalee Shopping Village, 39 Junction Road, Chuwar (the Kiosk) between Ipswich City Council (Council) and CVS Lane Capital Partners Pty Ltd as trustee for CVS Lane Karalee Retail Trust (CVS Lane).

“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 Russell Milligan:
Seconded by Councillor Kate Kunzelmann:

- A. That pursuant to section 9 of the *Local Government Act 2009*, Council extend its interest in the land at 39 Junction Road, Chuwar, more particularly described as Lot 100 on SP298886, for library purposes.**
- B. That Council, with CVS Lane Capital Partners Pty Ltd ACN 155 490 154 as trustee (the Lessor), amend the existing lease 720713750 on the following terms:**
- (i) at an annual rent of \$23,766.92 excluding GST is payable by Council, from the commencement of the amendment; and**
 - (ii) for a further term of three (3) years, with no options for extension.**
- C. That Council resolve to authorise the Chief Executive Officer to take the necessary action in order to implement Council’s decision, including but not limited to making, amending and discharging the contractual arrangement.**

AFFIRMATIVE
Councillors:
Madsen
Milligan
Harding
Doyle
Kunzelmann

NEGATIVE
Councillors:
Nil

The motion was put and carried.

4. PROCUREMENT: ARCGIS SOFTWARE LICENCING, MAINTENANCE AND ONLINE CREDITS

This a report seeking a resolution by Council to enter into a contract with Esri Australia Pty Ltd for the provision of ArgGIS software licencing and maintenance and online credits that are operationally utilised as part of Council’s existing spatial services.

This matter is required as officers seek Council resolution that the exception under section 235(a) of the *Local Government Regulation 2012* applies to the provision of licencing, maintenance and other related ancillary items for the operationally necessary products required. The proprietary nature of the incumbent supplier’s products means that there is only one supplier who is reasonably available to provide the support and maintenance for the products.

Further, due to the pending acquisition and implementation of an enterprise spatial solution by Council, it is more costly and disadvantageous to Council to tender for other software products when delivery of the enterprise spatial project will provide a final solution.

A resolution of Council is sought to approve the continuation of the online credits, licencing and maintenance for the ArcGIS software products with Esri Australia Pty Ltd for an initial term of one (1) year, two (2) months and two (2) days (commencing 10 June 2021), with options for extension of an additional one (1) year term. This is an estimated total cost of approximately eighty-three thousand, three hundred and ten dollars (\$83,310.00) excluding GST for the full term of the contract if all extension options are exercised.

RECOMMENDATION

Moved by Mayor Teresa Harding:

Seconded by Councillor Kate Kunzelmann:

- A. That pursuant to Section 235(a) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception applies as it is satisfied that there is only one supplier who is reasonably available for the provision of the licencing and maintenance of the software products and online credits.**
- B. That Council enter into a contractual arrangement (Council file reference 16591) with Esri Australia Pty Ltd, at an approximate purchase price of \$83,310.00 excluding GST over the entire term, being an initial term of one (1) year, two (2) months and two (2) days, with options for extension at the discretion of Council (as purchaser), of an additional one (1) year term.**

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

NEGATIVE

Councillors:

Nil

The motion was put and carried.

5. PROCUREMENT: ONEMUSIC AUSTRALIA LICENCE FOR THE USE OF MUSIC FOR COUNCILS

This is a report seeking a resolution by Council to enter into a contract with Australasian Performing Right Association Limited Trading as ONEMUSIC AUSTRALIA (OneMusic Australia) for the licencing for the use of Music for Councils so as to maintain copyright compliance in relation to the use and

playback of Licensed Music, Sound Recordings and/or Music Videos at Council premises and events.

This matter is required as officers seek Council resolution that the exception under section 235(a) of the *Local Government Regulation 2012* applies to the provision of licencing by OneMusic Australia due to OneMusic Australia being the sole Australian supplier for this single-source service.

A resolution of Council is sought to enter into a contract with OneMusic Australia for an initial term of one (1) year and three (3) months, with options for extension of three (3) additional one (1) year terms. This is an estimated total cost of approximately one hundred and twenty thousand dollars (\$120,000.00) excluding GST for the full term of the contract if all extension options are exercised.

RECOMMENDATION

Moved by Councillor Marnie Doyle:

Seconded by Mayor Teresa Harding:

- A. That pursuant to Section 235(a) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception applies as it is satisfied that there is only one supplier who is reasonably available for the provision of licencing for the use of Music for Councils.**
- B. That Council enter into a contractual arrangement (Council file reference 18458) with Australasian Performing Right Association Limited Trading as ONEMUSIC AUSTRALIA, at an approximate purchase price of \$120,000.00 excluding GST over the entire term, being an initial term of one (1) year and three (3) months, with options for extension at the discretion of Council (as purchaser), of an additional three (3) x one (1) year terms.**

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

NEGATIVE

Councillors:

Nil

The motion was put and carried.

6. INVOLVE PROJECT QUARTERLY STATUS UPDATE

This report provides an update on Council's iVolve Stage 3 Program. Details on the approach of Stage 3 are outlined and while a late start to the Program occurred, remediation of the Delivery Plan has been undertaken, where required,

to meet the 30 June 2022 deadline for delivery of a final Business Case to determine if Council should proceed with an agreed Vendor Solution/s.

RECOMMENDATION

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

That the report be received and the contents noted.

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

NEGATIVE

Councillors:

Nil

The motion was put and carried.

7. **QUARTERLY REPORTS TO THE DEPARTMENT OF STATE DEVELOPMENT, INFRASTRUCTURE, LOCAL GOVERNMENT AND PLANNING**

This is a report concerning a request received by the Mayor (on behalf of Council) from the Director-General, Department of State Development, Infrastructure, Local Government and Planning (DSDILGP) for Council to provide a series of quarterly performance reports through to the quarter ending 30 June 2022.

This is the third of the quarterly reports for consideration by the Governance and Transparency Committee and relates to the period October – December 2021. Endorsement of this quarterly report is sought, with the Mayor to send a letter and the quarterly report to the Director-General.

As noted above, Council's obligation to provide quarterly performance reporting ends on 30 June 2022. Direction will be sought from the Director-General by the Chief Executive Officer on concluding this reporting requirement.

RECOMMENDATION

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

That Committee endorse the draft letter and quarterly performance reports (October – December 2021) set out in Attachments 1-6.

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

NEGATIVE

Councillors:

Nil

The motion was put and carried.

NOTICES OF MOTION

Nil

MATTERS ARISING

Nil

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 10.58 am.

The meeting closed at 11.15 am.

Doc ID No: A7905326

ITEM: 2

SUBJECT: ONLINE COMMUNITY ENGAGEMENT PLATFORM - EXTENSION TO CONTRACT 12873

AUTHOR: PROCUREMENT OFFICER (OPERATIONAL)

DATE: 7 MARCH 2022

EXECUTIVE SUMMARY

This is a report seeking a Council Resolution by Ipswich City Council (Council) to undertake a direct engagement with Harvest Digital Planning Pty Ltd. It is proposed to extend the current contract by a further three (3) years on a 1+1+1 arrangement, for the continuation of the “HIVE” online Community Engagement Platform which enables Council’s Shape Your Ipswich website, whilst a review is undertaken over the next 12 to 24 months. The “HIVE” online Community Engagement Platform (Shape Your Ipswich website) has been used by the Media and Communications Branch, Coordination and Performance Department since 2019 and is the key tool to provide online engagement opportunities for the Ipswich community. The current contract with Harvest Digital Planning expires on 27 June 2022.

RECOMMENDATION

- A. That pursuant to Section 235(b) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception applies because of the specialised AND/OR confidential nature of the services that are sought and it would be impractical AND/OR disadvantageous to invite quotes OR tenders for the provision of the “HIVE” online Community Engagement Platform, which enables Council’s Shape Your Ipswich website.**
- B. That Council enter into a contractual arrangement (Council file reference number 12873 with Harvest Digital Planning Pty Ltd, at an approximate purchase price of \$100,000.00 excluding GST over the entire term, being an initial term of one (1) year, with options for extension at the discretion of Council (as purchaser), of an additional two (2) X one (1) year terms.**

RELATED PARTIES

There was no declaration of conflicts of interest

IFUTURE THEME

Vibrant and Growing
Safe, Inclusive and Creative

PURPOSE OF REPORT/BACKGROUND

Purpose:

The purpose of this report is to make a recommendation to continue with the “HIVE” online Community Engagement Platform which enables Council’s Shape Your Ipswich website, currently supplied by Harvest Digital Planning Pty Ltd to ensure the community can provide feedback to Council via digital methods, and so that the Community Engagement Team can deliver the Community Panel program. The Platform will compliment other community engagement methods undertaken by the Communications and Engagement Branch, and relevant business areas.

Background:

A community engagement digital platform is required by Council to allow the community to provide feedback to Council via digital methods. The platform will compliment other community engagement methods undertaken by the Communications and Engagement Branch, and relevant business areas.

One method of engaging with the community is digitally, as not all people in the community want to attend face-to-face sessions and in the current COVID environment, an online option is often a necessity. As part of an agreed outcome from Transformation Project #15, Council required a provider to host the digital engagement platform and in late 2019 after a request for quote procurement process, the “HIVE” platform, which is the platform for the Shape Your Ipswich website, was selected from six (6) responses as the preferred platform, supplied by Harvest Digital Planning Pty Ltd.

Council’s procurement of this platform was sought to meet the following objectives;

- Demonstrate Council’s commitment to listening to and valuing diverse community voices.
- Increase visibility; showcase and promote Council’s community engagement work in one place.
- Increase accessibility; a ‘one-stop-shop’ for community to easily provide input and feedback to Council’s community engagement and strategic projects.
- Support a culture of engagement through increased transparency and coordination of community engagement activities across Council
- Increase consistency in end-to-end engagement practices (e.g. from project initiation to closing the loop with the community) through access to an easy to use and supported system.
- Strengthen collaborative capability in community engagement practice and activities across Council.
- Increase ability to identify duplication of effort; minimise consultation fatigue and enhance cost effectiveness and maximise process efficiencies in Council-wide community engagement.
- Increase ability to collect and maintain reliable data.
- Improve back-end data analysis and reporting functions that support timely outputs internally and back to the community.
- More informed decision making by virtue of larger input from the community into

Council projects and initiatives.

- Availability of portal generated metrics (e.g. use frequency, type, context) that reflect public participation in Council's engagement activities, to enable continuous improvement and reporting of how Council engages with community.

Digital engagement platforms enable specific engagement capability, which cannot be achieved through other online platforms, such as generic websites, polling or webinar platforms. Online engagement platforms provide community with the opportunity to provide direct and immediate feedback to council on a range of projects and issues. They host a range of different tools which platform administrators use to build bespoke pages that match project requirements, thus enabling community to provide feedback in a variety of ways. This enables more meaningful, varied and accessible digital engagement opportunities for community, a better experience for participants, ultimately leading to better decision making. Online engagement platforms are now a core business requirement for many local governments.

The Coordination and Performance Department are currently undertaking a review of the 'HIVE' to understand the need to test the market for other providers. The purpose of the review is to ensure Council has in place a best practice online engagement tool for community engagement. The review will investigate the capabilities of other community engagement platform providers, data and reporting capabilities, ICT requirements and support, cost, site administration requirements, and alignment with best practice. A comparison of providers will be undertaken together with consulting internally with relevant officers. The review will be undertaken over the next 12 months. A report on the review will be drafted and provided to internal stakeholders on completion.

The review will be completed in conjunction with ICT to ensure compatibility with Council's ICT requirements. If the review's outcome is that the market be tested and potentially a different provider be procured, further consultation with ICT will be undertaken for implementation. Due to ICT Branch's current and projected commitments to major projects, establishment of a new provider may take up to two (2) years. The third + one (1) year should be viewed as a 'safety net' for the ICT Branch to complete the work.

Harvest Digital Planning Pty Ltd are currently meeting Council's needs and expectations for the provision of the "HIVE" online community engagement platform which enables Council's Shape Your Ipswich website. The total cost for a further one (1) year term, from 28 June 2022 to 27 June 2023, with two (2) one (1) year extension options, is estimated at one hundred thousand dollars (\$100,000.00) excluding GST. This figure is based on past annual spend of approximately \$33,000.00.

Ipswich City Council wish to continue the relationship with Harvest Digital Planning Pty Ltd, by extending the current contract 12873 whilst the review in conjunction with the ICT Branch is undertaken to ensure an ongoing service is provided to the community.

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 continuation of an online community engagement platform will reduce the following risks:

- Disconnection with the community in the ability to engage with Council online. This may harm Council’s reputation with limited opportunities for community to provide feedback to Council.
- The success of the Community Panel program which has just launched, as it utilises Shape Your Ipswich to recruit, communicate and engage with members. Interruptions to the platform at this time would significantly compromise the community panel program.
- During the COVID-19 pandemic it is vital to have a digital engagement tool in place. Shape Your Ipswich provides capability for online engagement and hosting webinars.
- Community engagement reporting – including participant data – would be limited. Alternative methods of data collection, analysis and reporting would be laborious and place additional strain on resources.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	That Council agree to extend the current contract 12873 with Harvest Digital Planning Pty for a further one (1) year term, with two (2) x one (1) year extension options for the provision of the “HIVE” online community engagement platform.
(b) What human rights are affected?	No human rights are affected as it is a company. Continuation of Shape Your Ipswich will provide community with a channel to provide feedback to Council, and a platform to host the Community Panel, thus strengthening some of the human rights.
(c) How are the human rights limited?	Not applicable
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	Not applicable

(e) Conclusion	The decision is consistent with human rights and may strengthen human rights within the community.
----------------	--

FINANCIAL/RESOURCE IMPLICATIONS

There are no resourcing or budgeting implications. The operational costs associated with the proposed Contract have been allocated within the Communications and Engagement Branch, Coordination and Performance Department's operational budget.

COMMUNITY AND OTHER CONSULTATION

The Procurement Branch has consulted with the Coordination and Performance Department and ICT Branch who support the recommendations of this report. The membership of Shape Your Ipswich is 3,413 individuals¹. This evidences broad community interest and support for the platform, and as such direct community consultation on this matter has not been undertaken.

CONCLUSION

In order for Council to continue to provide this online community engagement service to the community, it is recommended Council resolve to extend the current contract 12873 with Harvest Digital Planning Pty to continue the use of the HIVE online community engagement platform for the Shape Your Ipswich website for a further one (1) year term, plus two (2) x one (1) year extension options for cover until 27 June 2025.

Nicky Weldon
PROCUREMENT OFFICER (OPERATIONAL)

I concur with the recommendations contained in this report.

Jacquie Whitham
ICT CATEGORY MANAGER

I concur with the recommendations contained in this report.

Wayne Bichel
ACTING MANAGER, PROCUREMENT

I concur with the recommendations contained in this report.

Melanie Rippon
ACTING ENGAGEMENT MANAGER

I concur with the recommendations contained in this report.

Barbara Dart
ACTING GENERAL MANAGER COORDINATION AND PERFORMANCE

¹ At time of report drafting, 4 March 2022.

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

Doc ID No: A7916082

ITEM: 3

SUBJECT: PROPOSED FEES AND CHARGES TO APPLY FROM 1 JULY 2022

AUTHOR: ACTING TREASURY ACCOUNTING MANAGER

DATE: 25 FEBRUARY 2022

EXECUTIVE SUMMARY

This is a report concerning the annual review of Ipswich City Council's (Council) proposed commercial and cost recovery fees and charges, and the recommended pricing to commence with effect 1 July 2022.

RECOMMENDATION/S

That the proposed 2022-2023 Fees and Charges, as detailed in Attachment 1 be adopted with an effective date of 1 July 2022.

RELATED PARTIES

This report deals with the adoption of the pricing of fees and charges and does not specifically reference any third party. There have been no conflicts of interest declared as at the date of this report. Councillors should consider where fees and charges may impact on their other interests or activities.

IFUTURE THEME

A Trusted and Leading Organisation

PURPOSE OF REPORT/BACKGROUND

Section 98 of the *Local Government Act 2009* (LGA) requires Council to maintain a publicly available register of cost recovery fees. Council's current register lists over one thousand services, encompassing both cost recovery and commercial fees.

An annual review is undertaken prior to the start of each financial year as part of the budget process. While the annual review is coordinated by the Finance Branch, Departments remain responsible for developing recommendations to Council with regard to the proposed fees and charges.

In reviewing fees and charges, the Departments consider increases in the underlying costs of service delivery, consistency of the fees with Council policy and objectives, financial impact analysis and benchmarking of charges. Departments are also requested to undertake analysis of market conditions and stakeholder consultation where appropriate.

The proposed register is intended to capture all fees and charges, with the exception of property rates, penalties, levies, commercial leases and services provided by controlled entities.

Section 97 of the LGA allows Council to set cost-recovery fees for a range of regulatory functions, specifically:

- a) licences, permits, registration or approvals;
- b) change of ownership of land;
- c) giving of information kept under a *Local Government Act*;
- d) seizing property or animals under a *Local Government Act*; and
- e) performance of certain responsibilities under the *Building Act* or the *Plumbing and Drainage Act*.

The LGA requires that a cost-recovery fee be no more than the cost to the local government of taking the action for which the fee is charged. Where the fee is a cost recovery fee, it is identified within the register by the reference to the relevant paragraph of LGA s 97(2), and the head of power under which the service is offered. Approximately two-thirds of fees listed in the register are cost recovery fees.

In addition to cost recovery fees, there are a small number of fees which are set by, or based on, a pricing approach set by regulation. Such fees will typically relate to Planning and Development matters, or regulated services such as Right to Information charges.

The register also captures the fees and charges for Council's commercially offered range of goods and services, such as venue hire, equipment hire and sporting facility use.

The proposed Fees and Charges register for 2022-2023 is provided at **Attachment 1**.

An outline of any notable fees and proposed changes within the register, by subject, is contained below.

Approval of the fees is sought from Council well in advance of 1 July, so as to allow sufficient time for invoices for selected licence and permit renewals to be issued 30 to 60 days ahead of the start of the new financial year. For example, food licence renewals are required to be issued at least 60 days in advance. Dog registration renewals are issued at least 30 days before the due date in accordance with Council policy.

A comparison of the existing Fees and Charges in place through 2021-2022 and the proposed Fees and Charges for 2022-2023, including details of new and discontinued fees, are listed in **Attachment 2**.

Overall, the service offerings and associated prices for the 2022-2023 financial year are not proposed to be significantly changed from that of the current year. The price of the majority of regulatory fees for permits, registrations, licencing and related services are proposed to increase in line with the forecast Council Cost Index (CCI) at 2.35%, plus rounding. The CCI is

a specific indexation which reflects forecasted growth in the cost of Council service delivery, calculated on the basis of anticipated growth in wages, construction costs and the Consumer Price Index for the relevant financial year.

Development Planning Application Fees and Engineering and Environment Fees are proposed to increase by 3% plus rounding, reflecting additional investment in recruiting and training entry level staff (graduate professionals) into the Department. By doing so, the intention is that these staff will be able to undertake a range of duties that will provide capacity in the senior ranks of the Planning and Regulatory Services Department, ultimately reducing processing times for applicants and delivery costs in the long term.

Commercial fees, most of which relate to venue hire, were not increased last year due to the uncertainty stemming from COVID-19 and pricing in the market for events at that time. These fees have been reviewed again in line with current market conditions and subject to increases and/or product changes where considered appropriate.

The standard gate charge for residential waste at Council's transfer stations is proposed to be increased from \$12 to \$14, reflecting the impact of higher waste disposal costs. A new waste fee for on-demand bulk item collection is currently being considered by Ipswich Waste Service for introduction later in the financial year. As such, it is not in the register of proposed fees commencing 1 July.

The fees and charges captured within the register represent standard or 'business as usual' pricing for services. In the event that a significant event prompts consideration of short term variations to specific fees, such as COVID-19 shutdowns, flooding or other disaster events, Council may resolve to apply discounts, waivers or refunds to these fees. Any resolutions regarding the flood-related concessions considered by Council in its March 2022 meeting, or subsequent to this, therefore remain valid and continue in parallel with these prices if approved.

Footpath dining fees, which are currently the only fees still subject to a waiver in relation to COVID-19, are proposed to return to standard pricing pending a further review.

Following their adoption, the Fees and Charges may be amended at any time by a resolution of Council.

Summary of notable fee charges and proposed amendments for 2022-2023.

Corporate Services and Information

- Corporate Documentation and Reports

No substantive changes are proposed in relation to Council's corporate documents. The names of selected publications such as Council's iFuture Corporate Plan have been updated or consolidated where applicable to reflect current naming conventions. All documents are available free of charge in electronic form. The availability of Local Laws electronically via Council's website has been included in the new register to identify that this is available free of charge (Attachment 2, page 16).

Where a customer requests a hardcopy of a Local Law or Council meeting minutes, photocopy charges (at cost) will apply.

- Rates and Property Records

Rates enquiries, copies of current or unpaid rates notices, and access to rates information online via the eNotices portal remains at no charge to the registered property owner.

Provision of duplicate rates notices, where rates have been paid or the customer is not the registered owner of the property, remain unchanged at \$8 per notice. The small increase in service delivery costs was not sufficient to warrant a price increase at this time. A minimum charge, equivalent to four notices, has been for customers seeking copies of five or more notices in one transaction (Attachment 2, page 20).

The charge for a Rates Only Property Search Certificate (Extract from Land Record) is proposed to remain at \$113 (Attachment 2, page 20), with the benefit of economies of scale being seen against current service delivery levels.

The change of ownership fee is proposed to increase from \$62 to \$64, in line with costs (Attachment 2, page 21).

- Right to Information

The Right to Information fees are set under regulation by the Queensland Department of Justice and Attorney-General on an annual basis. The charges to apply for the forthcoming financial year are yet to be confirmed by the State. As a result, the draft report reflects the current financial year charges, with an acknowledgement that these charges will be updated upon confirmation by the State of the pricing to be applied from 1 July 2022 (Attachment 2, page 22).

- Print and copy charges. Legal Services

A small increase of \$0.20 is proposed for postage and handling of a requested A4 document, report or CD (up to 500g). Council does not charge postage of standard letters (Attachment 2, page 23).

Staff supported printing and copy charges remain unchanged (Attachment 2, page 23).

Animal Management

- Animal Licences and Permits

Animal management inspection fees, permits and licences (Attachment 2, pages 26-32), are proposed to increase by 2.35% (plus rounding), in line with the forecast increase in Council's underlying costs of delivery.

A new fee of \$113 for the amendment of an Animal Management Licence has been proposed in order to differentiate licence amendments from the existing fee for permit amendments and is priced to reflect the additional time and compliance checks involved (Attachment 2, page 27).

Standard and non-standard animal permits for Poultry/Birds and Livestock respectively have been consolidated into single new fees (Attachment 2, pages 29-30). The process and effort involved in processing applications for both standard and non-standard permits was effectively the same, making it redundant to offer separate options. The permit options are now consistent with that available with regards to dogs and cats. The standard CCI has been applied to the 2021-22 applicable fee, plus rounding.

- Dog Registration

Introductory dog registration fees are proposed to remain at a discounted rate of \$20 to encourage dog registration and responsible pet ownership (Attachment 2, pages 32-33). The introductory registration charges have remained at this low nominal rate since 2016. No initial registration charge is applicable to Ipswich and Wacol RSPCA Adoptions.

Dog registration renewal fees for entire and desexed dogs are to increase by \$5 and \$2 a year respectively (Table 1 below, and Attachment 2, page 33). A \$30 discount is applied to fees where payment is made by the due date.

Table 1: Summary of the proposed common dog registration fees

	Pay by date fee		Pay after date fee		Increase (\$)
	Current 2021-2022	Proposed 2022-2023	Current 2021-2022	Proposed 2022-2023	
Entire Dog - Standard	\$ 179.00	\$ 184.00	\$ 209.00	\$ 214.00	\$ 5.00
Desexed Dog - Standard	\$ 39.00	\$ 41.00	\$ 69.00	\$ 71.00	\$ 2.00
Entire Dog - Pensioner	\$ 80.00	\$ 82.00	\$ 95.00	\$ 97.00	\$ 2.00
Desexed Dog - Pensioner	\$ 28.00	\$ 28.50	\$ 43.00	\$ 43.50	\$ 0.50

A small increase is proposed for dog registration by eligible pensioners, with increases of \$2 per year for entire dogs, and fifty cents for desexed dogs (Table 1 above, and Attachment 2, pages 33-34). Pensioners' dog registrations fees were not subject to any increased last year. A \$15 discount continues to apply to fees where payment is made by the due date.

Registrations for Guide Dogs, Assistance Dogs and Queensland Integrity Commission Members are exempt from registration charges, in accordance with Council's dog

registration policy (Attachment 2, page 34). Reciprocal dog registration also remains at no charge (Attachment 2, page 38).

Registration fees for non-compliant dangerous dogs and menacing dogs are proposed to increase by \$15, in line with the CCI (Attachment 2, pages 35-36). The initial year (pro-rata), and renewal fees are \$550, or \$520 with pay-by date discount. Compliant dog renewals are not proposed to increase, as the fees were increased last year, and the current rate reflects a 50% discount on the non-compliant fee.

Renewal fees for entire dangerous dogs and menacing dogs are proposed to be discontinued, as under the current Council policy, such dogs must be desexed in order to be compliant (Attachment 2, pages 35-36). These fees are therefore considered redundant.

Separate registration of farm dogs is proposed to be discontinued (Attachment 2, pages 37-38). Genuine working dogs on farm properties are exempt from the registration requirement under Council policy, and as such no fee applies. Where a dog is a pet dog, these should be registered as either the standard entire or desexed dogs. This policy amendment brings non-urban dog registration requirements in line with that applied to residential areas.

Discounted registration of entire dogs for Dogs Queensland Members is also proposed to be discontinued, as the option to use this fee is considered to provide a disincentive for Members to desex their dogs (Attachment 2, page 38). Standard entire dog registration fees would become applicable.

- Animal Impounding

Minimal changes are proposed in relation to animal impounding. (Attachment 2, pages 39 – 42). Where fees apply, most have been escalated in line with the CCI, plus rounding, reflecting increases in underlying service costs.

A small increase of seventy cents is proposed for microchipping, bringing this fee to \$26.70 (Attachment 2, pages 39 and 40).

Sustenance fees for animals cover the cost of food and attendant time caring for the animal. The first overnight stay for all animals are currently free of charge. A fee of \$27.20 is in place for subsequent overnight stays for dogs, to encourage timely collection (Attachment 2, page 39). New subsequent night sustenance fees, consistent with that in place for dogs, is proposed for cats (also at \$27.20) and Birds and Poultry (\$1.50) (Attachment 2, pages 40 and 42 respectively). Sustenance charges for Livestock are proposed to be reduced (Attachment 2, page 41).

Tagging of cattle, sheep and goats is proposed to be charged on a per head basis, rather than an hourly charge, consistent with actual costs incurred and the fee structure applied by other local authorities (Attachment 2, pages 41 and 42).

- Pest Management

Two new fees are proposed to cover service costs associated with the treatment of weeds by Council's biosecurity team. Fees of \$215 per hour for treatment of noxious pest plants, and \$145 for designated pests is proposed (Attachment 2, pages 43 and 44). The service charge

covers staff costs, as well as vehicle costs, equipment and consumables such as chemicals required.

Community Development and Services

The user contribution for Home Assist services is proposed to remain at the current charge of \$61 per hour (Attachment 2, page 45). This fee is only applied where a client has requirements in excess of the funding already provided from within the scheme, and as such is rarely charged.

No fee increases are proposed in relation to the Ipswich Tourism Operators Network, the Ipswich Visitor Information Centre or Fire Station 101 (Attachment 2, page 45 to 47).

Health and Regulatory Services

Most fees under the Health and Regulatory Services section were subject to a detailed pricing review in 2019. As such, the existing services have been subject to minimal change and prices generally escalated in line with the CCI (Attachment 2, pages 49-59).

The separate fees for Design Assessment and Initial Licence have been discontinued for entertainment venues, public swimming pool venues, and caravan parks and camping grounds (Attachment 2, pages 50-51, 53 and 54 respectively). The Design Assessment is a required stage in the issuance of an initial licence, and as such it was unnecessary to require applicants to pay two separate fees. A new, consolidated "Design Assessment and Initial Licence" fee has been applied in each category to replace the two existing fees. Pricing reflects the combined cost of both services, indexed for the coming financial year as per the CCI.

Food business licence have been separated into new and existing licences, both being the same value at \$385 (Attachment 2, page 55).

Ipswich Waste

Fees across Ipswich Waste Services are subject to recommended price rises as a result of significant increases in landfill disposal and waste levy costs. Services remain below cost recovery.

- Recycling and Refuse Centres

Waste disposal fees for Ipswich Residents at the Riverview Refuse and Recycling Centre are proposed to increase from \$12 to \$14 for the first 500kg of general waste, and excess waste charges on a per kilogram basis from 20 cents to 22 cents (Table 2 below, and Attachment 2, pages 60-61).

The proposed fees are in line with benchmarks of other Local Government waste providers.

The Rosewood facility does not utilise a weighbridge for incoming and outgoing vehicles, and as such, the charges are applied on a cubic meter basis rather than by weight. The \$12 minimum fee applied at the Rosewood Refuse and Recycling Centre (for up to two cubic meters of waste) is proposed to be increased to \$14 in line with Riverview, with each additional cubic meter of waste up \$2 to \$37 (Attachment 2, page 61).

Disposal fees for non-Ipswich residents, commercial and industrial waste are not proposed to increase as outlined in table 2 below.

Table 2: Summary of Domestic and Commercial Recycling and Refuse Centre Fees

	Current	Proposed	Increase	Increase
	2021-2022	2022-2023	(\$)	(%)
Domestic Waste (General)				
Riverview: first 500kg	\$ 12.00	\$ 14.00	\$ 2.00	16.7%
Riverview: Excess (per kg over 500kg)	\$ 0.20	\$ 0.22	\$ 0.02	10.0%
Rosewood: first 2 cubic meters	\$ 12.00	\$ 14.00	\$ 2.00	16.7%
Rosewood: Excess (per cubic meter)	\$ 35.00	\$ 37.00	\$ 2.00	5.7%
Non-Ipswich Residents / Commercial / Industrial Waste				
Riverview: first 300kg	\$ 70.00	\$ 74.00	\$ 4.00	5.7%
Riverview: Excess (per kg over 300kg)	\$ 0.20	\$ 0.22	\$ 0.02	10.0%
Rosewood: first 2 cubic meters	\$ 70.00	\$ 74.00	\$ 4.00	5.7%
Rosewood: Excess (per cubic meter)	\$ 35.00	\$ 37.00	\$ 2.00	5.7%

Tyre disposal fees are proposed to be increased by between \$0.40 and \$1.00 per tyre (Attachment 2, page 60). For example, disposal of a standard passenger tyre (excluding rim) will increase from \$8.55 to \$9.00 per tyre. The adjustment in prices is reflective of current contracts for removals and site and weighbridge operation costs, while remaining consistent with market competition.

Ipswich Waste Services is planning to introduce a new domestic service for ad-hoc large waste collections commencing later this financial year. A separate paper, outlining a recommended service fee, will be submitted to Council for consideration closer to the start date for this service. As such it is not contained within the current register.

- Domestic Bin Services

The fee for an extra domestic wheelie bin service is proposed to increase by \$2 to \$22 per service (Attachment 2, page 63). The fee was increased last year by \$3, however the service remains heavily subsidised.

The annual FOGO (Food Organics Garden Organics) waste bin service for tenants is proposed to increase by only 2.5%, from \$80 to \$82 to encourage community utilisation (Attachment 2, page 63). While rating decisions are yet to be made for 2022-2023, the alignment between the tenant service and the owner occupied rated service will be a consideration.

Commercial waste and recycling services are set by Ipswich Waste on a competitive per quote basis, and as such are not listed within the register.

Library Services

Most library services, including venue hire, research and training sessions, and Friends of Ipswich Libraries Service memberships are proposed to remain unchanged.

An exception is proposed that the current \$5 invoicing fee for overdue library items be discontinued (Attachment 2, page 64). The fee was introduced in lieu of overdue borrowing fees several years ago, to partially offset the cost of issuing an invoice for replacement of an item not returned. Notices are only issued after a reasonable time has elapsed since the due date.

Over the last three financial years, around 5,000 notices have been issued per year, generating approximately \$8,000 in revenue on average. The majority of fees are either not paid or waived, either upon return of the book or because the borrower falls into a category eligible for a discretionary waiver (e.g. a young child).

Across Australia, only a small number of libraries now charge overdue or processing fees, with new research pointing to considerations regarding the effectiveness of an additional fee as a behavioural driver, the demographics and capacity to pay of library users, and the potential for such fees to dissuade individuals from making use of the library.

This fee was set below cost recovery. The financial impact of discontinuation would be minimal, and the staff time savings can be directed to better supporting customers.

Members would remain liable for the cost of replacing an item borrowed and not returned (or returned damaged).

A small increase of 5 cents per page is recommended for A3 and colour printing to cover service provision costs (Attachment 2, pages 67 to 68). The basic black and white A4 print and copy option, which is utilised most by library members, is to remain unchanged.

Parks, Sporting Grounds and Facilities

- Park Use

Key deposits for commercial park use are proposed to be discontinued, as key replacement can be invoiced or included in the bond, consistent with previous resolutions regarding the transition to Council's new CLIQ key system (Attachment 2, page 70).

With respect to sport and recreation clubhouse use, the key deposits and bonds are no longer to be applied. Payment of an upfront bond is financially and administratively burdensome on clubs and Council. Where damage is incurred or additional cleaning required, the terms and conditions of hire allow for Council to invoice for any costs, and Council has the option not to reissue permits for subsequent seasons if invoices remain unpaid (Attachment 2, page 75). The same is proposed for ongoing bookings for community facilities (other than Rosewood showgrounds).

Nominal increases are proposed for commercial park hire, reflecting increased demand for use of outdoor spaces, and consequential rises in maintenance costs. For example, the hourly rate per location for commercial hire (1-100 people) is proposed to increase from \$72 to \$74 per hour (Attachment 2, page 70). Fee increases have been kept to a minimum so as not to discourage use.

Use of parks by fitness groups or personal trainers are proposed to increase in line with the CCI (Attachment 2, page 72).

Use of sporting grounds and park zones has been reviewed, with a new fee structure proposed (Attachment 2, page 73). The existing seasonal fee is proposed to increase from \$350 to \$420 (a 20% increase). The seasonal fee has not been increased in the past two years and has been reset in line with comparable benchmarks and with consideration to increasing maintenance costs. This price increase may be largely offset with the introduction of two new concessions, being:

- a) A 10% discount for timely payment of seasonal or longer-term fees, and
- b) A standing discount of 7.5% on seasonal or longer-term lighting charges to be applied in advance in consideration to poor weather causing the cancellation of training or play during a season.

The discount on lighting fees is intended to be a one-time up front discount where fees are paid in advance of the season. The rationale for a blanket discount is that this is administratively simpler than clubs applying for, and Council issuing credit notes throughout the season.

An additional annual permit fee is to be made available for clubs and associations seeking year-round use of parks and sporting grounds (up to 52 weeks per year). The proposed fee of \$756 is the price of two seasons combined, less 10% (Attachment 2, page 73). Longer term permits for seasonal and annual use may be made available by invitation to clubs who have been established long-term at a facility. Standard fees would continue to be payable seasonally or annually.

Proposed bookings for school use of sporting grounds and facilities have been reviewed following consultation. Feedback from stakeholder schools has indicated demand for greater activation and access to facilities, with a preparedness to pay for the increased service levels. As such, the free use of sporting grounds for local schools for competitions is proposed to be discontinued, and standard hourly or seasonal booking rates applied. (Attachment 2, page 74). In order to balance the increased demand from community groups for afterhours bookings, the option for discounted school bookings after 6pm is also to be discontinued, with the preference that school lessons and training occur during the day where possible.

Minimal changes have been proposed with respect to facility use (Rosewood showgrounds and other locations), with fees increasing in line with the CCI plus rounding (Attachment 2, page 76).

No increases are proposed with respect to bookings of the George Alder Tennis Centre, as these fees were only introduced last year (Attachment 2, page 77).

Camping fees for Harding's Paddock and Rosewood Showgrounds are proposed to increase by \$1 per site, per night for both powered and non-powered site options. (Attachment 2, page 78). Camping fees have not increased in a number of years, and with renewed demand for bookings and rising maintenance costs, a nominal increase is considered appropriate. The proposed fees, outlined below, remain at the lower end of comparable camp site fees elsewhere.

Table 3: Camping Site Fees (per site, per night)

	Current 2021-2022	Proposed 2022-2023	Increase (\$)	Increase (%)
Harding's Paddock				
Camping fee – unpowered	\$ 13.00	\$ 14.00	\$ 1.00	7.7%
Rosewood Showgrounds				
Camping fee – unpowered	\$ 16.00	\$ 17.00	\$ 1.00	6.3%
Camping fee – powered	\$ 13.00	\$ 14.00	\$ 1.00	7.7%

- Ipswich Art Gallery

No changes are proposed to the charges listed in relation to the Ipswich Art Gallery (Attachment 2, page 78). Ticketed events, workshops and merchandise will continue to be offered on a retail basis.

- Civic Centre Venues and Services

Fees for events and venue hire have historically increased each year in line with industry benchmarks. Reduced demand, shutdowns and market uncertainty arising from COVID-19 over the past two years have significantly affected this sector, which with recent easing of restrictions is now showing signs of recovery. Fees were not increased last year, consistent with market conditions at that time. However, a review of set booking fees in respect to new COVID-19 requirements, venue capacity and demand has identified that selected fees should now be adjusted.

Key recommended changes include:

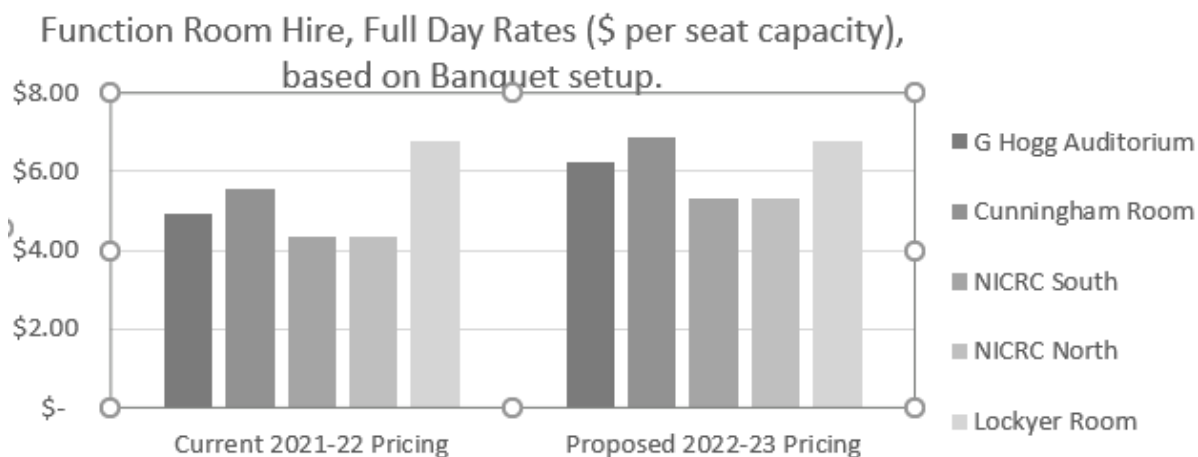
- An increase in hire rates for the G Hogg Auditorium, with full and half day options increasing by 25-30%, and performance and rehearsal rates 75-100% (Attachment 2, page 80).
- Increase in Cunningham Room hire fees of 20-25%.
- Discontinuation of additional hourly hire rates, some rehearsal and set-up fees.
- Removal of specific Public Holiday charges, to be replaced with a 10% surcharge on the standing rates.
- An increase in the hire rates for both North and South rooms of the North Ipswich Reserve Corporate centre of 22%.
- A simplification of marketing services, with a single standard package now on offer (at the lower end of the price range), with the option to customise with other or alternative services as required (Attachment 2, pages 87 to 88).

The fee increases for the G Hogg Auditorium, Cunningham Room and North Ipswich Corporate Reserve Centre are material (refer to Table X below). The changes are however intended to bring fees in line with comparable benchmarks and provide a greater consistency across venues for pricing on a per-head (capacity) basis, as can be seen from the example in chart 1.

Table 4: Key function room pricing changes (full day rates)

	Pricing			Room Capacity (by setup configuration)		
	Current 2021-22	Proposed 2022-23	% increase	Banquet Function	Theatre	U shaped
G Hogg Auditorium	\$945	\$1,200	27%	320	760	60
Cunningham Room	\$535	\$660	23%	160	180	40
NICRC South	\$300	\$365	22%	115	150	40
NICRC North	\$300	\$365	22%	115	150	40
Lockyer Room	\$365	\$365	0%	90	80	24
Logan Room	\$165	\$165	0%	-	-	12
Foyer Terrace	\$110	\$110	0%	130	-	-

Table 1: Example of comparative pricing on a per-set basis



The additional protocols for function venue management stemming from COVID-19 have also been a factor in increasing prices on average.

In a change to the eligibility for discounts, it is proposed that School Groups (education and private school tuition) may be eligible for a 40% discount (upon application) for venue hire, technical equipment and ticketing. Community groups, which will generally have a lower capacity to pay, remain eligible for a 50% discount. "Community group" is defined as Ipswich based charity, not for profit organisation or amateur performance group.

Other than the change to Public Holiday bookings, Studio 188 is proposed to remain unchanged, given its focus on youth and affordable events (Attachment 2, page 80). Lockyer and Logan room bookings at the Civic Centre are also proposed to remain unchanged.

Venue floor plans, setup and usher services are proposed to increase between 10-15%, reflecting minor increases in wage costs, combined with the need to accommodate new COVID management protocols in operating the facility (Attachment 2, pages 84 to 85).

Market rates are not expected to increase over the next year. In light of this, Civic Centre venue hire and related services are not proposed to increase from 1 July (Attachment 2, pages 84-90). Market conditions will continue to be monitored.

Hire rates for the 1 Nicholas Street event space and meeting rooms, and the Augustine Heights Community Hub introduced in 2021-22, are not proposed to be increased (Attachment 2, pages 90 to 92).

- Nature-Based Commercial Activity Licences

The Infrastructure and Environment Department has proposed to introduce annual and half-yearly Nature-Based Commercial Activity Licences to enable small businesses to operate environmental education and eco-tourism programs within council natural areas (Attachment 2, page 93). The requirement for a licence applies to commercial activities only. Pricing is in line with the fee for Use of Parks or Sporting Grounds by Fitness Groups/ Personal Trainer but is below cost recovery.

Planning and Development

Planning and Development Fees constitute approximately 40% of fees and charges revenue.

Cost recovery fees across planning and development have been escalated in line with anticipated increases in the underlying costs of delivery (CCI of 2.35%), and subject to rounding. The exception to this is Development Planning Application Fees and Engineering and Environment Fees, which have been increased by 3% plus rounding for 2022-23 (Attachment 2, pages 120 to 147 and 150 to 173). The increase in costs reflects additional resourcing being directed to processing applications, with the introduction of a program to engage graduate professionals within these Branches to improve workforce succession planning and processing application turnaround times.

A small number of new fees have been proposed within Planning and Development, including:

- Refund of Fees prior to the determination of an application for Building Applications (post issuing of Action Notice) are proposed to be offered at 90% of the assessment fee (Attachment 2, page 96),
- An assessment and inspection fee for the demolition or removal of an on-site sewerage facility is proposed at \$210 with consideration to its classification change from notifiable to minor works (Attachment 2, page 119),
- A second new fee of \$245 is proposed in relation to assessment and inspection of minor alterations to existing effluent irrigation system within previously approved location, in recognition that this requires less assessment than a full system replacement,
- Variation Requests under the *Planning Act* – Whole of Site Material Change of Use has been included as a variation to the existing fees as clarification on the pricing of simpler applications (Attachment 2, page 132),
- Similarly, a fee for Compliance Assessment for multiple residential developments (where required through a condition of approval), and

- Compliance Assessment for other developments (i.e. community facilities/schools etc) are proposed to clarify where fee variations are applicable (Attachment 2, page 150).

New fees are also proposed for type one, two and three development compliance certificates where condition auditing is requested (Attachment 2, page 151). Several other Local Authorities charge a fee where an applicant or property owner requests a Certificate of Compliance for a development permit issued by Council. The proposed fees have been set in line with comparable industry benchmarks and estimated cost of processing.

Roads, Traffic and Parking

No changes are proposed to parking meter charges this year. Prices are set on the basis of demand, consistent with the City of Ipswich Parking Pricing Strategy. Metered parking charges were last increased in 2018. The fees in place are as follows:

Table 5: Regulated Parking Meter Charges (2018-2019 onwards)

Time restriction	Fee (incl. GST)
½ Hour	\$ 0.70
1 Hour	\$ 1.40
2 Hour	\$ 2.80
3 Hour	\$ 4.20
4 Hour	\$ 5.60
9 Hour	\$ 7.00

(Refer to Attachment 2, page 177).

Regulated Parking Permits for work zones and residents are proposed to be increased in line with the CCI, plus rounding (Attachment 2, page 177). Single and multiple residential parking permits have increased to \$64.

- Temporary closure of regulated parking spaces

Fees related to the temporary closure of regulated parking spaces are proposed to be discontinued (Attachment 2, pages 177 to 178). At present, there is no avenue by which a builder or developer can make an application for this permit. The application forms for related works, which are processed in Planning and Development rather than Infrastructure and Environment, were revised a couple of years ago and omitted this permit component. As such, there have been no permit applications in recent years.

Further, it is noted that developers and builders are now required to undertake signage related to the closure of the parking spaces themselves, which was the bulk of the cost for Council involved in the service. Under cost recovery, the permit fees would thus now be much lower than provided for in the existing fees and charges register. For metered parking spaces, the additional foregone revenue is considered minimal, at around \$10 per bay per day. It is proposed therefore that these permits be discontinued, pending further review into the need to have restrictions to closure of parking spaces in place.

Amendments to the applicable Local Law may be necessary to remove the requirement for these permits to be in place.

- Road regulation fees

Road regulation fees are generally recommended to be increased in line with the CCI plus rounding.

- Commercial Use of Roads

A new fee is proposed under commercial use of roads to allow access to the Food Truck Friendly online booking system for eligible and licenced applicants (Attachment 2, page 180). This service was introduced last year at no charge for the introductory period. A nominal application fee of \$100 per annum per applicant is now proposed. This fee is below cost recovery. Information on the number of program applicants/bookings is not available at this time.

- Footpath Dining

Footpath dining fees are proposed to remain unchanged at this time. Fees have been subject to COVID waivers for much of the past two years. A review of their application long-term is currently underway, noting there are only a small number of licence holders.

- Pedestrian Mall Use

Commercial and community permit fees for the Pedestrian Mall (Tulmur Place) have been reviewed, and a new structure proposed (Attachment 2, pages 181 to 183).

Use of Pedestrian Mall Permits have been limited whilst the CBD precinct has been subject to ownership by ICP and subsequently redeveloped. Over the past year, permit fees have been waived to facilitate site reactivation. Further, where events have been hosted by Council as has occurred in most instances during reactivation of the site, operators are generally not required to hold individual permits.

A review of permits and licences, as well as potential other site use fees is being undertaken with consideration to the intended future uses of this space, Local Law requirements and the potential for related usage licences and event management services. Permits remain a requirement under the existing Local Laws and will be a pre-requisite for any use of the site, including where additional commercial site use licences or event fees have been or may be offered in the future by other Departments.

The permits are required under the provisions of the *Local Government Act* s97(2) to be at or below cost recovery. In reviewing the existing suite of permits, Planning and Regulatory Services (in consultation with other Departments) have been able to identify alternative processes akin to that used for parks bookings which can be used to streamline the acceptance and application process, allowing significant savings against the historic permit prices.

Where permits are applicable to charitable, not-for-profit or community organisations, the permit fees are below cost recovery.

The permit fees, along with any new proposed licence or event fees associated with use of Tulumur Place, will continue to be reviewed with respect to the future strategy for managing this space.

Other Council Services (Miscellaneous)

- Bonds and Key Deposits across Council

A revised fee structure for key deposits and key replacement fees was approved by Council on 28 January 2021 and has been progressively implemented concurrent to the rollout of the new keying system for Council assets and no further changes to key deposits or replacement fees are therefore proposed at this time (Attachment 2, page 188).

- Sale of Plants (Nursery Operations)

The charges for the wholesale and retail sale of plants have been subject to a small increase in line with CPI (plus rounding) to maintain consistency with industry benchmarks. For example, the maximum retail price for native (tubed) plants has been increased from \$4.80 to \$4.90 each (Attachment 2, page 189).

- Other Recoverable Works (Tree Assessment and Replacement)

The fee for tree assessment on public land has been changed to “by quote” in place of a fixed hourly rate, to better reflect the need to customise assessments on a case by case basis, where elements such as travel time can vary significantly (Attachment 2, page 191).

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: *Local Government Act 2009 s97 and 98*

RISK MANAGEMENT IMPLICATIONS

The primary financial risk in relation to fees and charges stems from externally driven demand for services. This is particularly the case for the Planning and Development related fees, which brings in approximately 40-50% (\$14 million) of fees annually. Commercial offerings such as venue hire also continue to be vulnerable in the context of COVID-19.

Risks associated with individual service offerings are managed operationally by the responsible Department.

Where competition policy or cost recovery requirements apply, risks associated with this are mitigated through costing exercises and benchmarking (where appropriate) being undertaken by the responsible department as a part of this annual review process.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	Recommendation 1 seeks Council approval for the proposed 2022-2023 Fees and Charges, as detailed in Attachment 1 to the report, to be adopted with an effective date of 1 July 2022

(b) What human rights are affected?	This decision has the potential to impact human rights in relation to: <ul style="list-style-type: none"> - Recognition and equality before the law, and - Taking part in public life
(c) How are the human rights limited?	The application of fees and charges has potential to disadvantage some members of the community by limiting their ability to access Council services.
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	<p>The proposed fees and charges do not apply to core Council services or public goods. Fees and Charges apply to goods which are optional to take up and benefit an individual.</p> <p>Where charges are applied, this is enabled by, and governed by legislative provisions. For services which can be provided by a Local Government only, Council is required to charge not more than cost recovery. For market- based services, customers can utilise alternative providers if desired, and pricing is set so as to ensure there is no adverse impact on market competition.</p> <p>Where genuine hardship or equity considerations exist, there is provision in the fees and charges for discounts and waivers to ensure access to services is made as broadly available as possible, whilst balancing the regulatory pricing requirements noted above, and other social policy objectives such as the user pays principle.</p>
(e) Conclusion	The decision is consistent with human rights.

FINANCIAL/RESOURCE IMPLICATIONS

Escalation of most cost recovery fees by the CCI is intended to maintain the price of services in line with forecast delivery cost increases. The proposed baseline fees and charges captured within the register were therefore anticipated to deliver a largely neutral budgetary position, with revenue increases being reflective of underlying cost escalations.

The anticipated fees and charges revenue for the 2021-2022 financial year is \$32.7 million, which is inclusive of a positive movement in building and development fees, offset by a reduction in licencing and event related fees as a result of COVID-19 reduced demand. As at the date of this report, the forecast for 2022-2023 is modelled to be similar to that of the current year, at \$33.6 million, in recognition of the forecast volume of building approvals. This represents an overall increase of 2.75% in total revenue for next year, as a combination of price and increased service take-up. The forecast for next financial year is currently being refined and will be addressed in detail through the budget process.

Discontinuation of fees has occurred where the service is rarely utilised and of low value, or the service is no longer intended to be offered by Council. The financial impact of discontinued fees is expected to be minimal.

Revenue from commercial fees, primarily venue hire, is likely to continue to be lower than would be seen in a typical year due to the impact of COVID-19, but progressively recovering.

Commercial fees have been reviewed and adjusted in line with market drivers of demand and willingness to pay along with competitive neutrality considerations. Externally driven demand is likely to continue to be the key driver of financial performance with respect to commercial fees.

The proposed fees and charges do not include any specific relief measures in relation to COVID-19 beyond 1 July 2022. At this time, specific fee relief in response to flooding impacts has not been proposed. Discounts and waivers can be applied by Council resolution during the year should local conditions warrant further assistance packages.

COMMUNITY AND OTHER CONSULTATION

Where applicable, Departments have undertaken stakeholder consultation with regard to the pricing of fees and scope of available services.





CONCLUSION

Council's suite of fees and charges have been subject to review, with a revised register to take effect from 1 July 2022 provided at Attachment 1 for approval.

There are very few material changes proposed for fees and charges at this time. The price of the majority of regulatory fees are proposed to increase in line with the forecast CCI at 2.35%, plus rounding. Commercial fees, particularly those of which relate to venue hire, have been reviewed in light of COVID-19 impacts on the industry, and new benchmarks applied.

The proposed fees and charges do not include any specific measures in relation to COVID-19 or disaster relief. Discounts and waivers can be applied by Council resolution at any time should economic or social conditions warrant further assistance packages.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1	Draft Register of Fees and Charges for 2022-23  
2	Fees and Charges - Comparison of 2021-22 and Draft 2022-23 Fees  

Travis Pitman

ACTING TREASURY ACCOUNTING MANAGER

I concur with the recommendations contained in this report.

Paul Mollenhauer

ACTING CHIEF FINANCIAL OFFICER

I concur with the recommendations contained in this report.

Jeffrey Keech

ACTING GENERAL MANAGER (CORPORATE SERVICES)

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

Doc ID No: A7974343

ITEM: 4

SUBJECT: EXTENSION OF MEMBERSHIP TO AUDIT AND RISK MANAGEMENT COMMITTEE
- FINAL FOUR YEAR TERM

AUTHOR: CHIEF AUDIT EXECUTIVE

DATE: 29 MARCH 2022

EXECUTIVE SUMMARY

Dr Annette Quayle was appointed to the Audit and Risk Management Committee in 2018 for a four-year term with a further possible four-year extension. Dr Quayle has been a valued member of the Committee and adds experience and expertise to the Committee. The request is for Council to support the extension.

RECOMMENDATION

That Council approve the final four-year extension of the membership of Dr Annette Quayle to the Audit and Risk Management Committee to end in March 2026.

RELATED PARTIES

None

IFUTURE THEME

The aim of the Audit and Risk Management Committee is to support all themes where possible:

Strengthening our local economy and building prosperity
Managing growth and delivering key infrastructure
Caring for the community
Caring for the environment
Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Ipswich City Council is committed to providing a quality service to community and staff by providing an effective means of delivering services and an Audit Committee is an effective way of supporting the meeting of Council objectives.

Local Government Act 2009 Chapter 4 Finances and accountability section 105 Auditing, including internal auditing indicates:

“(2) Each large local government must also establish an audit committee.”

Council Approved the Audit and Risk Management Committee Charter that provides for:

“8.1.1 Three independent external members will be chosen and appointed by Council to ensure impartiality and an appropriate mix of skills.”

“8.1.6 The term of an independent external member shall be four years and Council may approve a further extension of four years to that term.”

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

The risk profile does not change as Dr Quayle has been a respected member of the Audit and Risk Management Committee over the last few years and the risk might actually be less now after building up knowledge regarding Ipswich City Council.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	Recommendation seeks Council approval for the extension of membership to the Audit and Risk Management Committee
(b) What human rights are affected?	This decision has the potential to impact human rights in relation to: <ul style="list-style-type: none"> - Recognition and equality before the law, - Freedom of expression, - Privacy and reputation, and - Taking part in public life
(c) How are the human rights limited?	The Audit and Risk Management Committee hears and advises on adverse issues in Council.
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	Important matters are discussed allowing some freedom of expression as long as it contributes to good governance. This could negatively impact on reputations provide for difficult situations in taking part in public life while care need to be taken around privacy and equality.
(e) Conclusion	The decision is consistent with human rights.

FINANCIAL/RESOURCE IMPLICATIONS

The cost for membership has been budgeted and provided for on an annual basis and therefore nothing changes other than the Consumer Price Index linked to the yearly increase, also as per normal.

COMMUNITY AND OTHER CONSULTATION

This report only requires consultation with the Chief Executive Officer, The Chairperson of the Audit and Risk Management Committee and Council.

CONCLUSION

Due to the effective service provided by the private members to the Audit and Risk Management Committee it is the belief to continue with the good work by providing the extension of membership.

Freddy Beck

CHIEF AUDIT EXECUTIVE

I concur with the recommendations contained in this report.

Peter Tabulo

ACTING CHIEF EXECUTIVE OFFICER

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