



City of
Ipswich

AGENDA

FINANCE AND GOVERNANCE COMMITTEE

Tuesday, 18 November 2025

10 minutes after the conclusion of the Infrastructure, Planning and Assets Committee or such later time as determined by the preceding committee

Council Chambers, Level 8
1 Nicholas Street, Ipswich

<u>MEMBERS OF THE FINANCE AND GOVERNANCE COMMITTEE</u>	
Councillor Paul Tully (Chairperson) Councillor Jacob Madsen (Deputy Chairperson)	Mayor Teresa Harding Deputy Mayor Nicole Jonic Councillor Marnie Doyle Councillor Andrew Antonioli Councillor Jim Madden

FINANCE AND GOVERNANCE COMMITTEE AGENDA

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** Item includes confidential papers

FINANCE AND GOVERNANCE COMMITTEE NO. 2025(10)

18 NOVEMBER 2025

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 FINANCE AND GOVERNANCE COMMITTEE NO. 2025(09) OF 14 OCTOBER 2025

RECOMMENDATION

That the minutes of the Finance and Governance Committee held on 14 October 2025 be confirmed.

OFFICERS' REPORTS

2. ****LEASE RENEWAL OVER TRUST LAND AT 123 BRISBANE TERRACE, GOODNA**

This is a report concerning the proposed renewal over trust land located at 123 Brisbane Terrace, Goodna, described as part of Lot 128 on SP178961 (the Land), between Ipswich City Council as Trustee (Council) and Australian Crawl (Goodna) Pty Ltd (ACG).

RECOMMENDATION

- A. That pursuant to section 236(2) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception at section 236(1)(c)(iii) of the Regulation applies to the disposal of interest in land at 123 Brisbane Terrace, Goodna more particularly described as part of Lot 128 on SP178961, for public swimming pool purposes, because it is for renewal of a lease to the existing lessee.
- B. That Council renew the lease (Council file reference number 6139 with Australian Crawl (Goodna) Pty Ltd (Lessee):

- (i) at a commencing rent of 5% of total gross monthly revenue excluding GST, payable to Council, and
- (ii) for a term of ten (10) years, with no options for extension.

3. LEASE RENEWAL OVER FREEHOLD LAND AT 44 SPORTSTAR DRIVE, SPRINGFIELD CENTRAL

This is a report concerning the proposed lease renewal over freehold land located at 44 Sportstar Drive, Springfield Central, described as part of Lot 700 on SP303717 (the Land), between Ipswich City Council (Council) and Baseline Tennis Coaching Pty Ltd. (BTC).

RECOMMENDATION

- A. That pursuant to section 236(2) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception at section 236(1)(c)(iii) of the Regulation applies to the disposal of interest in land at 44 Sportstar Drive, Springfield Central more particularly described as part of Lot 700 on Plan SP303717, for recreational tennis facility purposes, because it is for renewal of a lease to the existing lessee.
- B. That Council renew the lease (Council file reference number 6421) with Baseline Tennis Coaching Pty Ltd (Lessee):
 - (i) at a commencing annual rent of \$1.00 excluding GST, payable to Council if demanded, with provision for potential increase reflective of court condition, and
 - (ii) for a term of five (5) years, with no options for extension.

4. NEW LEASE OVER PART OF FREEHOLD LAND AT 102 CHAMPIONS WAY, WILLOWBANK (LEASE A)

This is a report concerning the proposed new lease over freehold land located at 102 Champions Way, Willowbank, described as part of Lot 1 on SP308694 (the Land), between Ipswich City Council (Council) and Ipswich City Dirt Kart Club Inc. (ICDKC).

RECOMMENDATION

- A. That pursuant to section 236(2) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception at section 236(1)(b)(ii) of the Regulation applies to the disposal of interest in land at 102 Champions Way, Willowbank more particularly described as part of Lot 1 and Plan SP308694, for dirt

kart purposes, because Ipswich City Dirt Kart Club Inc. (Lessee) is a community organisation.

- B. That Council enter into a lease (Council file reference number 5969) with the Lessee:
- (i) at a commencing annual rent of \$2,000 payable to Council (excluding GST); and
 - (ii) for a term of five (5) years, with no options for extension.

5. PROCUREMENT - WASTE CONTRACT EXPIRATION RE-ALIGNMENT

This is a report concerning the alignment of end dates for four (4) existing waste collection contracts to conclude in late 2027. This alignment supports long-term strategic planning, including collaboration with other councils and the exploration of alternative residual waste disposal initiatives. It will enable a more coordinated and efficient approach when re-entering a limited supplier market.

RECOMMENDATION

- A. That the contractual arrangements (Council contract 18257 (3 & 4) and 09-10-264 (1 & 2)) with Veolia Environmental Services, Ti-Tree Bioenergy, and Remondis Pty Ltd (Supplier/s) for Resource Recovery and Disposal of Non-Putrescible Waste, and Waste Disposal Services be varied as follows:
- (i) to amend the entire terms of the above contracts from current end dates, to a common end date expiring 31 December 2027;
 - (ii) to increase expenditure by approximately \$5,200,000 excluding GST for the extension of contracts 09-10-264-1 and 09-10-264-2;
- B. That Council enter into a deed of variation with the Suppliers to appropriately amend the existing contractual arrangement.
- C. That pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to 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.

6. **PROCUREMENT: PREFERRED SUPPLIER ARRANGEMENT FOR THE PROVISION OF PLANT HIRE (WET HIRE) SERVICES

This is a report concerning the establishment of preferred supply arrangements with nineteen (19) suppliers for the provision of Plant Hire (Wet Hire) services to Ipswich City Council.

RECOMMENDATION

- A. That pursuant to Section 233 of the *Local Government Regulation 2012* (Regulation), Council establish Preferred Supplier Arrangement for the provision of Plant Hire (Wet Hire) Services with the Suppliers detailed in Attachment 1 of this report.
- B. That pursuant to Section 233(8) of the Regulation, Council resolve that it is satisfied that a term of longer than two (2) years will result in better value for Council.
- C. That under the Preferred Supplier Arrangement, Council's approximate spend will be \$30,000,000.00 excluding GST (subject to Council's annually adopted budget) over the entire term, being a term of two (2) years, with the option for extension of one (1) additional two (2) year term.
- D. That Council may enter into a contractual arrangement with any of the aforementioned Suppliers.
- E. For those individual contractual arrangements that exceed \$2,000,000.00 excluding GST, pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to 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.

7. ****PROCUREMENT: PREFERRED SUPPLIER ARRANGEMENT FOR THE PROVISION OF GROUNDS MAINTENANCE AND ASSOCIATED SERVICES**

This is a report concerning the establishment of preferred supply arrangement with ten (10) suppliers for the provision of Grounds Maintenance and Associated Services to Ipswich City Council.

RECOMMENDATION

- A. That Council establish contracts with the following Suppliers, for the provision of Grounds Maintenance and Associated Services (Council reference 250611-000249), for a term of 4 years and 6 months, with options for extension at the discretion of Council (as purchaser), of 2 additional 2 year terms.
 - 1. Green by Nature Landscape Services (QLD) Pty Ltd
ABN 15 114 488 041 /ACN 114 488 041
 - 2. Lush and Green Pty Ltd (T/A Lush Green)
ABN 39 612 315 321
 - 3. Canasta Holdings Pty Ltd (T/A LD Total)
ABN 26 660 260 426/ ACN 660 260 426

4. MARSUPIAL LANDSCAPE MANAGEMENT PTY LIMITED ACN: 003 585 108, or its related body corporate (per Corporations Act 2001 (Cth), GLASCOTT LANDSCAPE AND CIVIL PTY LTD ACN: 001 281 572
 5. SHANE RICHARD MARX SIDDLE trading as Nilin Group ABN 96 345 826 101
 6. Multhana Building Services Pty Ltd
ABN 65 673 255 064 / ACN 673 255 064
 7. Solutions Plus Grow Pty Ltd
ABN 60 097 217 493/ ACN 097 217 493
 8. River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental)
ABN 82 093 062 643/ ACN 093 062 643
 9. Austspray Environmental Weed Control Pty Ltd (T/A Austspray Environmental)
ABN 89 122 731 775 / ACN 122 731 775
 10. Aquatic Weed Management Pty Ltd
ABN 16 634 751 947/ACN 634 751 947
- B. That Council's approximate spend under all of the abovementioned contracts will be \$60 million excluding GST over the entire term (including the options for extension).
- C. For those individual contractual arrangements that exceed \$2,000,000 excluding GST, pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to 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.

8. ****PROCUREMENT - TENDER 5662 - NORTH IPSWICH RESERVE WESTERN GRANDSTAND - DESIGN AND CONSTRUCT**

This is a report concerning the recommendation to award Tender 5662 North Ipswich Reserve Western Grandstand - Design and Construct with the nominated supplier detailed in confidential Attachment 1.

Following an open market request for tender process, the evaluation panel has completed a comprehensive assessment of all submissions received. Based on the evaluation criteria and scoring methodology, the panel recommends the appointment of a single supplier to undertake the design and construction of the Western Grandstand at North Ipswich Reserve.

If Council is satisfied with the nominated supplier, the name of the supplier will be included in the Council's resolution at Recommendation B.

RECOMMENDATION

- A. That pursuant to Section 228 of the *Local Government Regulation 2012* (Regulation), Council award Tender No. 5662 Western Grandstand, North Ipswich – Design and Construct.
- B. That Council enter into a contractual arrangement with the successful supplier for the amount specified in confidential Attachment 1.
- C. That pursuant to Section 257(1)(b) of the Local Government Act 2009, Council resolve to 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.
- D. That owing to the confidential nature of the recommendations, that once adopted by Council, the recommendations be made public.

9. COUNCILLOR EXPENSES POLICY

This is a report concerning proposed amendments to the Councillor Expenses Reimbursement and Administrative Support Policy.

RECOMMENDATION

That the revised policy titled ‘Councillor Expenses and Administrative Support Policy’ as detailed in Attachment 1 be adopted.

10. RATES AND RECOVERY POLICIES

This is a report concerning the adoption of a new Financial Difficulties and Financial Hardship Policy, the adoption of a revised Rates Recovery Policy and the repeal of the Reserve Price Policy.

RECOMMENDATION

- A. That the new policy titled ‘Financial Difficulties and Financial Hardship Policy’ as detailed in Attachment 1, be adopted.
- B. That the revised policy titled ‘Rates Recovery Policy’ as detailed in Attachment 2, be adopted.
- C. That the policy titled ‘Reserve Price Policy’ as detailed in Attachment 5, be repealed.

11. QUEENSLAND AUDIT OFFICE 2025 FINANCIAL AUDIT REPORT

This is a report concerning the Queensland Audit Office findings and recommendations from the 2024-2025 external audit of Ipswich City Council.

RECOMMENDATION

That the 2024-2025 final management report Ipswich City Council, as detailed in Attachment 1, be received and the contents noted.

12. REPORT - REGULATION ADVISORY COMMITTEE NO. 2025(03) OF 30 OCTOBER 2025

This is the report of the Regulation Advisory Committee No. 2025(03) of 30 October 2025.

RECOMMENDATION

That Council adopt the recommendations of the Regulation Advisory Committee No. 2025(03) of 30 October 2025.

NOTICES OF MOTION

MATTERS ARISING

QUESTIONS / GENERAL BUSINESS

FINANCE AND GOVERNANCE COMMITTEE NO. 2025(09)

14 OCTOBER 2025

MINUTES

COUNCILLORS' ATTENDANCE:

Councillor Paul Tully (Chairperson); Councillors Mayor Teresa Harding, Deputy Mayor Nicole Jonic (via audio-link), Marnie Doyle, Andrew Antonioli and Jim Madden, Councillors Pye Augustine (Observer) and David Martin (Observer)

COUNCILLOR'S APOLOGIES:

Councillor Jacob Madsen (Deputy Chairperson)

OFFICERS' ATTENDANCE:

Chief Executive Officer (Sonia Cooper), General Manager Corporate Services (Matt Smith), General Manager Community, Cultural and Economic Development (Ben Pole), General Manager Environment and Sustainability (Kaye Cavanagh), General Manager Planning and Regulatory Services (Brett Davey), General Manager Asset and Infrastructure Services (Seren McKenzie), Manager, City Design (Nathan Rule), Property Services Manager (Alicia Rieck), Chief Financial Officer (Christina Binoya), Senior Media Officer (Darrell Giles), Manager, Media, Communications and Engagement (Mark D Strong), Senior Communications and Policy Officer (Jodie Richter), Acting Manager, General Counsel (Kevin Lynch), Manager People and Culture (Talia Love-Linay), Cyber Security Lead (Adrian Kaminski), Chief of Staff – Office of the Mayor (Melissa Fitzgerald), and Venue Technician (Max Moylan)

LEAVE OF ABSENCE

RECOMMENDATION

Moved by Councillor Paul Tully:

Seconded by Councillor Jim Madden:

That a leave of absence be granted for Councillor Jacob Madsen for the Finance and Governance Committee of 14 October 2025.

AFFIRMATIVE

Councillors:

Tully

Harding

Jonic

Doyle

Antonioli

Madden

NEGATIVE

Councillors:

Nil

The motion was put and carried.

WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY

Councillor Paul Tully (Chairperson) invited Mayor Teresa Harding to deliver 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 FINANCE AND GOVERNANCE COMMITTEE NO. 2025(08) OF 16 SEPTEMBER 2025

RECOMMENDATION

Moved by Councillor Jim Madden:

Seconded by Councillor Andrew Antoniolli:

That the minutes of the Finance and Governance Committee held on 16 September 2025 be confirmed.

AFFIRMATIVE

Councillors:

Tully

Harding

Jonic

Doyle

Antoniolli

Madden

NEGATIVE

Councillors:

Nil

The motion was put and carried.

OFFICERS' REPORTS

2. LEASE RENEWAL OF FREEHOLD LAND AT 116 BRISBANE STREET, IPSWICH

This is a report concerning the proposed lease renewal over freehold land located at 116 Brisbane Street, Ipswich, described as part of Lot 12 on SP103223 (the Land), between Ipswich City Council (Council) and Rajesh Sharma.

RECOMMENDATION

Moved by Councillor Marnie Doyle:

Seconded by Councillor Andrew Antoniolli:

- A. That pursuant to section 236(2) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception at section 236(1)(c)(iii) of the Regulation applies to the disposal of interest in land at 116 Brisbane Street, Ipswich more particularly described as part of Lot 12 and Plan SP103223, for restaurant purposes, because it is for renewal of a lease to the existing lessee.**
- B. That Council renew the lease (Council file reference number 6430 with Rajesh Sharma (Lessee):**
- (i) at a commencing annual rent of \$85,603.09 plus CPI excluding GST, payable to Council, and**
 - (ii) for a term of five (5) years, with no options for extension.**

AFFIRMATIVE

Councillors:

Tully

Harding

Jonic

Doyle

Antoniolli

Madden

NEGATIVE

Councillors:

Nil

The motion was put and carried.

3. INFORMATION AND CYBER SECURITY POLICY

This is a report concerning the review and update of the Information and Cyber Security Policy.

RECOMMENDATION

Moved by Councillor Marnie Doyle:

Seconded by Councillor Andrew Antoniolli:

That the Finance and Governance Committee approve the updated Information and Cyber Security Policy in accordance with the standard four-year development and improvement cycle as detailed in Attachment 3.

AFFIRMATIVE

Councillors:

Tully

NEGATIVE

Councillors:

Nil

Harding
Jonic
Doyle
Antoniolli
Madden

The motion was put and carried.

MOVE INTO CLOSED SESSION

RECOMMENDATION

Moved by Councillor Paul Tully:
Seconded by Mayor Teresa Harding:

That in accordance with section 254J(3)(a) of the *Local Government Regulation 2012*, the meeting move into closed session to discuss Item 4 titled CEO Performance Appraisal FY2025.

The meeting moved into closed session at 9.51 am.

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Tully	Nil
Harding	
Jonic	
Doyle	
Antoniolli	
Madden	

The motion was put and carried.

MOVE INTO OPEN SESSION

RECOMMENDATION

Moved by Councillor Paul Tully:
Seconded by Councillor Marnie Doyle:

That the meeting move into open session.

The meeting moved into open session at 9.58 am.

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Tully	Nil
Harding	
Jonic	
Doyle	
Antoniolli	

Madden

The motion was put and carried.

4. CEO PERFORMANCE APPRAISAL FY2025

This is a report concerning the appraisal of the Chief Executive Officer (CEO) performance for the period 1 July 2024 to 30 June 2025, and the associated remuneration review.

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

RECOMMENDATION

Moved by Councillor Paul Tully:

Seconded by Mayor Teresa Harding:

- A. **That the CEO Performance Review Report FY2025 be noted.**
- B. **That Council approve the proposed variations to the CEO’s Employment Contract.**
- C. **That the Mayor be authorised to execute the Employment Contract Variation Agreements on behalf of Council.**

AFFIRMATIVE

Councillors:

Tully

Harding

Jonic

Doyle

Antoniolli

Madden

NEGATIVE

Councillors:

Nil

The motion was put and carried.

5. MONTHLY FINANCIAL PERFORMANCE REPORT - SEPTEMBER 2025

This is a report concerning Ipswich City Council’s (**Council**) financial performance for the period ending 30 September 2025, submitted in accordance with section 204 of the *Local Government Regulation 2012*.

RECOMMENDATION

Moved by Councillor Andrew Antoniolli:

Seconded by Councillor Jim Madden:

That the report on Council's financial performance for the period ending 30 September 2025, submitted in accordance with section 204 of the *Local Government Regulation 2012*, be considered and noted by Council.

AFFIRMATIVE

Councillors:

Tully

Harding

Jonic

Doyle

Antoniolli

Madden

NEGATIVE

Councillors:

Nil

The motion was put and carried.

NOTICES OF MOTION

Nil

MATTERS ARISING

Nil

QUESTIONS / GENERAL BUSINESS

Nil

COMMENCEMENT OF NEXT MEETING

RECOMMENDATION

Moved by Councillor Paul Tully:

Seconded by Councillor Marnie Doyle:

That the Community and Sport Committee commence at 10.20 am.

AFFIRMATIVE

Councillors:

Tully

Harding

Jonic

Doyle

Antoniolli

Madden

NEGATIVE

Councillors:

Nil

The motion was put and carried.

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 9.36 am.

The meeting closed at 10.02 am.

Doc ID No: A12040308

ITEM: 2

SUBJECT: LEASE RENEWAL OVER TRUST LAND AT 123 BRISBANE TERRACE, GOODNA

AUTHOR: SENIOR PROPERTY OFFICER (TENURE)

DATE: 28 OCTOBER 2025

EXECUTIVE SUMMARY

This is a report concerning the proposed renewal over trust land located at 123 Brisbane Terrace, Goodna, described as part of Lot 128 on SP178961 (the Land), between Ipswich City Council as Trustee (Council) and Australian Crawl (Goodna) Pty Ltd (ACG).

RECOMMENDATION

- A. That pursuant to section 236(2) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception at section 236(1)(c)(iii) of the Regulation applies to the disposal of interest in land at 123 Brisbane Terrace, Goodna more particularly described as part of Lot 128 on SP178961, for public swimming pool purposes, because it is for renewal of a lease to the existing lessee.
- B. That Council renew the lease (Council file reference number 6139 with Australian Crawl (Goodna) Pty Ltd (Lessee):
- (i) at a commencing rent of 5% of total gross monthly revenue excluding GST, payable to Council, and
 - (ii) for a term of ten (10) years, with no options for extension.

RELATED PARTIES

- Australian Crawl (Goodna) Pty Ltd
- There was no declaration of conflicts of interest

IFUTURE THEME

A Trusted and Leading Organisation

PURPOSE OF REPORT/BACKGROUND

Council invited expressions of interest (EOI) for the management of the facility in 2004. Australian Crawl (Goodna) Pty Ltd were successful in that EOI and subsequently entered into

a lease from 1 September 2004 to 31 August 2024 for a commencing rent of \$1, if demanded plus GST. The lease included a capital improvement commitment by Australian Crawl (Goodna) for the construction of a gymnasium building. Upon practical completion the gymnasium building was to become in the ownership of Council. The proposal for the gymnasium building was allegedly rejected by Council due to concerns about the instability of the bank and flood risk in the area. The gymnasium building was never constructed.

The lease has not been renewed due to reconciliation of asset ownership of Council's pool facilities.

Australian Crawl (Goodna) Pty Ltd are seeking a further 10-year term for a rent of 5% of the total gross revenue (sales) and the following capital improvements;

- to enclose and heat the spectating area of the 16-metre learn-to-swim and therapy pool. This upgrade addresses the primary concern of users regarding cold spectating temperatures during winter, thereby eliminated windchill from the outside environment that will increase usability and comfort year-round.
- propose to add vinyl pull down blinds to the upper section of the pool where patrons are exposed to the wind chill, the current pool is only semi enclosed.
- build a covered area to the toilet blocks for the protection from the elements for children and elderly patrons alike.

Rent is expected to generate \$50,000 annually to Council.

Property Services propose the following terms;

Terms	Proposed Terms	Existing Terms
Agreement:	Trustee Lease	Trustee Lease
Commencement Date:	15/12/2025	01/09/2004
Expiry Date:	14/12 /2035	31/08/2024
Options:	Nil	Nil
Rent:	5% of total gross monthly revenue (excluding GST)	\$1, if demanded
Permitted Use:	The operation and management of a public swimming pool	Swimming pool and gymnasium facility
Capital Improvements	1. enclose and heat the spectating area of the 16-metre learn-to-swim and therapy pool 2. add vinyl pull down blinds to the upper section of the pool	No capital improvements were delivered

	3. build a covered area to the toilet blocks	
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LEGAL IMPLICATIONS

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

Local Government Act 2009

Local Government Regulation 2012

Land Title Act 1994

POLICY IMPLICATIONS

The proposed lease terms are consistent with the Council's endorsed *Tenure over Council Property* policy (the 'Policy')

RISK MANAGEMENT IMPLICATIONS

Risks Associated with the Recommendation

- Revenue Volatility: The proposed rent of 5% of gross monthly revenue (excluding GST) may fluctuate depending on seasonal attendance and economic conditions, potentially impacting Council's expected income.
- Capital Improvement Delivery: While the Lessee has proposed capital upgrades, there is a historical precedent of undelivered improvements (e.g., the gymnasium), raising concerns about delivery assurance.
- No Extension Option: A five-year term with no renewal option may limit Council's flexibility to renegotiate terms or respond to future community needs or strategic priorities.
- Flood Risk and Site Stability: The site has known flood risks and bank instability, which may affect the feasibility or safety of proposed improvements and increase Council's exposure to liability.
- Transparency: Renewing the lease without a competitive process could raise concerns about fairness or missed opportunities, although the statutory exemption under section 236(1)(c)(iii) of the Regulation provides legal justification.

Risks of Alternative Recommendations

- Public Tender Process:
 - Service Disruption: Running a tender could interrupt pool operations, especially if no suitable operator is found.
 - Community Impact: A change in operator may affect service continuity and community trust.
 - Limited Market Interest: The niche nature of the facility and its location may attract few or no competitive bids.
 - Loss of Proposed Capital Improvements: A new operator may not commit to the same upgrades, delaying or eliminating planned enhancements.
- Higher Fixed Rent or Different Revenue Model:

- Financial Unsustainability: A higher fixed rent may make the operation unviable for the Lessee, risking early termination or reduced service quality.
- Reduced Incentive for Investment: A fixed rent model may discourage the Lessee from investing in facility improvements.
- Shorter Lease Term:
 - Reduced Investment Incentive: A shorter term may deter the Lessee from committing to capital upgrades due to limited time to recoup costs.
 - Administrative Burden: More frequent lease renewals increase administrative workload and reduce long-term planning certainty.

Risks of Not Approving the Recommendation

- Facility Closure: Without a lease renewal, the pool may close, reducing community access to aquatic services and impacting public health and wellbeing.
- Asset Deterioration: Lack of active management could lead to rapid deterioration of infrastructure, increasing future maintenance costs.
- Reputational Damage: Closure or service disruption may result in negative public perception and criticism of Council's asset management.
- Loss of Revenue: Council would forgo the estimated \$50,000 annual income from the proposed rent model.

Options Considered and Discarded

1. Public Tender Process
Discarded due to high risk of service disruption.
2. Fixed Rent Model
Discarded as it may not reflect seasonal revenue variations.
3. Shorter Lease Term with Extension Options
Discarded due to reduced incentive increased administrative burden.

The recommended approach offers a balanced approach that supports community access, encourages capital improvements, and provides a revenue stream to Council. While risks exist, they are manageable and outweighed by the benefits of continuity, investment, and public service delivery. The discarded options were found to pose greater risks to operational stability, financial sustainability, and community outcomes.

FINANCIAL/RESOURCE IMPLICATIONS

The lessee is responsible for maintaining the premises in good repair throughout the term of the lease, except for fair wear and tear and replacement due to end-of-life deterioration.

COMMUNITY AND OTHER CONSULTATION

There has been no community consultation in relation to this report by Council.

Following external consultation, Australian Crawl (Goodna) Pty Ltd has provided in-principle support for the proposal outlined in this report. Their initial request included a 10-year term with a turnover rent set at 5% of gross revenue.

Key internal stakeholders were consulted to assess the feasibility and operational implications of the proposed lease arrangement.

Property Services completed due diligence to confirm land suitability and constraints.

Community and Cultural Services clarified that operational responsibility for aquatic facilities remains with AIS post-2019 restructure, and any input will be limited to programming. Infrastructure Strategy and relevant technical teams within Works and Field Services broadly support the proposal, subject to clarification of maintenance roles.

Several branches, including Asset Management, Security Services, and Cultural Heritage and City Design, did not provide feedback.

This feedback highlights the need for further cross-functional alignment and financial modelling to ensure the proposal is both operationally and financially sustainable.

This site was presented during the Councillor Briefing Session held on 28 October 2025, as part of broader discussions on lease proposals. The session provided elected representatives with visibility into negotiation progress and site-specific considerations. Feedback received was positive, indicating general support for the direction of the proposal.

CONCLUSION

The proposed renewal of the trustee lease at 123 Brisbane Terrace, Goodna to Australian Crawl (Goodna) Pty Ltd supports the continued operation of the Goodna Aquatic Facility for public benefit and aligns with Council's strategic objectives. The lease terms are consistent with legislative and policy frameworks, and the statutory exemption under section 236(1)(c)(iii) of the *Local Government Regulation 2012* justifies renewal without a competitive process. Internal consultation has confirmed broad support for the proposal. The recommended approach balances community benefit, operational certainty, and manageable risk, enabling Council to proceed with the lease renewal and maintain access to aquatic services for the Goodna community.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	Recommendation A & B outlines Council will apply an exemption to dispose of a leasehold interest for a public swimming pool purpose.
(b) What human rights are affected?	No human rights are affected by this decision. This is because the lessee is a company (only individuals have human rights). Further, the subject matter of the lease may impact on the human rights of third parties. The following human rights may be affected; Recognition and equality before the law (section 15)

	Protection from torture and cruel, inhuman or degrading treatment (section 17) Freedom of movement (section 19) Freedom of expression (section 21) Peaceful assembly and freedom of association (section 22) Privacy and reputation (section 25)
(c) How are the human rights limited?	The proposed decision to enter the lease will potentially interfere to restrict with the rights identified above because the lessee will have the power to eject persons in particular circumstances.
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	Yes. Ejecting a person in particular circumstances is a reasonable approach to ensure health and safety. Less restrictive means would be warnings, etc, but it is anticipated that these would be utilised prior to any ejection
(e) Conclusion	The decision is consistent with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Title Search ↓ 
2.	Property Plan ↓ 
3.	Survey Plan - Lease Area ↓ 
	CONFIDENTIAL
4.	Company Annual Accounts - year ended 30 June 2024

Kerry Perrett
SENIOR PROPERTY OFFICER (TENURE)

I concur with the recommendations contained in this report.

Alicia Rieck
PROPERTY SERVICES MANAGER

I concur with the recommendations contained in this report.

Matt Smith
GENERAL MANAGER (CORPORATE SERVICES)

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

INTERNAL CURRENT RESERVE SEARCH
QUEENSLAND TITLES REGISTRY PTY LTD

Search Date: 26/07/2024 10:29

Title Reference: 49006520

Date GAZETTED: 10/07/1886

Opening Ref: SG 86-14299
Purpose: PARKS, PUBLIC BOAT RAMPS, RECREATION AND SPORT
Sub-Purpose:
Local Name:
Address: BRISBANE TCE, GOODNA
County (R) No: R359
File Ref: RES 86-098

TRUSTEES

IPSWICH CITY COUNCIL Gazetted on 22/09/1934 Page 739

LAND DESCRIPTION

LOT 128 SURVEY PLAN 178961 Gazetted on 28/04/2006 Page 1560
Local Government: IPSWICH

Area: 11.000000 Ha. (ABOUT)

EASEMENTS AND ENCUMBRANCES

1. TRUSTEE LEASE No 711636071 09/05/2008 at 14:49
AUSTRALIAN CRAWL (GOODNA) PTY LTD A.C.N. 120 208 255
OF LOT A ON SP212627
TERM: 1/09/2004 TO 31/8/2024 OPTION NIL
Lodged at 14:49 on 09/05/2008 Recorded at 08:37 on 14/05/2008
2. TRUSTEE LEASE No 722805329 11/10/2023 at 16:12
GOODNA & DISTRICTS RUGBY LEAGUE FOOTBALL CLUB INC
OF PART OF THE LAND (LEASE B)
TERM: 01/07/2023 TO 30/06/2028 OPTION NIL
Lodged at 16:12 on 11/10/2023 Recorded at 09:26 on 27/10/2023

ADMINISTRATIVE ADVICES

Dealing	Type	Lodgement Date	Status	Location
719917478	LAND NOTICE	24/02/2020 14:17	CUR	IH-GEN -00
SEC 48 (2) LAND ACT 1994				
UNREGISTERED DEALINGS - NIL				

Caution - Charges do not necessarily appear in order of priority

** End of Current Reserve Search **



Ipswich City Council
1 Nicholas Street
PO Box 191
IPSWICH QLD 4305
Australia

Telephone (07) 3810 6666
Fax (07) 3810 6731
Email council@ipswich.qld.gov.au
Web www.ipswich.qld.gov.au
Business Hours 8:00am - 4:30pm (Mon - Fri)

Property Plan



PROPERTY DETAILS

Address: 123 Brisbane Terrace Goodna Qld 4300
Owner: Ipswich City Council Program 30
Lot Plan: 128SP178961
Area: 110000m²

MAP DETAILS

Scale: 1:8,760

Metres 200





LEGEND

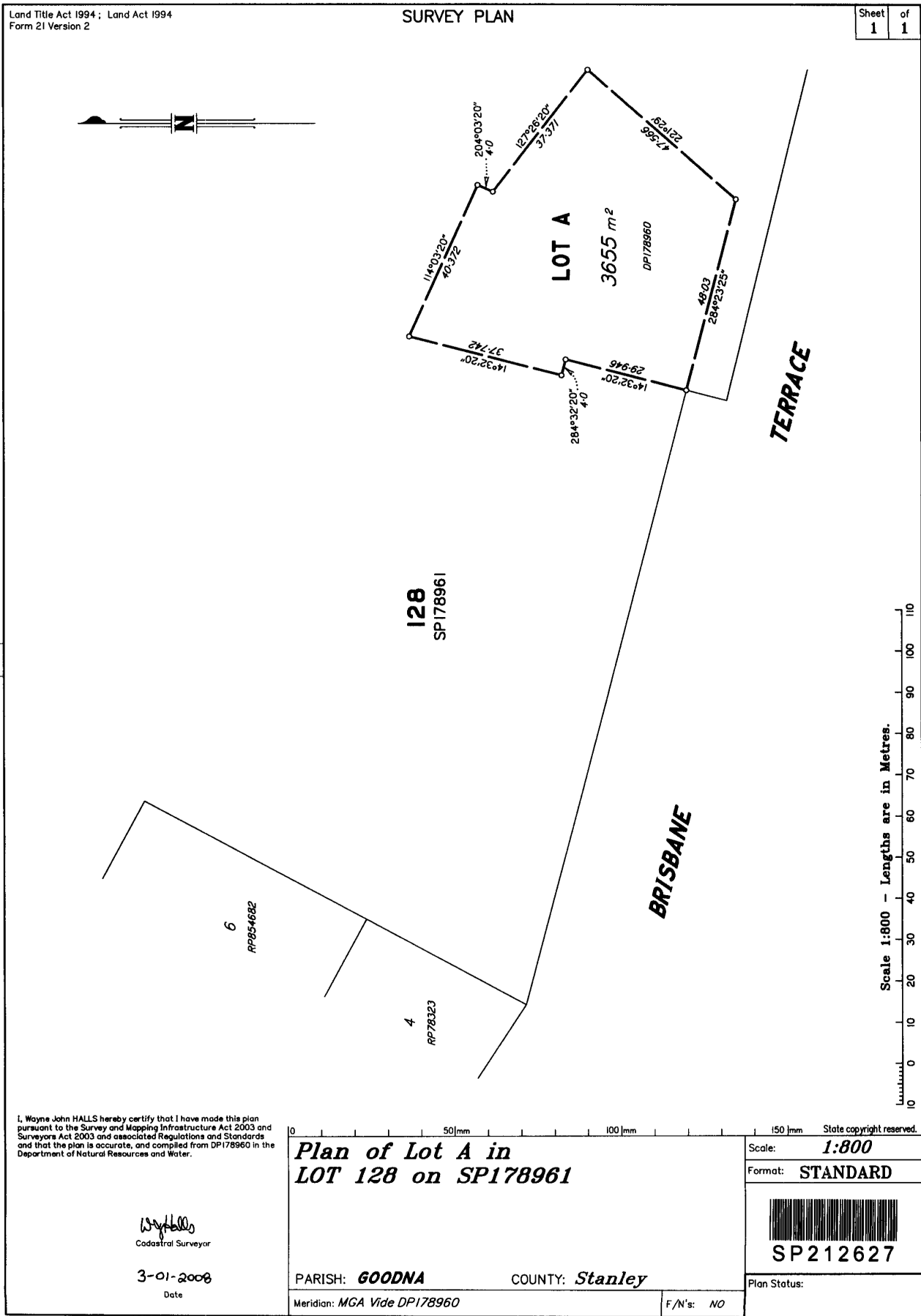
 Selected Property

 23 House Number / Boundary

 Easement

Item 2 / Attachment 2.

PROPERTY DETAILS			
Published Date: 06/06/2025			
Address:	123 Brisbane Terrace Goodna Qld 4300	Suburb:	Goodna
LotPlan:	128SP178961	Postcode:	4300
Area:	110000m ²	Division:	Division 2
Tenure:	Tenure: RE Description: RESERVE		
RATING DETAILS			
PPN:	135153	Assessment :	155517
Owner:	Ipswich City Council Program 30	Mail Address:	Ipswich City Council Program 30 Ipswich City Council PO Box 191 IPSWICH QLD 4305
Land Use:	Code: 4859 Description: Club/Licenced/ Sport(Bus)	Rates:	Code: 287 - Differential General Rate _ Category 43b Council Code: 7001 - Rural Fire Levy Separate Charge Code: 702 - State Govt Emergency & Fire Levy - Group 3 Code: 2222 - Enviroplan Levy
Dogs:	No Registered Dog		
WORK AREA DETAILS			
Census:	SA1: 31004130007 SA2: 31004130 SA3: 31004 SA4: 310 Mesh Block: 30348680000 Block Category: Residential	Historic Flood:	1974 Affected: True 2011 Affected: True 2022 Affected: true
IE Work Area:	District 2 - Eastern Team 4	PRS Planning Team Area:	Development - East Team
PRS Engineering Teams Areas:	Team Name: East Technical Officer : Adrian Bulley Team Name: East - Delivery Team A Technical Officer : Mitchell Weatherhead	PRS Regulatory Work Area:	Area 1: PRS Compliance - Development 1 Area 2: PRS Compliance - Local Laws Investigation 5 Area 3: PRS Compliance - Animal Management 2 Area 4: PRS Compliance - Littering and Dumping 2
Waste Work Area:	Zone 1	Catchment:	Catchment: Brisbane River Subcatchment: Upper Brisbane River
PLANNING & DEVELOPMENT DETAILS			
Zones:	REC - Recreation	Development Constraints:	Heritage - Historic Infrastructure and Trees Heritage - Trees & Vegetation Heritage OV4 Slope 15 Percent to 20 Percent OV4 Slope 20 Percent to 25 Percent OV5 1 in 20 Development Line OV5 Adopted Flood Regulation Line
Divisions buffered 50m:	Division 2		



711635978 IH 400 NT \$257.55 09/05/2008 14:47		WARNING : Folded or Mutilated Plans will not be accepted. Plans may be rolled. Information may not be placed in the outer margins.																			
1. Certificate of Registered Owners or Lessees. 1/We <u>IPSWICH CITY COUNCIL</u> <u>GAZETTED ON 22/09/1934 PAGE 739</u> (Names in full) *as Registered Owners of this land agree to this plan and dedicate the Public Use Land as shown hereon in accordance with Section 50 of the Land Title Act 1994. *as Lessees of this land agree to this plan. Signature of *Registered Owners *Lessees  Plan in accordance with Land Act approval, Elizabeth Florence Crowe Senior Land Officer, as delegate of the Minister for Natural Resources and Water. * Rule out whichever is inapplicable		5. Lodged by <u>G. BLYTHE</u> <u>IPSWICH CITY COUNCIL</u> 117 (Include address, phone number, reference, and Lodger Code)																			
2. Local Government Approval. * hereby approves this plan in accordance with the : % Dated this day of # # * Insert the name of the Local Government. % Insert Integrated Planning Act 1997 or # Insert designation of signatory or delegation Local Government (Planning & Environment) Act 1990		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="3">6. Existing</th> <th colspan="3">Created</th> </tr> <tr> <th>Title Reference</th> <th>Lot</th> <th>Plan</th> <th>Lots</th> <th>Emts</th> <th>Road</th> </tr> <tr> <td>49006520</td> <td>128</td> <td>SP178961</td> <td>Lot A</td> <td>—</td> <td>—</td> </tr> </table>		6. Existing			Created			Title Reference	Lot	Plan	Lots	Emts	Road	49006520	128	SP178961	Lot A	—	—
6. Existing			Created																		
Title Reference	Lot	Plan	Lots	Emts	Road																
49006520	128	SP178961	Lot A	—	—																
3. Plans with Community Management Statement : CMS Number : Name :		4. References : Dept File : Local Govt : Surveyor : HPM00005sp																			
11. Passed & Endorsed : By : <u>Wayne John Halls</u> Date : <u>3-01-2008</u> Signed :  Designation : <u>Cadastral Surveyor</u>		12. Building Format Plans only. I certify that : * As far as it is practical to determine, no part of the building shown on this plan encroaches onto adjoining lots or road. * Part of the building shown on this plan encroaches onto adjoining * lots and road <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>Lots</th> <th>Orig</th> </tr> </table> 7. Portion Allocation : 8. Map Reference : <u>9442-11331</u> 9. Locality : <u>GOODNA</u> 10. Local Government : <u>IPSWICH CITY COUNCIL</u> 13. Lodgement Fees : <table style="width: 100%;"> <tr> <td>Survey Deposit</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Lodgement</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>..... New Titles</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Photocopy</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Postage</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>TOTAL</td> <td style="text-align: right;">\$</td> </tr> </table> 14. Insert Plan Number SP212627		Lots	Orig	Survey Deposit	\$	Lodgement	\$	 New Titles	\$	Photocopy	\$	Postage	\$	TOTAL	\$				
Lots	Orig																				
Survey Deposit	\$																				
Lodgement	\$																				
..... New Titles	\$																				
Photocopy	\$																				
Postage	\$																				
TOTAL	\$																				

Doc ID No: A12116126

ITEM: 3

SUBJECT: LEASE RENEWAL OVER FREEHOLD LAND AT 44 SPORTSTAR DRIVE, SPRINGFIELD CENTRAL

AUTHOR: SENIOR PROPERTY OFFICER (TENURE)

DATE: 28 OCTOBER 2025

EXECUTIVE SUMMARY

This is a report concerning the proposed lease renewal over freehold land located at 44 Sportstar Drive, Springfield Central, described as part of Lot 700 on SP303717 (the Land), between Ipswich City Council (Council) and Baseline Tennis Coaching Pty Ltd. (BTC).

RECOMMENDATION

- A. That pursuant to section 236(2) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception at section 236(1)(c)(iii) of the Regulation applies to the disposal of interest in land at 44 Sportstar Drive, Springfield Central more particularly described as part of Lot 700 on Plan SP303717, for recreational tennis facility purposes, because it is for renewal of a lease to the existing lessee.**
- B. That Council renew the lease (Council file reference number 6421) with Baseline Tennis Coaching Pty Ltd (Lessee):**
- (i) at a commencing annual rent of \$1.00 excluding GST, payable to Council if demanded, with provision for potential increase reflective of court condition, and**
 - (ii) for a term of five (5) years, with no options for extension.**

RELATED PARTIES

- Baseline Tennis Coaching Pty Ltd
- There was no declaration of conflicts of interest

IFUTURE THEME

A Trusted and Leading Organisation

PURPOSE OF REPORT/BACKGROUND

In 2020, following a competitive tender process, Baseline Tennis Coaching Pty Ltd was awarded the lease for the newly constructed tennis facilities located within the Springfield Central Sports Complex. The leased area comprises eight (8) full-size synthetic tennis courts and associated clubhouse amenities, forming part of the broader precinct which also includes the Springfield Central Sport and Community Hall.

Since commencement of the lease, Baseline Tennis Coaching has actively operated the facility, delivering coaching programs, community engagement, and recreational tennis services. However, the tenant's operations have been significantly affected by ongoing issues with the court surface.

Despite previous rehabilitation works undertaken by the developer, the synthetic surface continues to deteriorate, with cracking and structural inconsistencies that interfere with ball placement and direction during play. These defects have rendered the courts unsuitable for hosting competitive tournaments, thereby limiting the tenant's ability to fully utilise the facility and meet operational objectives.

Further remediation works are required to address the persistent surface issues and restore the courts to a standard suitable for tournament play and broader community use. Council officers are currently assessing options to support resolution of the matter in collaboration with the developer and tenant.

The proposed lease terms are as follows;

Terms	Proposed Terms	Existing Terms
Agreement:	Lease	Lease
Commencement Date:	1 December 2025	17 October 2020
Expiry Date:	30 November 2030	16 October 2025
Options:	Nil	Nil
Rent:	\$1.00 per annum, if demanded (excluding GST)	\$24,000 per annum (excluding GST)
Fixed Review	Not Applicable	Fixed Review 3%
Permitted Use:	Recreational Tennis Facility	Recreational Tennis Facility

The lease wording will be refined to ensure appropriate provisions are in place. Specifically, should rehabilitation works be completed and any identified defects rectified within the lease term, an independent valuation will be undertaken to assess the market rent. Subject to the outcome, adjustments to the rental provisions may be considered where appropriate.

LEGAL IMPLICATIONS

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

Local Government Regulation 2012
Land Act 1994

POLICY IMPLICATIONS

The proposed lease terms generally align with the Council's endorsed Tenure over Council Property Policy (the 'Policy'), with the exception of the rent. Under the Policy, rent is ordinarily determined based on an independent market valuation.

However, in this instance, consideration is being given to a departure from the standard rental approach due to the significant operational impacts experienced by the tenant. Baseline Tennis Coaching Pty Ltd has faced ongoing disruptions caused by persistent issues with the court surface, including extended periods of closure for rehabilitation works. Despite previous remediation efforts, the surface defects remain unresolved, continuing to affect the tenant's ability to operate at full capacity.

In light of these circumstances, a concession on rent may be warranted to reflect the reduced functionality of the facility and the financial strain placed on the tenant.

RISK MANAGEMENT IMPLICATIONS

Risks Associated with the Recommendation

- **Financial Risk:** Approving a lease at a nominal rent of \$1.00 may be perceived as a loss of potential revenue. However, this is mitigated by the tenant's reduced operational capacity due to unresolved infrastructure issues.
- **Precedent Risk:** Granting a rental concession may set a precedent for other tenants seeking similar relief. This risk is mitigated by the unique circumstances of this case, including the facility's structural defects and the tenant's inability to host tournaments.
- **Reputational Risk:** Council may face scrutiny for supporting a lease renewal under suboptimal facility conditions. However, proactive engagement with the tenant and developer demonstrates Council's commitment to resolving the issue collaboratively.
- **Operational Risk:** If the lease is renewed without addressing the court surface issues, the facility may continue to underperform, limiting community benefit and tenant viability.

Risks of Alternative Recommendations

- **Market Rent Implementation:** Enforcing a market-based rent in line with Council policy could place undue financial pressure on the tenant, potentially leading to lease termination or reduced service delivery. This would negatively impact community access to tennis programs and facility activation.

- **Tendering the Lease to a New Operator:** Releasing the lease to market may delay continuity of service, create uncertainty for existing users, and discourage future operators due to unresolved infrastructure issues.
- **Short-Term Lease Extension:** Offering a shorter lease term (e.g., 12 months) may provide flexibility but could undermine the tenant's ability to plan and invest in programming, staffing, and marketing.

Risks of Not Approving the Recommendation

- **Loss of Community Services:** Failure to renew the lease may result in the facility becoming inactive, reducing recreational opportunities and community engagement.
- **Asset Underutilisation:** Without a committed operator, the courts and clubhouse may remain underused, diminishing the return on Council's infrastructure investment.
- **Increased Maintenance Burden:** Council may be required to assume responsibility for ongoing maintenance and repairs in the absence of a tenant, increasing operational costs.

Options Considered and Discarded

- **Market Rent Lease Renewal:** Discarded due to the tenant's reduced earning capacity and the unresolved infrastructure issues, which would make market rent financially unviable and potentially lead to lease termination.
- **Releasing the Lease to Market:** Discarded due to the risk of service disruption, lack of interest from prospective operators given the court condition, and the value of retaining an experienced and community-focused tenant.
- **Short-Term Lease Extension:** Discarded as it would not provide sufficient certainty for the tenant to invest in programming or long-term planning, and may not support Council's strategic goals for community sport activation.

FINANCIAL/RESOURCE IMPLICATIONS

Under the terms of the proposed lease, the lessee will remain responsible for maintaining the leased premises in good repair throughout the duration of the lease.

It is important to note that the infrastructure issues currently affecting the tennis courts have been present since the facility's opening in 2020. These issues—primarily relating to the deterioration of the court surface—are considered to be warranty matters attributable to the original developer. As such, the financial responsibility for rectifying these defects does not rest with the lessee, but rather with the developer under the applicable warranty provisions.

COMMUNITY AND OTHER CONSULTATION

Following external consultation, BTC have provided in principle agreement to the proposal outlined in this report. BTC have requested a term of five (5) years.

The following internal branches have been consulted and provided the below responses:

- (a) Property Services completed property due diligence.
 - a. Various searches and assessments were completed to ensure comprehensive understanding of the land and its constraints.
- (b) Community and Cultural Services
 - a. Sport and Recreation support the proposal and have contributed to the maintenance schedule.
 - b. Security Services - no response received.
 - c. Fire Services – no response received.
- (c) Asset Management – no response received.
- (d) Infrastructure Strategy has acknowledged the consultation and advised that discussions between Council and the Developer regarding the tennis courts and necessary rectification works are ongoing.
- (e) Works and Field Services
 - a. Electrical Team contributed to the maintenance schedule and asset list.
 - b. Plumbing Team – no response received.
 - c. Facilities and Maintenance Team - no response received.
- (f) Cultural Heritage and City Design - no response received.

This site was presented during the Councillor Briefing Session held on 28 October 2025, as part of broader discussions on lease proposals. The session provided elected representatives with visibility into negotiation progress and site-specific considerations. Feedback received was positive, indicating general support for the direction of the proposal.

CONCLUSION

In summary, the proposed lease renewal for Baseline Tennis Coaching Pty Ltd at 44 Sportstar Drive, Springfield Central, supports continued community access to a key recreational facility while acknowledging the tenant's operational challenges due to unresolved infrastructure issues. The recommended terms, including a nominal rent, reflect a balanced and considered approach that aligns with Council's strategic objectives, mitigates financial and service delivery risks, and ensures stability for the operator and users of the facility.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	Recommendation A & B outlines Council will apply an exemption to dispose of a leasehold interest for renewal to Baseline Tennis Coaching Pty Ltd.

(b) What human rights are affected?	No human rights are affected by this decision. This is because the lessee is an incorporated association (only individuals have human rights). Further, the subject matter of the lease may impact on the human rights of third parties. The following human rights may be affected; Recognition and equality before the law (section 15) Protection from torture and cruel, inhuman or degrading treatment (section 17) Freedom of movement (section 19) Freedom of expression (section 21) Peaceful assembly and freedom of association (section 22) Privacy and reputation (section 25)
(c) How are the human rights limited?	The proposed decision to enter the lease will potentially interfere to restrict with the rights identified above because the lessee will have the power to eject persons in particular circumstances.
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	Yes. Ejecting a person in particular circumstances is a reasonable approach to ensure health and safety. Less restrictive means would be warnings, etc, but it is anticipated that these would be utilised prior to any ejection
(e) Conclusion	The decision is consistent with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Title Search  
2.	Property Plan  
3.	Lease Plan  

Kerry Perrett

SENIOR PROPERTY OFFICER (TENURE)

I concur with the recommendations contained in this report.

Alicia Rieck

PROPERTY SERVICES MANAGER

I concur with the recommendations contained in this report.

Matt Smith

GENERAL MANAGER (CORPORATE SERVICES)

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

INTERNAL CURRENT TITLE SEARCH
QUEENSLAND TITLES REGISTRY PTY LTD

Search Date: 29/09/2025 11:36

Title Reference: 51196196

Date Created: 20/09/2019

Previous Title: 51079733

REGISTERED OWNER

Dealing No: 719620679 13/09/2019

IPSWICH CITY COUNCIL TRUSTEE
UNDER INSTRUMENT 717885786

ESTATE AND LAND

Estate in Fee Simple

LOT 700 SURVEY PLAN 303717
Local Government: IPSWICH

EASEMENTS, ENCUMBRANCES AND INTERESTS

1. Rights and interests reserved to the Crown by
Deed of Grant No. 10312012 (POR 4)
Deed of Grant No. 19515062 (POR 3)
2. LEASE No 720425057 27/11/2020 at 10:36
BASELINE TENNIS COACHING PTY LTD A.C.N. 614 622 703
OF LEASE T ON SP311869
AND PART OF THE GROUND FLOOR (LEASE A)
TERM: 17/10/2020 TO 16/10/2025 OPTION NIL
Lodged at 10:36 on 27/11/2020 Recorded at 13:12 on 01/12/2020

ADMINISTRATIVE ADVICES - NIL
UNREGISTERED DEALINGS - NIL

Caution - Charges do not necessarily appear in order of priority

** End of Current Title Search **

Telephone	(07) 3810 6666
Fax	(07) 3810 6731
Email	council@ipswich.qld.gov.au
Web	www.ipswich.qld.gov.au
Business Hours	8:00am - 4:30pm (Mon - Fri)

This aerial map shows the 7000 block of Sportstar Drive. Lot 700 is highlighted in green. The map includes surrounding streets such as Nightingale Avenue (Pr), Mercy Avenue, Health Care Drive, and Parkland Drive. Various lots and buildings are labeled with numbers, including 7001, 7002, 7003, 7004, 7005, 7006, 7007, 7008, 7009, 7010, 7011, 7012, 7013, 7014, 7015, 7016, 7017, 7018, 7019, 7020, 7021, 7022, 7023, 7024, 7025, 7026, 7027, 7028, 7029, 7030, 7031, 7032, 7033, 7034, 7035, 7036, 7037, 7038, 7039, 7040, 7041, 7042, 7043, 7044, 7045, 7046, 7047, 7048, 7049, 7050, 7051, 7052, 7053, 7054, 7055, 7056, 7057, 7058, 7059, 7060, 7061, 7062, 7063, 7064, 7065, 7066, 7067, 7068, 7069, 7070, 7071, 7072, 7073, 7074, 7075, 7076, 7077, 7078, 7079, 7080, 7081, 7082, 7083, 7084, 7085, 7086, 7087, 7088, 7089, 7090, 7091, 7092, 7093, 7094, 7095, 7096, 7097, 7098, 7099, 7100, 7101, 7102, 7103, 7104, 7105, 7106, 7107, 7108, 7109, 7110, 7111, 7112, 7113, 7114, 7115, 7116, 7117, 7118, 7119, 7120, 7121, 7122, 7123, 7124, 7125, 7126, 7127, 7128, 7129, 7130, 7131, 7132, 7133, 7134, 7135, 7136, 7137, 7138, 7139, 7140, 7141, 7142, 7143, 7144, 7145, 7146, 7147, 7148, 7149, 7150, 7151, 7152, 7153, 7154, 7155, 7156, 7157, 7158, 7159, 7160, 7161, 7162, 7163, 7164, 7165, 7166, 7167, 7168, 7169, 7170, 7171, 7172, 7173, 7174, 7175, 7176, 7177, 7178, 7179, 7180, 7181, 7182, 7183, 7184, 7185, 7186, 7187, 7188, 7189, 7190, 7191, 7192, 7193, 7194, 7195, 7196, 7197, 7198, 7199, 7200, 7201, 7202, 7203, 7204, 7205, 7206, 7207, 7208, 7209, 7210, 7211, 7212, 7213, 7214, 7215, 7216, 7217, 7218, 7219, 7220, 7221, 7222, 7223, 7224, 7225, 7226, 7227, 7228, 7229, 7230, 7231, 7232, 7233, 7234, 7235, 7236, 7237, 7238, 7239, 7240, 7241, 7242, 7243, 7244, 7245, 7246, 7247, 7248, 7249, 7250, 7251, 7252, 7253, 7254, 7255, 7256, 7257, 7258, 7259, 7260, 7261, 7262, 7263, 7264, 7265, 7266, 7267, 7268, 7269, 7270, 7271, 7272, 7273, 7274, 7275, 7276, 7277, 7278, 7279, 7280, 7281, 7282, 7283, 7284, 7285, 7286, 7287, 7288, 7289, 7290, 7291, 7292, 7293, 7294, 7295, 7296, 7297, 7298, 7299, 7300, 7301, 7302, 7303, 7304, 7305, 7306, 7307, 7308, 7309, 7310, 7311, 7312, 7313, 7314, 7315, 7316, 7317, 7318, 7319, 7320, 7321, 7322, 7323, 7324, 7325, 7326, 7327, 7328, 7329, 7330, 7331, 7332, 7333, 7334, 7335, 7336, 7337, 7338, 7339, 7340, 7341, 7342, 7343, 7344, 7345, 7346, 7347, 7348, 7349, 7350, 7351, 7352, 7353, 7354, 7355, 7356, 7357, 7358, 7359, 7360, 7361, 7362, 7363, 7364, 7365, 7366, 7367, 7368, 7369, 7370, 7371, 7372, 7373, 7374, 7375, 7376, 7377, 7378, 7379, 7380, 7381, 7382, 7383, 7384, 7385, 7386, 7387, 7388, 7389, 7390, 7391, 7392, 7393, 7394, 7395, 7396, 7397, 7398, 7399, 7400, 7401, 7402, 7403, 7404, 7405, 7406, 7407, 7408, 7409, 7410, 7411, 7412, 7413, 7414, 7415, 7416, 7417, 7418, 7419, 7420, 7421, 7422, 7423, 7424, 7425, 7426, 7427, 7428, 7429, 7430, 7431, 7432, 7433, 7434, 7435, 7436, 7437, 7438, 7439, 7440, 7441, 7442, 7443, 7444, 7445, 7446, 7447, 7448, 7449, 7450, 7451, 7452, 7453, 7454, 7455, 7456, 7457, 7458, 7459, 7460, 7461, 7462, 7463, 7464, 7465, 7466, 7467, 7468, 7469, 7470, 7471, 7472, 7473, 7474, 7475, 7476, 7477, 7478, 7479, 7480, 7481, 7482, 7483, 7484, 7485, 7486, 7487, 7488, 7489, 7490, 7491, 7492, 7493, 7494, 7495, 7496, 7497, 7498, 7499, 7500, 7501, 7502, 7503, 7504, 7505, 7506, 7507, 7508, 7509, 7510, 7511, 7512, 7513, 7514, 7515, 7516, 7517, 7518, 7519, 7520, 7521, 7522, 7523, 7524, 7525, 7526, 7527, 7528, 7529, 7530, 7531, 7532, 7533, 7534, 7535, 7536, 7537, 7538, 7539, 7540, 7541, 7542, 7543, 7544, 7545, 7546, 7547, 7548, 7549, 7550, 7551, 7552, 7553, 7554, 7555, 7556, 7557, 7558, 7559, 7560, 7561, 7562, 7563, 7564, 7565, 7566, 7567, 7568, 7569, 7570, 7571, 7572, 7573, 7574, 7575, 7576, 7577, 7578, 7579, 7580, 7581, 7582, 7583, 7584, 7585, 7586, 7587, 7588, 7589, 7590, 7591, 7592, 7593, 7594, 7595, 7596, 7597, 7598, 7599, 7600, 7601, 7602, 7603, 7604, 7605, 7606, 7607, 7608, 7609, 7610, 7611, 7612, 7613, 7614, 7615, 7616, 7617, 7618, 7619, 7620, 7621, 7622, 7623, 7624, 7625, 7626, 7627, 7628, 7629, 7630, 7631, 7632, 7633, 7634, 7635, 7636, 7637, 7638, 7639, 7640, 7641, 7642, 7643, 7644, 7645, 7646, 7647, 7648, 7649, 7650, 7651, 7652, 7653, 7654, 7655, 7656, 7657, 7658, 7659, 7660, 7661, 766

Address:	44 Sportstar Drive Springfield Central Qld 4300	Lot Plan:	700SP303717
Owner:	Ipswich City Council Program 30	Area:	104100m ²

Scale:

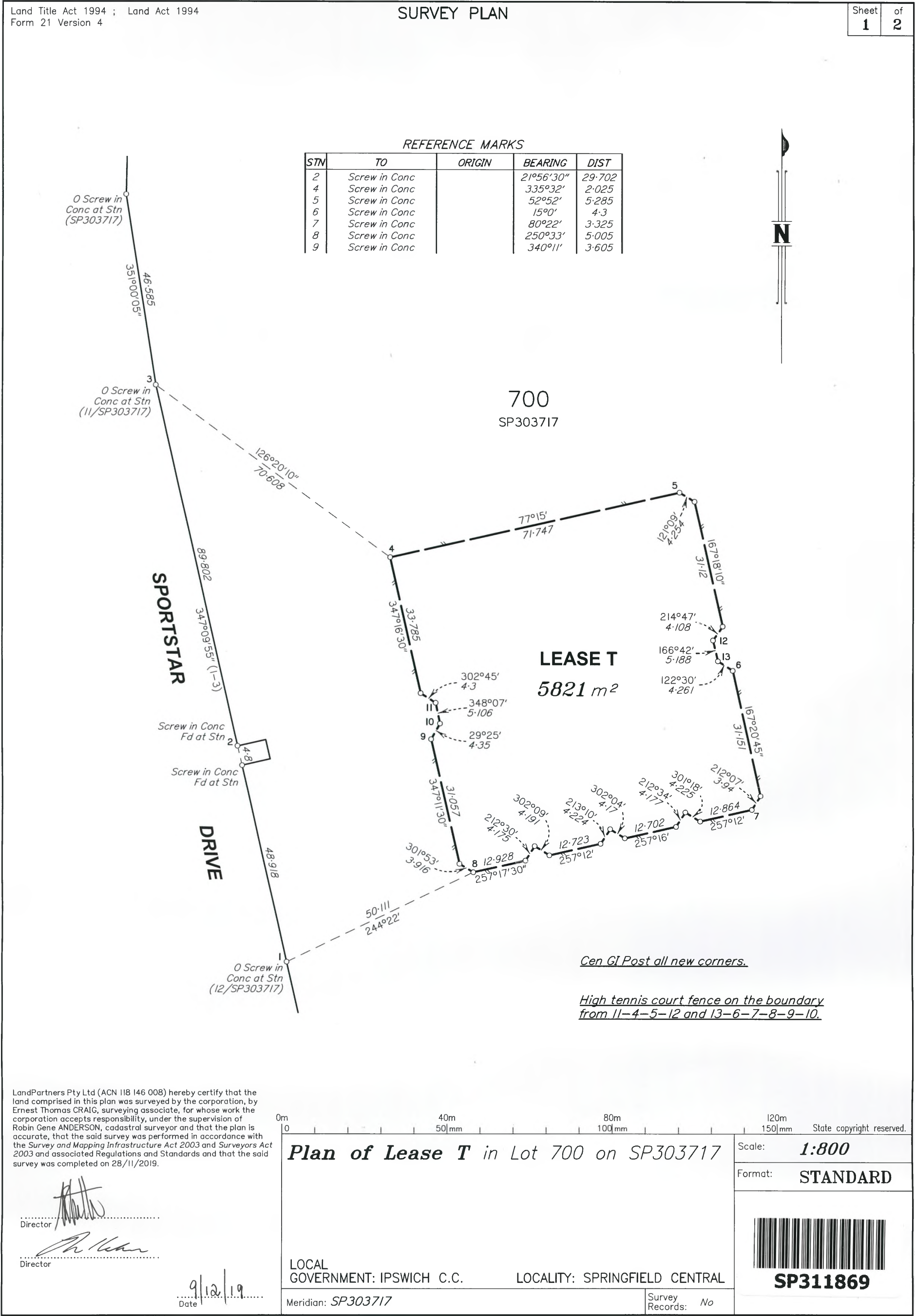
1:8,224

Metres 100 200

☐ Selected Property
 House Number / Boundary
 ☐ Easement

Item 3 / Attachment 2.

PROPERTY DETAILS			
Published Date: 13/10/2025			
Address:	44 Sportstar Drive Springfield Central Qld 4300	Suburb:	Springfield Central
LotPlan:	700SP303717	Postcode:	4300
Area:	104100m ²	Division:	Division 2
Tenure:	Tenure: FH Description: FREEHOLD		
RATING DETAILS			
PPN:	179216	Assessment :	193118
Owner:	Ipswich City Council Program 30	Mail Address:	Ipswich City Council Program 30 Ipswich City Council PO Box 191 IPSWICH QLD 4305
Land Use:	Code: 4859 Description: Club/Licenced/ Sport(Bus)	Rates:	Code: 702 - State Govt Emergency & Fire Levy - Group 3
Dogs:	No Registered Dog		
WORK AREA DETAILS			
Census:	SA1: 31004130417 SA2: 31004130 SA3: 31004 SA4: 310 Mesh Block: 30562392500 Block Category: Residential	Historic Flood:	1974 Affected: False 2011 Affected: False 2022 Affected: true
IE Work Area:	District 2 - Eastern Team 1	PRS Planning Team Area:	Development - East Team
PRS Engineering Teams Areas:	Team Name: East Technical Officer : Adrian Bulley Team Name: East - Delivery Team A Technical Officer : Mitchell Weatherhead	PRS Regulatory Work Area:	Area 1: PRS Compliance - Development 1 Area 2: PRS Compliance - Local Laws Investigation 9 Area 3: PRS Compliance - Animal Management 2 Area 4: PRS Compliance - Littering and Dumping 2
Waste Work Area:	Zone 1	Catchment:	Catchment: Brisbane River Subcatchment: Mountain Creek
PLANNING & DEVELOPMENT DETAILS			
Zones:	Designation: SFTC - SF Town Centre Details: Springfield-Town Centre Designation Coverage: 100 Percent	Development Constraints:	OV1 MSES Regulated Vegetation Intersecting Watercourse OV10 Bushfire Prone Areas OV11 Slope 15 Percent to 25 Percent OV11 Slope Greater Than 25 Percent OV12 Flood Category Extreme OV12 Flood Category High OV12 Flood Category Low OV12 Flood Category Medium OV12 Flood Category Very Low OV12 Overland Flow Path OV15 Minor Waterway OV15 Minor Waterway Buffer OV2 Minor Waterway OV2 Minor Waterway Buffer
Divisions buffered 50m:	Division 2		



Doc ID No: A12072783

ITEM: 4

SUBJECT: NEW LEASE OVER PART OF FREEHOLD LAND AT 102 CHAMPIONS WAY,
WILLOWBANK (LEASE A)

AUTHOR: SENIOR PROPERTY OFFICER (TENURE)

DATE: 28 OCTOBER 2025

EXECUTIVE SUMMARY

This is a report concerning the proposed new lease over freehold land located at 102 Champions Way, Willowbank, described as part of Lot 1 on SP308694 (the Land), between Ipswich City Council (Council) and Ipswich City Dirt Kart Club Inc. (ICDKC).

RECOMMENDATION

- A. That pursuant to section 236(2) of the *Local Government Regulation 2012* (Regulation), Council resolve that the exception at section 236(1)(b)(ii) of the Regulation applies to the disposal of interest in land at 102 Champions Way, Willowbank more particularly described as part of Lot 1 and Plan SP308694, for dirt kart purposes, because Ipswich City Dirt Kart Club Inc. (Lessee) is a community organisation.
- B. That Council enter into a lease (Council file reference number 5969) with the Lessee:
- (i) at a commencing annual rent of \$2,000 payable to Council (excluding GST); and
 - (ii) for a term of five (5) years, with no options for extension.

RELATED PARTIES

- Ipswich City Dirt Kart Club Inc.
- There was no declaration of conflict of interest

IFUTURE THEME

A Trusted and Leading Organisation

PURPOSE OF REPORT/BACKGROUND

The lease at 102 Champions Way, Willowbank is proposed to transition from a seasonal permit to a formal lease arrangement. The Ipswich City Dirt Kart Club Inc. is a well-

established, community-focused motorsport organisation operating in Willowbank since 1998. Ipswich City Dirt Kart Club Inc. has been operating under a Permit arrangement since 2012. Founded by Bob Gartside, the club was created to provide an accessible and family-friendly environment for dirt kart racing. It has grown to become the largest member-based dirt kart club in South-East Queensland, offering a purpose-built track and facilities that support a wide range of age groups—from children as young as five (5) to seniors over 70.

ICDKC hosts a 12-round championship season annually, with races held under lights and supported by modern amenities including a timing system, first aid room, and canteen. The club promotes inclusivity, safety, and skill development through regular race meets and monthly practice sessions. With free spectator entry and a strong volunteer base, ICDKC plays a valuable role in fostering grassroots motorsport and community engagement in the Ipswich region.

In accordance with Section 236(1)(b)(ii) of the *Local Government Regulation 2012*, Council may dispose of an interest in land to a community organisation without undertaking a public tender or auction process. This exemption applies specifically to community organisations and is subject to Council resolving that the exception applies. To support this process, an independent market valuation was obtained to determine appropriate rent for the proposed use as a dirt kart track.

The proposed lease terms are as follows;

Terms	Proposed Terms	Existing Terms
Agreement:	Trustee Lease	Seasonal Permit
Commencement Date:	01/12/2025	Annual
Expiry Date:	30/11/2030	
Options:	Nil	Nil
Rent:	\$2,000 + GST per annum (ex GST). (Determined by a market rent valuation)	Currently \$1,440.00 per annum (ex GST)
Fixed Review	3% per annum	Not Applicable
Permitted Use:	For the provision of a Dirt kart track , including racing, training, events, and associated operations.	For the provision of a Dirt kart track , including racing, training, events, and associated operations.

LEGAL IMPLICATIONS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009
Local Government Regulation 2012
Land Act 1994

POLICY IMPLICATIONS

The proposed lease terms are consistent with the Council's endorsed *Tenure over Council Property* policy (the 'Policy').

RISK MANAGEMENT IMPLICATIONS

Risks Associated with the Recommendation

- **Operational Risk:** The lease formalises existing use, reducing ambiguity and improving governance. However, if ICDKC fails to comply with lease terms (e.g. maintenance, permitted use), Council may need to enforce compliance or terminate the lease.
- **Financial Risk:** The proposed rent of \$2,000 p.a. (ex GST) is below market value but justified under community use provisions. There is a minor risk of perceived undervaluation, though mitigated by the independent valuation and policy alignment.
- **Reputational Risk:** Entering into a lease with a long-standing community organisation supports Council's strategic objectives. However, any future operational issues (e.g. noise complaints, safety incidents) could reflect on Council.
- **Legal Risk:** The lease complies with the *Local Government Regulation 2012* and Council's Tenure Policy. Risk is low provided lease execution and administration are properly managed.

Risks of Alternative Recommendations

- **Public Tender or Auction:** Requiring a competitive process could delay tenure certainty for ICDKC, disrupt community activities, and potentially result in loss of a valued community partner. It may also discourage other community organisations from engaging with Council.
- **Short-Term Permit Renewal:** Continuing with seasonal permits would maintain flexibility but limit investment certainty for ICDKC. This could hinder infrastructure improvements and long-term planning, reducing community benefit.
- **Higher Rent:** Imposing market rent may strain ICDKC's financial capacity, potentially leading to reduced programming or withdrawal from the site. This would negatively impact community engagement and youth participation in motorsport.

Risks of Not Approving the Recommendation

- **Loss of Community Benefit:** ICDKC provides inclusive, low-cost motorsport opportunities for a wide demographic. Without a formal lease, the club may face operational uncertainty, reducing its ability to deliver programs.
- **Asset Underutilisation:** The land may remain underused or require additional Council resources to manage if ICDKC vacates.
- **Increased Administrative Burden:** Seasonal permits require ongoing renewal and oversight, increasing administrative workload compared to a fixed-term lease.

OPTIONS CONSIDERED AND DISCARDED

1. Public Tender Process

Discarded due to risk of displacing a long-standing community organisation and undermining Council's community engagement objectives.

2. Continuation of Seasonal Permit

Discarded due to lack of tenure certainty for the club, limiting its ability to invest in infrastructure and programming.

3. Higher Rent Based on Market Valuation

Discarded as inconsistent with Council's Tenure Policy for community organisations and likely to impose financial hardship on the club.

FINANCIAL/RESOURCE IMPLICATIONS

The lessee is responsible for maintaining the premises in good repair throughout the term of the lease, including fair wear and tear and replacement due to end-of-life deterioration.

COMMUNITY AND OTHER CONSULTATION

There has been no community consultation in relation to this report by Council.

Following external consultation, ICDKC have provided in principle agreement to the proposal outlined in this report.

The following internal branches have been consulted and provided the below responses:

- (a) Property Services completed property due diligence.
 - a. Various searches and assessments were completed to ensure comprehensive understanding of the land and its constraints.
- (b) Community and Cultural Services
 - a. Sport and Recreation support the proposal and have contributed substantial input regarding the delineation of the lease area, maintenance responsibilities and the ownership of buildings.
 - b. Security Services - no response received.
 - c. Fire Services – no response received.
- (c) Asset Management has provided the asset list for consideration as part of the consultation process.
- (d) Infrastructure Strategy acknowledged the consultation but did not provide comment.
- (e) Works and Field Services
 - a. Electrical Team contributed to the maintenance schedule and asset list.
 - b. Plumbing Team contributed to the consultation process by providing water metering information.
 - c. Facilities and Maintenance Team - no response received.
- (f) Cultural Heritage and City Design - no response received.

This site was presented during the Councillor Briefing Session held on 28 October 2025, as part of broader discussions on lease proposals. The session provided elected representatives with visibility into negotiation progress and site-specific considerations. Feedback received was positive, indicating general support for the direction of the proposal.

CONCLUSION

The proposed lease at 102 Champions Way, Willowbank supports a community-focused organisation and aligns with Council's strategic objectives and policy framework. The recommended terms provide operational certainty for Ipswich City Dirt Kart Club Inc., enabling long-term planning and investment, while ensuring responsible asset management. Internal and external stakeholders have been consulted, and the lease arrangement offers a balanced approach to community benefit, financial oversight, and risk mitigation.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	Recommendation A & B outlines Council will apply an exemption to dispose of a leasehold interest for a dirt kart purpose.
(b) What human rights are affected?	No human rights are affected by this decision. This is because the lessee is an incorporated association (only individuals have human rights). Further, the subject matter of the lease may impact on the human rights of third parties. The following human rights may be affected; Recognition and equality before the law (section 15) Protection from torture and cruel, inhuman or degrading treatment (section 17) Freedom of movement (section 19) Freedom of expression (section 21) Peaceful assembly and freedom of association (section 22) Privacy and reputation (section 25)
(c) How are the human rights limited?	The proposed decision to enter the lease will potentially interfere to restrict with the rights identified above because the lessee will have the power to eject persons in particular circumstances.
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	Yes. Ejecting a person in particular circumstances is a reasonable approach to ensure health and safety. Less restrictive means would be warnings, etc, but it is anticipated that these would be utilised prior to any ejection
(e) Conclusion	The decision is consistent with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Title Search ↓ 
2.	Property Plan ↓ 

Kerry Perrett

SENIOR PROPERTY OFFICER (TENURE)

I concur with the recommendations contained in this report.

Alicia Rieck

PROPERTY SERVICES MANAGER

I concur with the recommendations contained in this report.

Matt Smith

GENERAL MANAGER (CORPORATE SERVICES)

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

INTERNAL CURRENT TITLE SEARCH
QUEENSLAND TITLES REGISTRY PTY LTD

Search Date: 25/10/2023 07:47

Title Reference: 51179207

Date Created: 02/04/2019

Previous Title: 50257558

REGISTERED OWNER

Dealing No: 719330451 27/03/2019

IPSWICH CITY COUNCIL

ESTATE AND LAND

Estate in Fee Simple

LOT 1 SURVEY PLAN 308694
Local Government: IPSWICH

EASEMENTS, ENCUMBRANCES AND INTERESTS

1. Rights and interests reserved to the Crown by
Deed of Grant No. 11075063 (POR 253)
2. LEASE No 715818574 06/06/2014 at 11:36
WILLOWBANK RACEWAY INCORPORATED
LEASE H ON SP189638
TERM: 01/01/2014 TO 31/12/2043 OPTION 30 YEARS
Lodged at 11:36 on 06/06/2014 Recorded at 14:17 on 11/06/2014
3. LEASE No 718868375 13/07/2018 at 10:09
TELSTRA CORPORATION LIMITED A.B.N. 33 051 775 556
OF LEASE TC AND TD ON SP303124
TERM: 01/07/2017 TO 30/06/2027 OPTION NIL
Lodged at 10:09 on 13/07/2018 Recorded at 13:59 on 20/07/2018
4. TRANSFER No 722517590 02/06/2023 at 15:11
LEASE: 718868375
AMPLITEL PTY LTD A.C.N. 648 133 073
Lodged at 15:11 on 02/06/2023 Recorded at 10:52 on 21/07/2023
5. LEASE No 719035813 10/10/2018 at 10:59
THE STATE OF QUEENSLAND
(REPRESENTED BY PUBLIC SAFETY BUSINESS AGENCY)
OF LEASE E ON SP304366
TERM: 01/07/2017 TO 30/06/2027 OPTION NIL
Lodged at 10:59 on 10/10/2018 Recorded at 13:19 on 11/10/2018
6. LEASE No 720353716 27/10/2020 at 11:22
OPTUS MOBILE PTY LIMITED A.C.N. 054 365 696
OF LEASE P ON SP315406
TERM: 01/07/2020 TO 30/06/2027 OPTION NIL
Lodged at 11:22 on 27/10/2020 Recorded at 09:45 on 29/10/2020

ADMINISTRATIVE ADVICES - NIL

INTERNAL CURRENT TITLE SEARCH
QUEENSLAND TITLES REGISTRY PTY LTD

Search Date: 25/10/2023 07:47

Title Reference: 51179207

Date Created: 02/04/2019

UNREGISTERED DEALINGS

Dealing	Type	Lodgement Date	Status	Location
722823685	TRANSFER	20/10/2023 09:51	UNV	EF-GEN -

Caution - Charges do not necessarily appear in order of priority

** End of Current Title Search **



Ipswich City Council

1 Nicholas Street
PO Box 191
IPSWICH QLD 4305
Australia

Telephone

(07) 3810 6666

Fax

(07) 3810 6731

Email

council@ipswich.qld.gov.au

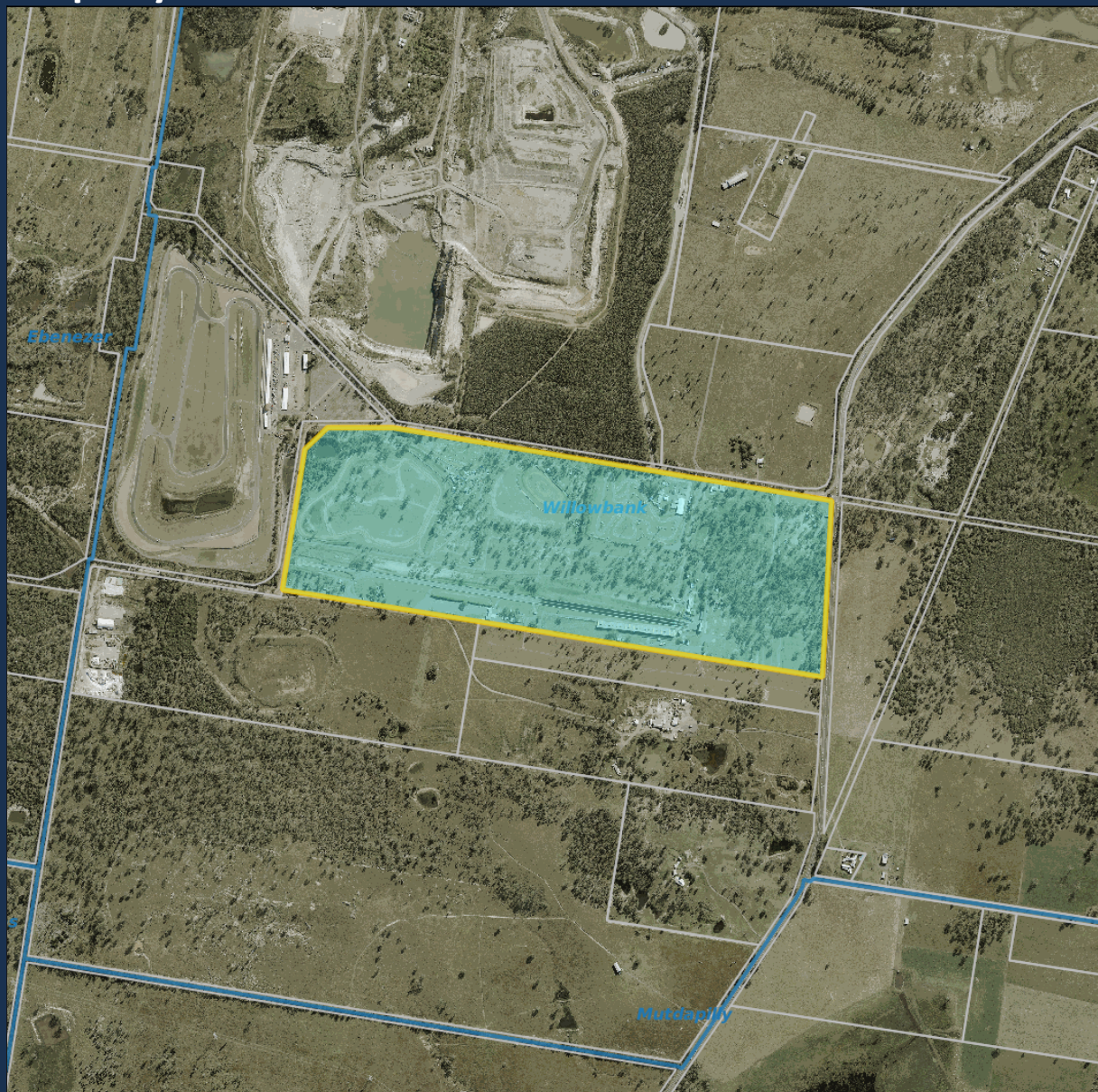
Web

www.ipswich.qld.gov.au

Business Hours

8:00am - 4:30pm (Mon - Fri)

Property Plan



PROPERTY DETAILS

Address: 102 Champions Way Willowbank Qld 4306
Owner: Ipswich City Council Program 30
Lot Plan: 1SP308694
Area: 839300m²

MAP DETAILS

Scale:

1:17,320

Km 0.3 0.5 0.8



LEGEND



Selected Property

23

House Number / Boundary



Easement

Item 4 / Attachment 2.

PROPERTY DETAILS			
Published Date: 13/10/2025			
Address:	102 Champions Way Willowbank Qld 4306	Suburb:	Willowbank
LotPlan:	1SP308694	Postcode:	4306
Area:	839300m ²	Division:	Division 1
Tenure:	Tenure: FH Description: FREEHOLD		
RATING DETAILS			
PPN:	176433	Assessment :	191721
Owner:	Ipswich City Council Program 30	Mail Address:	Ipswich City Council Program 30 Ipswich City Council PO Box 191 IPSWICH QLD 4305
Land Use:	Code: 0159 Description: Vacant Land Council Owned	Rates:	Code: 750 - State Govt Emergency & Fire Levy - Group 1E
Dogs:	No Registered Dog		
WORK AREA DETAILS			
Census:	SA1: 31002128225 SA2: 31002128 SA3: 31002 SA4: 310 Mesh Block: 30355621000 Block Category: Primary Production	Historic Flood:	1974 Affected: False 2011 Affected: False 2022 Affected: false
IE Work Area:	District 3 - Western Team	PRS Planning Team Area:	Development - West Team
PRS Engineering Teams Areas:	Team Name: West Technical Officer : Adrian Bulley Team Name: West - Delivery Team B Technical Officer : Amit Giri	PRS Regulatory Work Area:	Area 1: PRS Compliance - Development 4 Area 2: PRS Compliance - Local Laws Investigation 2 Area 3: PRS Compliance - Animal Management 4 Area 4: PRS Compliance - Littering and Dumping 1
Waste Work Area:	Zone 4	Catchment:	Catchment: Bremer River Subcatchment: Warrill Creek
PLANNING & DEVELOPMENT DETAILS			
Zones:	Designation: TO - Tourism Details: Tourism Coverage: 99 Percent	Development Constraints:	OV1 Matters of State Environmental Significance OV10 Bushfire Prone Areas OV11 Slope 15 Percent to 25 Percent OV11 Slope Greater Than 25 Percent OV12 Overland Flow Path OV13 Transport Noise Corridor State Controlled Road OV14 Motorsport Buffers OV5 Growth Management OV7A RAAF Height Restriction Zone 45m OV7A RAAF Height Restriction Zone 90m OV7A RAAF Obstruction Clearance Surface OV7B RAAF Wildlife Hazard Buffer Zone OV7D RAAF BRA AOI 90AHD
Divisions buffered 50m:	Division 1		

Doc ID No: A12061602

ITEM: 5

SUBJECT: PROCUREMENT - WASTE CONTRACT EXPIRATION RE-ALIGNMENT

AUTHOR: GOODS AND SERVICES CATEGORY MANAGER

DATE: 24 OCTOBER 2025

EXECUTIVE SUMMARY

This is a report concerning the alignment of end dates for four (4) existing waste collection contracts to conclude in late 2027. This alignment supports long-term strategic planning, including collaboration with other councils and the exploration of alternative residual waste disposal initiatives. It will enable a more coordinated and efficient approach when re-entering a limited supplier market.

RECOMMENDATION

- A. That the contractual arrangements (Council contract 18257 (3 & 4) and 09-10-264 (1 & 2)) with Veolia Environmental Services, Ti-Tree Bioenergy, and Remondis Pty Ltd (Supplier/s) for Resource Recovery and Disposal of Non-Putrescible Waste, and Waste Disposal Services be varied as follows:**
- (i) to amend the entire terms of the above contracts from current end dates, to a common end date expiring 31 December 2027;**
 - (ii) to increase expenditure by approximately \$5,200,000 excluding GST for the extension of contracts 09-10-264-1 and 09-10-264-2;**
- B. That Council enter into a deed of variation with the Suppliers to appropriately amend the existing contractual arrangement.**
- C. That pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to 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.**

RELATED PARTIES

- Veolia Environmental Services (Australia) Pty Ltd (ABN 20 051 316 584/ACN 051 316 584)
- Ti Tree Bioenergy (ABN 67 450 387 919)
- Remondis Pty Ltd (ABN 95 002 429 781/ACN 002 429 781)

- Ipswich City Council

There was no declaration of conflicts of interest.

IFUTURE THEME

Natural and Sustainable

PURPOSE OF REPORT/BACKGROUND

This report seeks Council's consideration and approval to align the end dates of existing landfill-related waste contracts to enable a coordinated and strategic approach to future waste management. As the cost of waste services continues to rise – driven by increasing state levies and reduced landfill availability – there is a growing need to transition from a purely operational role to one that actively addresses long-term waste challenges. These contracts involve complex logistics, long-standing supplier relationships, and significant financial commitments. Council's decision is critical to ensure continuity of service, environmental compliance, and the ability to plan effectively for a more sustainable and integrated waste future for the community.

This matter relates to prior Council resolutions made in September 2010 (award of contracts 09-10-264) and again in November 2021 (awarding of contract 17209 which became reference 18257).

Contract Number	Contract Name	Start Date	Current End Date (including extension options)	Contract Amount	Contract Terms (existing)	Proposed additional contract term extension	Estimated value of extensions (based on projected volumes)
09-10-264-1	Waste Disposal Services Remondis	7/12/2012	6/12/2027	<i>No approved estimated value in original Council approval.</i>	5+5+5 Full term 15yrs	25 days	\$5.2m across both contracts
09-10-264-2	Waste Disposal Services Ti Tree Bioenergy	22/03/2011	21/03/2026		10+5 Full term 15yrs	1 year, 8 months and 10 days	
18257-3	Resource Recovery and Disposal of Non-Putrescible Waste [17209] Veolia	17/12/2021	16/12/2025 1 x 1yr extn option remaining – end date 16/12/2026	\$26,352,022 ¹ <i>Estimated Value approved 18/11/21 Council</i>	3+1+1 Full term 5 years	1 year and 15 days	Spend to 15/10/25: \$10,805,884 Value of extension: \$12m
18257-4	Resource Recovery and Disposal of Non-	17/12/2021	16/12/2025 1 x 1yr extn option remaining –		3+1+1	1 year and 15 days	Proposed extension will not increase value above initial

¹ Amount approved by Council for spend of contract 18/11/2021, Item 15.7

	Putrescible Waste [17209] Remondis		end date 16/12/2026		Full term 5 years		approved value
--	--	--	------------------------	--	----------------------	--	-------------------

The additional extension terms are outlined above in the table, as well as estimated value of the extension on the contract, based on forecast volumes, and rate increases under the terms of the contract and waste levy fees. Spend with each supplier will be dependent on any rate changes as part of proposed extensions.

Council spend under 09-10-264-1 and 0-10-264-2 for Putrescible waste is approximately \$16m per annum and is based on a per tonne rate for waste. A significant portion of this cost is the [Queensland Government Waste Levy fee](#), which is currently \$125/tonne for general waste and will increase by \$10/tonne each financial year. This levy commenced in the 2019/20 Financial Year.

Contracts 18257-3 and 18257-4 were originally approved by Council in November 2021, with an approved overall total contract spend of \$26,352,022. To date, spend under this arrangement is at \$10,805,884, with estimated value of spend over the proposed extension approximately \$12m, which will still be within the original approved value.

LEGAL IMPLICATIONS

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

POLICY IMPLICATIONS

The matter of this report is consistent with the Procurement Policy. No other policies have been identified that would be impacted.

RISK MANAGEMENT IMPLICATIONS

The risk associated with extending the existing contracts to a common end date is primarily related to not testing the market, which may limit opportunities for more competitive pricing. However, this is mitigated by Council's strong supplier relationships, transparent contract management, and consistently reliable service delivery. Furthermore, there is a limited market available for disposal services and distance to service providers is a key cost consideration.

Conversely, the risk of not approving the recommendation is significantly higher. Without aligned contract end dates, Council may face service delivery gaps while strategic waste planning remains underway. Going to market prematurely could result in unclear requirements, limited interest, or inflated pricing due to uncertainty and perceived risk, potentially leading to suboptimal outcomes for both Council and the community.

FINANCIAL/RESOURCE IMPLICATIONS

Funding is in line with approved operational budgets for Waste activities.

COMMUNITY AND OTHER CONSULTATION

Resource Recovery Branch, Procurement Branch.

CONCLUSION

It is recommended that Council approve the recommendations set out above with the Suppliers. Aligning contract end dates offers a balanced approach that minimises service disruption and financial risk while supporting strategic planning. Premature market engagement risks uncertainty and higher costs, which could undermine Council's waste management objectives.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	That Council approve the extension of contracts 09-10-264-1, 09-10-264-2, 18257-3 and 18257-4 to a common expiration date of 31/12/2027. That Council approves additional expenditure as part of the approval for 09-10-264-1 and 09-10-264-2.
(b) What human rights are affected?	Nil.
(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.

Tim Steinhardt

GOODS AND SERVICES CATEGORY MANAGER

I concur with the recommendations contained in this report.

Tanya Houwen

MANAGER, PROCUREMENT

I concur with the recommendations contained in this report.

David McAlister

MANAGER, RESOURCE RECOVERY

I concur with the recommendations contained in this report.

Matt Smith

GENERAL MANAGER (CORPORATE SERVICES)

I concur with the recommendations contained in this report.

Kaye Cavanagh

GENERAL MANAGER (ENVIRONMENT AND SUSTAINABILITY)

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Doc ID No: A12136946

ITEM: 6

SUBJECT: PROCUREMENT: PREFERRED SUPPLIER ARRANGEMENT FOR THE PROVISION OF
PLANT HIRE (WET HIRE) SERVICES

AUTHOR: CATEGORY SPECIALIST

DATE: 17 OCTOBER 2025

EXECUTIVE SUMMARY

This is a report concerning the establishment of preferred supply arrangements with nineteen (19) suppliers for the provision of Plant Hire (Wet Hire) services to Ipswich City Council.

RECOMMENDATION

- A. That pursuant to Section 233 of the *Local Government Regulation 2012* (Regulation), Council establish Preferred Supplier Arrangement for the provision of Plant Hire (Wet Hire) Services with the Suppliers detailed in Attachment 1 of this report.
- B. That pursuant to Section 233(8) of the Regulation, Council resolve that it is satisfied that a term of longer than two (2) years will result in better value for Council.
- C. That under the Preferred Supplier Arrangement, Council's approximate spend will be \$30,000,000.00 excluding GST (subject to Council's annually adopted budget) over the entire term, being a term of two (2) years, with the option for extension of one (1) additional two (2) year term.
- D. That Council may enter into a contractual arrangement with any of the aforementioned Suppliers.
- E. For those individual contractual arrangements that exceed \$2,000,000.00 excluding GST, pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to 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.

RELATED PARTIES

A conflict of interest was declared as outlined in the attached.

IFUTURE THEME

Vibrant and Growing

PURPOSE OF REPORT/BACKGROUND

Council has an ongoing need for the provision of Plant Hire (Wet Hire) services as an essential business requirement that supports the need for consistent availability of suitable plant and capable operators to conduct construction works, maintenance and other miscellaneous activities involving plant, machinery and equipment.

LEGAL IMPLICATIONS

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

POLICY IMPLICATIONS

The matter of this report is consistent with the Procurement Policy. No other policies have been identified that would be impacted.

RISK MANAGEMENT IMPLICATIONS

The risk management implications have been considered in Confidential Attachment 1.

FINANCIAL/RESOURCE IMPLICATIONS

Expenditure under the preferred supplier arrangements is subject to Council's adopted budget per financial year. The estimated amount of \$30M stipulated within the recommendation is to cover expenditure over the term.

COMMUNITY AND OTHER CONSULTATION

The following internal stakeholders were consulted and support the recommendation:

- Building Construction and Maintenance Category Manager
- General Manager, Asset and Infrastructure Services
- Internal stakeholders from Works and Fields Services Branch
- Internal stakeholders from Asset and Infrastructure Services

CONCLUSION

The procurement activity concluded that the provision of Plant Hire (Wet Hire) Services to Council to be undertaken by the preferred suppliers detailed within this recommendation, providing Council the best value for money.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
Link to checklist in Objective (internal use only)	
(a) What is the Act/Decision being made?	Not Applicable
(b) What human rights are affected?	Not Applicable
(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.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	CONFIDENTIAL Recommendation to Award (RTA) - Plant Hire (Wet Hire) Services
----	--

Tara Hamilton-Smith

CATEGORY SPECIALIST

I concur with the recommendations contained in this report.

Wayne Bichel

BUILDING CONSTRUCTION AND MAINTENANCE CATEGORY MANAGER

I concur with the recommendations contained in this report.

Sonia Gollschewski

MANAGER, WORKS AND FIELD SERVICES

I concur with the recommendations contained in this report.

Graeme Martin

MANAGER, CAPITAL PROGRAM DELIVERY

I concur with the recommendations contained in this report.

Matt Smith
GENERAL MANAGER (CORPORATE SERVICES)

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

Doc ID No: A12166549

ITEM: 7

SUBJECT: PROCUREMENT: PREFERRED SUPPLIER ARRANGEMENT FOR THE PROVISION OF
GROUNDS MAINTENANCE AND ASSOCIATED SERVICES

AUTHOR: CATEGORY SPECIALIST

DATE: 27 OCTOBER 2025

EXECUTIVE SUMMARY

This is a report concerning the establishment of preferred supply arrangement with ten (10) suppliers for the provision of Grounds Maintenance and Associated Services to Ipswich City Council.

RECOMMENDATION

A. That Council establish contracts with the following Suppliers, for the provision of Grounds Maintenance and Associated Services (Council reference 250611-000249), for a term of 4 years and 6 months, with options for extension at the discretion of Council (as purchaser), of 2 additional 2 year terms.

- 1. Green by Nature Landscape Services (QLD) Pty Ltd
ABN 15 114 488 041 /ACN 114 488 041**
- 2. Lush and Green Pty Ltd (T/A Lush Green)
ABN 39 612 315 321**
- 3. Canasta Holdings Pty Ltd (T/A LD Total)
ABN 26 660 260 426/ ACN 660 260 426**
- 4. MARSUPIAL LANDSCAPE MANAGEMENT PTY LIMITED ACN: 003 585 108,
or its related body corporate (per Corporations Act 2001 (Cth),
GLASCOTT LANDSCAPE AND CIVIL PTY LTD ACN: 001 281 572**
- 5. SHANE RICHARD MARX SIDDLE trading as Nilin Group ABN 96 345 826
101**
- 6. Multhana Building Services Pty Ltd
ABN 65 673 255 064 / ACN 673 255 064**
- 7. Solutions Plus Grow Pty Ltd
ABN 60 097 217 493/ ACN 097 217 493**
- 8. River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental)
ABN 82 093 062 643/ ACN 093 062 643**
- 9. Austspray Environmental Weed Control Pty Ltd (T/A Austspray
Environmental)
ABN 89 122 731 775 / ACN 122 731 775**
- 10. Aquatic Weed Management Pty Ltd
ABN 16 634 751 947/ACN 634 751 947**

- B. That Council’s approximate spend under all of the abovementioned contracts will be \$60 million excluding GST over the entire term (including the options for extension).**
- C. For those individual contractual arrangements that exceed \$2,000,000 excluding GST, pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to 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.**

RELATED PARTIES

There was no declaration of Conflicts of interest.

IFUTURE THEME

Natural and Sustainable

PURPOSE OF REPORT/BACKGROUND

Council has an ongoing need for the provision of Grounds Maintenance services as an essential operational requirement to ensure the consistent upkeep of parks, reserves, and other public open spaces. This report seeks approval to establish a new contract arrangement that supports the reliable delivery of scheduled and reactive grounds maintenance activities, aligned with Council’s service standards and strategic objectives.

LEGAL IMPLICATIONS

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

POLICY IMPLICATIONS

The matter of this report is consistent with the Procurement Policy. No other policies have been identified that would be impacted.

RISK MANAGEMENT IMPLICATIONS

Risks are outlined within the Attachment 2 – Significant Contracting Plan.

The risk of not approving the recommendation is disruption to ongoing service delivery and a reduced ability to maintain public spaces to expected standards. This may lead to

operational inefficiencies, non-compliance with procurement requirements, and community dissatisfaction.

FINANCIAL/RESOURCE IMPLICATIONS

Funding is in line with approved operational budget for these services.

COMMUNITY AND OTHER CONSULTATION

Consultation was undertaken with the Works and Field Services Branch.

CONCLUSION

That Council adopt the Recommendations to Award to Grounds Maintenance and associated services.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	Act/Decision being made is detailed in the recommendation within this report.
(b) What human rights are affected?	<i>No human rights are affected by this decision, this is a procurement process</i>
(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.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Approved RTA Grounds Maintenance and Associated Services ↓ 
2.	CONFIDENTIAL Significant Contracting Plan - Grounds Maintenance and Associated Services_updated (A11794968)

Christine Lei
CATEGORY SPECIALIST

I concur with the recommendations contained in this report.

Tim Steinhardt

GOODS AND SERVICES CATEGORY MANAGER

I concur with the recommendations contained in this report.

Tanya Houwen

MANAGER, PROCUREMENT

I concur with the recommendations contained in this report.

Sonia Gollschewski

MANAGER, WORKS AND FIELD SERVICES

I concur with the recommendations contained in this report.

Matt Smith

GENERAL MANAGER (CORPORATE SERVICES)

I concur with the recommendations contained in this report.

Graeme Martin

ACTING GENERAL MANAGER, ASSET AND INFRASTRUCTURE SERVICES

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

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Ipswich City Council | Recommendation to Award (RTA)

RECOMMENDATION TO AWARD (RTA)

CONTRACT PARTICULARS	
CES/VP Reference	CES 250611-000249 / VP 477092
Contract Name	Grounds Maintenance and Associated Services
Contract Parties	- Green by Nature Landscape Services (QLD) Pty Ltd ABN 15 114 488 041 / ACN 114 488 041 - Lush and Green Pty Ltd (T/A Lush Green) ABN 39 612 315 321 - Canasta Holdings Pty Ltd (T/A LD Total) ABN 26 660 260 426/ ACN 660 260 426 - Marsupial Landscape Management Pty Ltd (Tendered) ABN 69 003 585 108/ ACN 003 585 108 Glascott Landscape & Civil Pty Ltd (To be contracted) ABN97 001 281 572 / ACN 001 281 572 - Nilin Group ABN 345 826 101 - Multhana Building Services Pty Ltd (Subject to departures) ABN 65 673 255 064 / ACN 673 255 064 - Solutions Plus Grow Pty Ltd ABN 60 097 217 493/ ACN 097 217 493 - River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental) ABN 82 093 062 643/ ACN 093 062 643 - Austspray Environmental Weed Control Pty Ltd (T/A Austspray Environmental) ABN 89 122 731 775 / ACN 122 731 775 - Aquatic Weed Management Pty Ltd ABN 16 634 751 947/ACN 634 751 947
Financial Delegate	Sonia Cooper – CEO, via Council Resolution
Contract Owner [Senior person accountable for budget and contract outcomes]	Seren McKenzie, General Manager (Asset and Infrastructure Services)
Contract Manager [Manages contract through post award to ensure performance and contract compliance]	Sonia Gollschewski, Manager, Works and Field Services
Contract Administrator [Maintains responsibility for administration and management of the contract]	Christine Lei, Category Specialist, Procurement Branch
Contract Type	Products and Services Contract, Preferred Supplier Arrangement
Contract Value	\$52,632,822 (excluding GST)
Contingency % and Amount	10% for 8.5-year contract \$5,263,282 (excluding GST)
Total Approved Amount [Contract value plus contingency]	Approximately \$60,000,000 (excluding GST)
Contract Term	Initial contract/s term: Initial term 4.5 years Proposed commencement date: 25/01/2026 Proposed Completion date: 25/07/2030

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Ipswich City Council | Recommendation to Award (RTA)

	Extension options (if relevant): Two extension options of Two (2) Year terms Option 1: Two Years (26/7/2030 to 25/7/2032) Option 2: Two Years (26/7/2032 to 25/7/2034) Total proposed contract/s term: 8.5 years
Date	16 October 2025

RECOMMENDATION:

A. That pursuant to Section 228 of the Local Government Regulation 2012 (Regulation), Council award Tender No. VP 477092 for the provision of Grounds Maintenance and Associated Services to below listed Suppliers.

1. Green by Nature Landscape Services (QLD) Pty Ltd
ABN 15 114 488 041 / ACN 114 488 041
2. Lush and Green Pty Ltd (T/A Lush Green)
ABN 39 612 315 321
3. Canasta Holdings Pty Ltd (T/A LD Total)
ABN 26 660 260 426/ ACN 660 260 426
4. Marsupial Landscape Management Pty Ltd (Tendered)
ABN 69 003 585 108/ ACN 003 585 108
Glascott Landscape & Civil Pty Ltd (To be contracted)
ABN97 001 281 572 / ACN 001 281 572
5. Nilin Group
ABN 345 826 101
6. Multhana Building Services Pty Ltd
ABN 65 673 255 064 / ACN 673 255 064
7. Solutions Plus Grow Pty Ltd
ABN 60 097 217 493/ ACN 097 217 493
8. River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental)
ABN 82 093 062 643/ ACN 093 062 643
9. Austspray Environmental Weed Control Pty Ltd (T/A Austspray Environmental)
ABN 89 122 731 775 / ACN 122 731 775
10. Aquatic Weed Management Pty Ltd
ABN 16 634 751 947/ACN 634 751 947

B. That Council enter into a contractual arrangement with the Supplier at an approximate purchase price of \$57,896,104 excluding GST over the entire term, being a term of four and half (4.5) years, with options for extension at the discretion of Council (as purchaser), of an additional two (2) X two (2) years terms.

C. That pursuant to Section 257(1)(b) of the Local Government Act 2009, Council resolve to 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.

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Ipswich City Council | Recommendation to Award (RTA)

PROCUREMENT ACTIVITY DETAILS

Ipswich City Council is undertaking a procurement process to establish a Preferred Supplier Arrangement for Grounds Maintenance and Associated Services. The contract is structured into ten Separable Portions (SPs), covering both geographic zones and specialised service areas across the region. These services include routine and seasonal maintenance of parks, streetscapes, open spaces, cemeteries, sports fields, referable dams, and VHBB sites.

The procurement strategy recommends engaging one supplier per zone, with each supplier responsible for all works within their designated area. This approach improves accountability, enables localised service delivery, and allows Council to manage performance more effectively.

The contract term is 4.5 years, with a 0.5-year alignment to end in July (a non-peak season), and 2x2 years optional extension, supporting long-term supplier investment and service continuity leading into the Brisbane 2032 Olympic Games.

The arrangement will be delivered under a Schedule of Rates model, with fixed pricing and annual CPI adjustments, providing financial stability and flexibility to respond to seasonal demand and asset growth.

This sourcing activity was conducted in accordance with the approved Significant Contract Plan (SCP) Objective ID: A11794968 and Pre-Market Approval (PMA) Objective ID: A11951028 for Grounds Maintenance and Associated Services.

MARKET ENGAGEMENT PROCESS

It was identified in the Significant Contract Plan that open request for tender (RFT) was the recommended procurement approach.

On Wednesday 03 September 2025 the RFT was issued to open market via the VendorPanel platform under the selected categories Horticulture & Arboriculture in Queensland, with submissions due by Wednesday 24 September 2025 05:00 PM

There was one extension of time requested on the tender, due to pre-defined timeframe The RFT closed on Wednesday 24 September 2025 05:00 PM AEST. Council received responses from:

- Aquatic Weed Management Pty Ltd
- Green by Nature Landscape Services (QLD) Pty Ltd
- Lush and Green Pty Ltd (T/A Lush Green)
- Canasta Holdings Pty Ltd (T/A LD Total)
- Marsupial Landscape Management Pty Ltd (Tendered) /Glascott Landscape & Civil Pty Ltd (To be contracted)
- Nilin Group
- Multhana Building Services Pty Ltd
- Solutions Plus Grow Pty Ltd
- River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental)
- Austspray Environmental Weed Control Pty Ltd (T/A Austspray Environmental)
- GOODNESS LANDCARE SERVICES
- Greenway Turf Solutions
- SPORTS TURF SERVICES
- Summit Open Space Services
- Udl M Pty Ltd

No late submissions were received, and the evaluation criteria remained consistent with those approved in the Pre-Market Approval.

Karin Hall's participation on the Evaluation Panel concluded prior to the assessment phase. Jason Claassen and Anthony Bliesner were subsequently appointed to the Panel; both have completed probity training and formally declared no conflicts of interest.

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Ipswich City Council | Recommendation to Award (RTA)

a. Conflict of Interest (COI) Declarations

There were no COI declarations made by the council officers on the evaluation panel.

b. Mandatory Criteria Assessment

Each offer was checked to ensure compliance with the terms and conditions of the invitation documentation and mandatory criteria (where applicable). All offers received that met the requirements progressed to evaluation.

c. Evaluation Process

The evaluation committee completed individual evaluations between the period 25 September 2025 and 9 October 20, 2025. Consensus moderations were held on 9 October 20, 2025, all evaluation committee members were in attendance. The committee engaged in discussions around the submissions, the panel reached consensus on the scores.

d. Final Evaluation Results

The following suppliers are recommended for each Separable Portion. WHS and Legal reviews are currently in progress; if either review is not successful, alternative supplier selections will be considered.

SP1 – Zone 1: Spring Mountain, Springfield Lakes, Springfield Central

Ranking	Supplier Name	Est Annual Cost	Total Score
1	Green by Nature Landscape Services (QLD) Pty Ltd	\$1,374,661.68	81.63
2	Canasta Holdings Pty Ltd (T/A LD Total)	\$944,889.99	69.50
3	Lush and Green Pty Ltd (T/A Lush Green)	\$831,480.70	63.63
4	Asplundh Tree Expert Australia Pty Ltd (T/A Summit Open Space Services)	\$1,340,180.66	58.63
5	UDLM Pty Ltd	\$14,002,346.77	44.13

SP 1 - RECOMMENDATION

Based on the procurement process outlined above **Green by Nature Landscape Services (QLD) Pty Ltd** offers the best value for money to Council and is recommended as the preferred Supplier.

The supplier has demonstrated strong capability, supported by comprehensive documentation, relevant experience, and a pricing structure that offers value for money. The supplier's service model reflects innovation and effective asset allocation, with an Ipswich-based employment structure that supports the local economy.

Additionally, Green by Nature has prior experience delivering streetscape and open space works for Ipswich City Council and has documented processes for service delivery and environmental sustainability. The supplier scored positively for local economic contribution and is the only respondent for SP9, making their inclusion essential for service continuity. Based on these factors, Green by Nature is recommended for appointment under SP1, with consideration for inclusion in SP4 and SP9.

SP2 – Zone 2: Redbank Plains, Augustine Heights

Ranking	Supplier Name	Est Annual Cost	Total Score
1	Lush and Green Pty Ltd (T/A Lush Green)	\$678,586.83	84.63
2	Canasta Holdings Pty Ltd (T/A LD Total)	\$2,244,415.70	62.50
3	Green by Nature Landscape Services (QLD) Pty Ltd	\$961,178.91	60.63

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4	Asplundh Tree Expert Australia Pty Ltd (T/A Summit Open Space Services)	\$1,264,837.38	58.63
5	UDLM Pty Ltd	\$10,650,430.16	44.13

SP 2 - RECOMMENDATION

Based on the procurement process outlined above **Lush and Green Pty Ltd (T/A Lush Green)** offers the best value for money to Council and is recommended as the preferred Supplier.

The supplier has demonstrated strong capability with impressive systems, adequate WHS compliance, and a commitment to innovation. The pricing structure is considered sustainable and aligns with the service delivery model selected by Council. The submission included detailed plans to achieve full operational status, comprehensive quality assurance documentation, and a clear statement of relevant experience.

Although the supplier is not currently based in Ipswich, they have been awarded seven points for local economic support as a Moreton Bay-based company. Furthermore, the supplier has expressed a clear intention to establish a local office within the Ipswich City Council area and employ local staff if awarded the contract. Overall, the submission is considered satisfactory and meets Council's requirements for service delivery.

SP4 – Zone 4: Gailes, Carole Park, Camira, Springfield

Ranking	Supplier Name	Est Annual Cost	Total Score
1	Green by Nature Landscape Services (QLD) Pty Ltd	\$675,725.87	81.63
2	Canasta Holdings Pty Ltd (T/A LD Total)	\$759,507.77	69.50
3	Lush and Green Pty Ltd (T/A Lush Green)	\$492,887.90	63.63
4	Asplundh Tree Expert Australia Pty Ltd (T/A Summit Open Space Services)	\$903,397.23	58.63
5	UDLM Pty Ltd	\$5,737,297.52	44.13

SP 4 - RECOMMENDATION

Based on the procurement process outlined above **Green by Nature Landscape Services (QLD) Pty Ltd** offers the best value for money to Council and is recommended as the preferred Supplier.

Their proven experience with Council and demonstrated ability to deliver reliable services positions them as a strong candidate. Their familiarity with Council's operational requirements ensures they are well equipped to manage both Zone 1 and Zone 4 effectively. These zones are geographically close, allowing for efficient service delivery under a consolidated approach. Furthermore, the combined cost for SP1 and SP4 is considered competitive and represents value for money, supporting the recommendation for Green by Nature to deliver both portions.

SP5 – Zone 5: Deebing Heights, Ripley, South Ripley, White Rock

Ranking	Supplier Name	Est Annual Cost	Total Score
1	Canasta Holdings Pty Ltd (T/A LD Total)	\$392,862.99	80.00
2	Green by Nature Landscape Services (QLD) Pty Ltd	\$367,863.89	71.13
3	Lush and Green Pty Ltd (T/A Lush Green)	\$271,549.05	63.63
4	Asplundh Tree Expert Australia Pty Ltd (T/A Summit Open Space Services)	\$446,682.87	58.63

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Ipswich City Council | Recommendation to Award (RTA)

5	UDLM Pty Ltd	\$3,436,240.75	44.13
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SP 5 - RECOMMENDATION

Based on the procurement process outlined above **Canasta Holdings Pty Ltd (T/A LD Total)** offers the best value for money to Council and is recommended as the preferred Supplier.

LD Total has demonstrated excellent experience and strong WHS systems, supported by well-documented procedures for service delivery, environmental sustainability, and compliance. The submission included all required information and pricing structures that align with Council's requirements, making it well-suited for SP5. Evaluators noted that the supplier's assets would be advantageous for service delivery.

While the supplier is not based in Ipswich, they receive three points for being a Gold Coast-based company. Pricing was considered competitive, and the supplier is regarded as experienced and reliable. However, the submission displayed limited innovation compared to other candidates.

SP6 – Ipswich General Cemetery.

Ranking	Supplier Name	Est Annual Cost	Total Score
1	Marsupial Landscape Management Pty Ltd (Tendered) Glascott Landscape & Civil Pty Ltd (To be contracted)	\$132,000.00	83.00
2	Asplundh Tree Expert Australia Pty Ltd (T/A Summit Open Space Services)	\$55,729.60	76.13
3	Lush and Green Pty Ltd (T/A Lush Green)	\$117,795.20	70.63
4	Green by Nature Landscape Services (QLD) Pty Ltd	\$272,392.32	64.13
5	Multhana Building Services Pty Ltd	\$94,236.16	64.13

SP 6 - RECOMMENDATION

Based on the procurement process outlined above **Marsupial Landscape Management Pty Ltd** offers the best value for money to Council and is recommended as the preferred Supplier.

Marsupial submitted a strong proposal with an excellent pricing structure and a complete asset list, making it well-suited for the cemetery service delivery model under SP6. The submission demonstrated great innovation, robust WHS procedures, and well-documented processes for service delivery. Evaluators noted relevant experience supported by case studies and confirmed that pricing was competitive.

The supplier scored 8 points for Local Economy Support as a Brisbane-based company, with 10 employees already located within ICC LGA, further contributing to Council's objectives.

Although Summit Open Space submitted the lowest price, their quotation was not considered sustainable for delivering services in accordance with the specification requirements.

Overall, Marsupial is considered to offer the best value for money for SP6.

Important Notice: It is recommended that the contract be entered into with Glascott Landscape & Civil Pty Ltd (ABN97 001 281 572 / ACN 001 281 572), as Marsupial Landscape Management Pty Ltd (ABN 69 003 585 108/ ACN 003 585 108) has transitioned its ABN and ACN to Glascott post effective 1 October 2025.

No re-evaluation of the tender is required, as the change is within a related body corporate structure under the Corporations Act 2001 (Cth).

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Ipswich City Council | Recommendation to Award (RTA)

SP7 – Voluntary Home Buy Back (VHBB) sites

Ranking	Supplier Name	Est Annual Cost	Total Score
1	Nilin Group	\$197,597.62	74.90
2	Lush and Green Pty Ltd (T/A Lush Green)	\$158,078.10	70.63
3	River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental)	N/A	54.00
4	Green by Nature Landscape Services (QLD) Pty Ltd	N/A	50.13

SP 7 - RECOMMENDATION

Based on the procurement process outlined above **Nilin Group** offers the best value for money to Council and is recommended as the preferred Supplier.

Nilin Group presented an excellent delivery model tailored for VHBB (Voluntary Home Buy-Back) properties, supported by the correct assets and all required systems and information. The supplier is Ipswich-based, with employment also located within Ipswich, and operates a depot at Bundamba, demonstrating strong local presence and familiarity with Council procedures. The submission included relevant certificates but lacked detailed methodology, which was noted as a shortcoming. While the supplier showed good capability for service delivery, evaluators observed limited innovation and minimal emphasis on environmental awareness or sustainability compared to other candidates.

While Nilin Group's submission meets the requirements for SP7, it is also important to consider distributing service packages across multiple suppliers to avoid over-reliance on a single contractor for the majority of works. The VHBB program requires low-intensity mowing and basic equipment, making it suitable for a smaller entity. Awarding SP7 to a local, smaller-scale supplier such as Nilin Group will help maintain capacity within larger organizations for more complex service packages while supporting local economic participation.

Overall, the submission was assessed as satisfactory and meets the requirements for SP7.

SP8 – Referable Dams

Ranking	Supplier Name	Est Annual Cost	Total Score
1	Multhana Building Services Pty Ltd	\$62,911.20	74.63
2	SPORTS TURF SERVICES PTY LTD	\$471,834.00	67.50
3	Green by Nature Landscape Services (QLD) Pty Ltd	\$105,376.26	60.63
4	Canasta Holdings Pty Ltd (T/A LD Total)	\$393,195.00	59.00
5	Nilin Group	\$283,100.40	57.40
6	River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental)	\$707,751.00	54.00

SP 8 - RECOMMENDATION

Based on the procurement process outlined above, **Multhana Building Services Pty Ltd** offers the best value for money to Council and is recommended as the preferred Supplier (Subject to agreement of departures)

SP9 – Road Maintenance Performance Contract (RMPC)

Ranking	Supplier Name	Est Annual Cost	Total Score
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1	Green by Nature Landscape Services (QLD) Pty Ltd	\$480,000	81.63
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SP 9 - RECOMMENDATION

Based on the procurement process outlined above, **Green by Nature Landscape Services (QLD) Pty Ltd** offers the best value for money to Council and is recommended as the preferred Supplier. Only one quotation was received. The supplier's current experience and pricing structure offer strong value for money, particularly given their Ipswich-based employment model. The proposed service model demonstrates innovation and efficient asset allocation. Overall, the total expenditure is projected to be 13% lower than the current contract, delivering an estimated saving of \$595,000 over the 8.5-year contract term.

SP10 – Sports Field Renovations, Turf Supply/Installation, and Seed

Ranking	Supplier Name	Total Score
1	Solutions Plus Grow Pty Ltd	77.50
2	Greenway Solutions (t/a Greenway Turf Solutions)	69.50
3	Austspray Environmental Weed Control Pty Ltd (T/A Austspray Environmental)	67.88
4	SPORTS TURF SERVICES PTY LTD	67.50
5	Green by Nature Landscape Services (QLD) Pty Ltd	64.13

SP 10 - RECOMMENDATION

Following the evaluation process, **Solutions Plus Grow Pty Ltd** is recommended for award under SP10. While the nature of the work is predominantly ad-hoc and does not allow for a reliable annual spend estimate, the supplier achieved the highest overall score based on both qualitative and quantitative criteria.

The supplier is recommended for award based on their strong capability in delivering specialised services for sports fields, supported by comprehensive WHS and environmental sustainability practices. Evaluators highlighted their excellent experience in the sports industry and a well-developed system for innovation. While one evaluator noted that the supplier only provided pricing for horticultural products and is not locally based, another acknowledged their contribution to the local economy as a Gold Coast-based business. Overall, the submission was considered satisfactory, with no conflicts of interest declared.

SP11 – Additional/Miscellaneous Services.

Ranking	Supplier Name	Total Score
1	River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental)	78.50
2	Lush and Green Pty Ltd (T/A Lush Green)	77.63
3	Green by Nature Landscape Services (QLD) Pty Ltd	74.63
4	Austspray Environmental Weed Control Pty Ltd (T/A Austspray Environmental)	71.38
5	SPORTS TURF SERVICES PTY LTD	67.50
6	Aquatic Weed Management Pty Ltd (T/A Aquatic Weed Harvester Australia)	67.25
7	Asplundh Tree Expert Australia Pty Ltd (T/A Summit Open Space Services)	65.63
8	Canasta Holdings Pty Ltd (T/A LD Total)	59.00
9	Goodness Enterprises Ltd (T/A Goodness Landcare)	54.25

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10	Nilin Group	53.90
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SP 11 – RECOMMENDATION

The following suppliers are recommended as the preferred suppliers for miscellaneous:

- River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental)
- Lush and Green Pty Ltd (T/A Lush Green)
- Green by Nature Landscape Services (QLD) Pty Ltd
- Austspray Environmental Weed Control Pty Ltd (T/A Austspray Environmental)
- Aquatic Weed Management Pty Ltd (T/A Aquatic Weed Harvester Australia)
- Canasta Holdings Pty Ltd (T/A LD Total)
- Nilin Group

The supplier selection for SP11 – Miscellaneous deviates from the original strategy of appointing one supplier per Separable Portion. For SP11, it is proposed to include all suppliers currently engaged for SP1 to SP5, as they have demonstrated capability to deliver SP11 services. As such, the selection does not follow score-based ranking.

Austspray and River City have been specifically included because they are the only suppliers capable of completing certain specialised works under SP11. Aquatic Weed was the only supplier to quote for aquatic weed and harvest services on a dry hire and wet hire basis. Including them for wet hire may provide additional flexibility in service delivery.

A total of eight suppliers is considered sufficient for SP11, given the relatively low volume of work. Including all suppliers who quoted may not be sustainable, particularly if some are awarded SP11 only and do not receive adequate work allocation.

a. Due Diligence

The following due diligence was undertaken on 21/10/2025 by the Procurement Lead.

Outline any reference checks that occurred.

A creditor check was completed by Creditor Watch for the recommended suppliers, with the assessment returning the following information:

Supplier Name	Results	Objective Reference
Green by Nature Landscape Services (QLD) Pty Ltd ABN 15 114 488 041 /ACN 114 488 041	The assessment has returned a B1 low-risk rating. Entity has a 0.25% to 0.50% chance of default within the next 12 months. Entity has a strong aptitude to meet credit commitments. Unfavourable economic conditions may lead to a weakened capability to meet financial commitments. Extend terms within consideration.	A12146592
Lush and Green Pty Ltd (T/A Lush Green) ABN 39 612 315 321	The assessment has returned a C1 Neutral-risk rating. Entity has a 3.0% to 4.0% chance of default within the next 12 months. Entity currently has the aptitude to meet credit commitments. Unfavourable business, financial, or economic conditions may impair ability to meet financial commitments. Extend terms and monitor ongoing payment behaviour.	A12146596
Canasta Holdings Pty Ltd (T/A LD Total) ABN 26 660 260 426/ ACN 660 260 426	The assessment has returned a B2 low-risk rating. Entity has a 0.5% to 1.0% chance of default within the next 12 months. Entity has a strong aptitude to meet credit commitments. Unfavourable economic conditions may lead to a weakened capability to meet financial commitments. Extend terms within consideration.	A12146598

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Ipswich City Council | Recommendation to Award (RTA)

Tendered: Marsupial Landscape Management Pty Ltd ABN 69 003 585 108/ ACN 003 585 108	The assessment has returned a B1 low-risk rating. Entity has a 0.25% to 0.50% chance of default within the next 12 months. Entity has a strong aptitude to meet credit commitments. Unfavourable economic conditions may lead to a weakened capability to meet financial commitments. Extend terms within consideration.	A12146622
To be contracted (ACN Change of Marsupial effect on 1 Oct 2025): Glascott Landscape & Civil Pty Ltd (To be contracted) ABN 97 001 281 572 / ACN 001 281 572	The assessment has returned a B2 low-risk rating. Entity has a 0.5% to 1.0% chance of default within the next 12 months. Entity has a strong aptitude to meet credit commitments. Unfavourable economic conditions may lead to a weakened capability to meet financial commitments. Extend terms within consideration.	A12160732 A12160562
Nilin Group ABN 345 826 101	Nilin Group operates as a sole trader and is not currently monitored under CreditorWatch. While this presents a potential financial risk, the risk is considered acceptable at this stage given the limited scope of work, which is confined to VHBB mowing. It is recommended that the supplier's financial position and performance be monitored throughout the contract term.	A12146606 A12146590
Multhana Building Services Pty Ltd ABN 65 673 255 064 / ACN 673 255 064	The assessment has returned a B3 Neutral -risk rating. Entity has a 1.5% to 2.5% chance of default within the next 12 months. Entity currently has the aptitude to meet credit commitments. Unfavourable business, financial, or economic conditions may impair ability to meet financial commitments. Extend terms and monitor ongoing payment behaviour.	A12146602
Solutions Plus Grow Pty Ltd ABN 60 097 217 493/ ACN 097 217 493	The assessment has returned a B1 low-risk rating. Entity has a 0.25% to 0.50% chance of default within the next 12 months. Entity has a strong aptitude to meet credit commitments. Unfavourable economic conditions may lead to a weakened capability to meet financial commitments. Extend terms within consideration.	A12146608
River City Garden & Lawn Pty Ltd (T/A Rivercity Environmental) ABN 82 093 062 643/ ACN 093 062 643	The assessment has returned a B1 low-risk rating. Entity has a 0.25% to 0.50% chance of default within the next 12 months. Entity has a strong aptitude to meet credit commitments. Unfavourable economic conditions may lead to a weakened capability to meet financial commitments. Extend terms within consideration.	A12146626
Austspray Environmental Weed Control Pty Ltd (T/A Austspray Environmental) ABN 89 122 731 775 / ACN 122 731 775	The assessment has returned a B2 low-risk rating. Entity has a 0.5% to 1.0% chance of default within the next 12 months. Entity has a strong aptitude to meet credit commitments. Unfavourable economic conditions may	A12146624

Item 7 / Attachment 1.

Docusign Envelope ID: 5DF08CC9-9266-40D1-A97F-A6E0285425B3

Ipswich City Council | Recommendation to Award (RTA)

Aquatic Weed Management Pty Ltd ABN 16 634 751 947/ACN 634 751 947	lead to a weakened capability to meet financial commitments. Extend terms within consideration.	A12146588
	The assessment has returned a B3 Neutral-risk rating. Entity has a 1.5% to 2.5% chance of default within the next 12 months.	
	Entity currently has the aptitude to meet credit commitments. Unfavourable business, financial, or economic conditions may impair ability to meet financial commitments. Extend terms and monitor ongoing payment behaviour.	

COST

The estimate value of the contract is (GST Exclusive)

	Description	Period	Price (Ex GST)
Initial	Year 0.5	25.01.2026 – 24.07.2026	\$2,500,000
	Year 1	25.07.2026 – 24.07.2027	\$5,250,000
	Year 2	25.07.2027 – 24.07.2028	\$5,512,500
	Year 3	25.07.2029 – 24.07.2029	\$5,788,125
	Year 4	25.07.2030 – 24.07.2031	\$6,077,531
Option 1	Year 5	25.07.2031 – 24.07.2032	\$6,381,408
	Year 6	25.07.2032 – 24.07.2033	\$6,700,478
Option 2	Year 7	25.07.2033 – 24.07.2034	\$7,035,502
	Year 8	25.07.2034 – 24.07.2035	\$7,387,277
Contingency	10% applied over the 8.5-year term (Including SP11 Miscellaneous)		\$5,263,282
Total			\$57,896,104

Notes:

1. A 5% CPI increase has been applied to the estimated annual spend.
2. SP10 Sports Fields are mainly ad-hoc work, estimated at \$500k/year with 5% CPI added annually.
3. SP11 Miscellaneous is also ad-hoc and included in the 10% contingency.

ATTACHMENTS

Reference	Document	Objective Link
Significant Contracting Plan (SCP)	Significant Contracting Plan - Grounds Maintenance and Associated Services updated (A11794968)	A11794968
Committee Report (SCP)	[20736] Finance and Governance Committee 22/07/2025 - Procurement: Significant Contracting Plan - Grounds Maintenance and Associated Services (A11729209)	A11729209
Pre-Market Approval (PMA)	250611-000249 Pre-Market Approval (PMA) - Grounds Maintenance and Associated Services - Approved (A11951028)	A11951028
Evaluation Report (off-line)	Evaluation (A12066770)	A12066770
Cost Comparison	Comparison (1) (002) (version 1) (A12149024)	A12149024

Docusign Envelope ID: 5DF08CC9-9266-40D1-A97F-A6E0285425B3

Ipswich City Council | Recommendation to Award (RTA)

APPROVALS

Prepared by	Signature, Date
Christine Lei Category Specialist (G&S) (Evaluation Panel Chairperson)	<i>Christine Lei</i> 27 October 2025 2:12 PM AEST
Evaluation Panel Endorsements	Signature, Date
EVALUATION PANEL MEMBER #1	
Dean Welch Technical Coordinator (Open Space) Works and Field Services Branch	<i>Dean Welch</i> 29 October 2025 3:01 PM AEST
EVALUATION PANEL MEMBER #2	
Fiona Young Technical Officer (Natural Areas and Urban Forest) Works and Field Services Branch	<i>Fiona Young</i> 28 October 2025 8:16 AM AEST
EVALUATION PANEL MEMBER #3	
Shaun Brieschke Technical Officer (Facilities Management) Works and Field Services Branch	<i>Shaun Brieschke</i> 28 October 2025 8:39 AM AEST
EVALUATION PANEL MEMBER #4	
Anthony Bliesner Supervisor (Natural Area) Works and Field Services Branch	<i>Anthony Bliesner</i> 28 October 2025 9:59 AM AEST
EVALUATION PANEL MEMBER #5	
Jason Claassen Program Lead Works and Field Services Branch	<i>Jason Claassen</i> 29 October 2025 8:43 AM AEST
Review & endorsed by	Signature, Date
I certify that this Recommendation to Award meets the requirements of the Ipswich City Council Contracts Manual.	<i>Tim Steinhardt</i>
Tim Steinhardt Category Manager Procurement Branch	27 October 2025 2:21 PM AEST
Tanya Houwen Manager Procurement Procurement Branch	<i>Tanya Houwen</i> 27 October 2025 2:57 PM AEST
Michael Jordan Field Services Manager Works and Field Services Branch	<i>Michael Jordan</i> 29 October 2025 2:26 PM AEST
Sonia Gollschewski Manager, Works and Field Services Works and Field Services Branch	<i>Sonia Gollschewski</i> 29 October 2025 11:21 AM AEST

Docusign Envelope ID: 5DF08CC9-9266-40D1-A97F-A6E0285425B3

Ipswich City Council | Recommendation to Award (RTA)

Approved and executed by	Signature, Date
Based on the information provided in this document, I confirm that there is available funding allocated and authorise the award of contract to the recommended supplier/s. Graeme Martin Acting General Manager (Asset and Infrastructure Services) Office of the General Manager	<i>Graeme Martin</i>
	29 October 2025 4:15 PM AEST
Comments	



Certificate Of Completion

Envelope Id: 5DF08CC9-9266-40D1-A97F-A6E0285425B3	Status: Completed
Subject: FOR APPROVAL - RTA - VP477092 Grounds Maintenance and Associated Services	
Source Envelope:	
Document Pages: 13	Signatures: 11
Certificate Pages: 5	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Christine Lei
Time Zone: (UTC+10:00) Brisbane	1 Nicholas Street
	IPSWICH, Queensland 4305
	christine.lei@ipswich.qld.gov.au
	IP Address: 52.64.136.2

Record Tracking

Status: Original	Holder: Christine Lei	Location: DocuSign
27/10/2025 13:24	christine.lei@ipswich.qld.gov.au	

Signer Events

Signature	Timestamp
Anthony Bliesner	Sent: 27/10/2025 14:08
anthony.bliesner@ipswich.qld.gov.au	Viewed: 28/10/2025 09:30
Security Level: Email, Account Authentication (None)	Signed: 28/10/2025 09:59
Signature Adoption: Pre-selected Style	
Using IP Address: 103.17.135.241	

Electronic Record and Signature Disclosure:

Accepted: 28/10/2025 | 09:30
ID: 70278e5d-c7c1-48b7-91b0-17cb5e2af207

Christine Lei	Christine Lei	Sent: 27/10/2025 14:08
christine.lei@ipswich.qld.gov.au		Viewed: 27/10/2025 14:08
Category Specialist		Signed: 27/10/2025 14:12
Ipswich City Council		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 52.64.136.2	

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Dean Welch	Dean Welch	Sent: 27/10/2025 14:08
dean.welch@ipswich.qld.gov.au		Viewed: 29/10/2025 15:00
Security Level: Email, Account Authentication (None)		Signed: 29/10/2025 15:01
	Signature Adoption: Pre-selected Style	
	Using IP Address: 103.17.135.241	

Electronic Record and Signature Disclosure:

Accepted: 29/10/2025 | 15:00
ID: dbb50b27-21d4-4ad8-b369-56bb034c39bf

Fiona Young	Fiona Young	Sent: 27/10/2025 14:08
fiona.young@ipswich.qld.gov.au		Viewed: 28/10/2025 08:04
Security Level: Email, Account Authentication (None)		Signed: 28/10/2025 08:16
	Signature Adoption: Pre-selected Style	
	Using IP Address: 103.17.135.241	

Electronic Record and Signature Disclosure:

Accepted: 28/10/2025 | 08:04
ID: 5bb851f0-0906-4e5b-ae99-314df8cb4d2b

Signer Events	Signature	Timestamp
Jason Claassen jason.claassen@ipswich.qld.gov.au Security Level: Email, Account Authentication (None)	<i>Jason Claassen</i> Signature Adoption: Pre-selected Style Using IP Address: 103.17.135.241	Sent: 27/10/2025 14:08 Viewed: 29/10/2025 08:40 Signed: 29/10/2025 08:43
Electronic Record and Signature Disclosure: Accepted: 29/10/2025 08:40 ID: 6cd6168d-c27c-49cb-b52d-81339cf07ea0		
Michael Jordan michael.jordan@ipswich.qld.gov.au Security Level: Email, Account Authentication (None)	<i>Michael Jordan</i> Signature Adoption: Pre-selected Style Using IP Address: 103.17.135.241	Sent: 27/10/2025 14:08 Viewed: 29/10/2025 14:23 Signed: 29/10/2025 14:26
Electronic Record and Signature Disclosure: Accepted: 29/10/2025 14:23 ID: 64aa06b4-e6fe-4a6a-a2ad-e3c7b6ad2ecc		
Shaun Brieschke shaun.brieschke@ipswich.qld.gov.au Security Level: Email, Account Authentication (None)	<i>Shaun Brieschke</i> Signature Adoption: Pre-selected Style Using IP Address: 103.17.135.241	Sent: 27/10/2025 14:08 Viewed: 28/10/2025 08:38 Signed: 28/10/2025 08:39
Electronic Record and Signature Disclosure: Accepted: 21/8/2025 07:22 ID: 3b180c94-404c-4b57-8468-ed03c49d192e		
Sonia Gollschewski sonia.gollschewski@ipswich.qld.gov.au Security Level: Email, Account Authentication (None)	<i>Sonia Gollschewski</i> Signature Adoption: Pre-selected Style Using IP Address: 103.17.135.241	Sent: 27/10/2025 14:08 Viewed: 27/10/2025 11:25 Signed: 29/10/2025 11:21
Electronic Record and Signature Disclosure: Accepted: 29/10/2025 11:21 ID: 924f4ee8-b238-494a-86c5-769863456d73		
Tanya Houwen tanya.houwen@ipswich.qld.gov.au Manager, Procurement Ipswich City Council Security Level: Email, Account Authentication (None)	<i>Tanya Houwen</i> Signature Adoption: Pre-selected Style Using IP Address: 103.17.135.241	Sent: 27/10/2025 14:08 Viewed: 27/10/2025 14:56 Signed: 27/10/2025 14:57
Electronic Record and Signature Disclosure: Not Offered via Docusign		
Tim Steinhardt tim.steinhardt@ipswich.qld.gov.au Category Manager (G&S) Ipswich City Council Security Level: Email, Account Authentication (None)	<i>Tim Steinhardt</i> Signature Adoption: Pre-selected Style Using IP Address: 52.65.42.153	Sent: 27/10/2025 14:08 Viewed: 27/10/2025 14:10 Signed: 27/10/2025 14:21
Electronic Record and Signature Disclosure: Not Offered via Docusign		

Signer Events	Signature	Timestamp
Graeme Martin aisgmooffice@ipswich.qld.gov.au Security Level: Email, Account Authentication (None)	<i>Graeme Martin</i> Signature Adoption: Pre-selected Style Using IP Address: 103.17.135.241	Sent: 29/10/2025 15:01 Viewed: 29/10/2025 16:14 Signed: 29/10/2025 16:15
Electronic Record and Signature Disclosure: Accepted: 29/10/2025 16:14 ID: efe50ce9-0955-4c1a-b01a-966fb3243f0c		
In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
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Envelope Updated	Security Checked	27/10/2025 14:11
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Envelope Updated	Security Checked	27/10/2025 14:11
Envelope Updated	Security Checked	27/10/2025 14:11
Certified Delivered	Security Checked	29/10/2025 16:14
Signing Complete	Security Checked	29/10/2025 16:15
Completed	Security Checked	29/10/2025 16:15
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

Item 7 / Attachment 1.

Electronic Record and Signature Disclosure created on: 24/10/2023 | 14:22

Parties agreed to: Anthony Bliesner, Dean Welch, Fiona Young, Jason Claassen, Michael Jordan, Shaun Brieschke, Sonia Gollschewski, Graeme Martin

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You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

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To advise Ipswich City Council of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at stephen.bailey@ipswich.qld.gov.au and in the body of such request you must state:

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If you created a DocuSign account, you may update it with your new email address through your account preferences.

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- ii. send us an email to stephen.bailey@ipswich.qld.gov.au and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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- Until or unless you notify Ipswich City Council as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by Ipswich City Council during the course of your relationship with Ipswich City Council.

Doc ID No: A12093673

ITEM: 8

SUBJECT: PROCUREMENT - TENDER 5662 - NORTH IPSWICH RESERVE WESTERN
GRANDSTAND - DESIGN AND CONSTRUCT

AUTHOR: CATEGORY SPECIALIST

DATE: 6 OCTOBER 2025

EXECUTIVE SUMMARY

This is a report concerning the recommendation to award Tender 5662 North Ipswich Reserve Western Grandstand - Design and Construct with the nominated supplier detailed in confidential Attachment 1.

Following an open market request for tender process, the evaluation panel has completed a comprehensive assessment of all submissions received. Based on the evaluation criteria and scoring methodology, the panel recommends the appointment of a single supplier to undertake the design and construction of the Western Grandstand at North Ipswich Reserve.

If Council is satisfied with the nominated supplier, the name of the supplier will be included in the Council's resolution at Recommendation B.

RECOMMENDATION

- A. That pursuant to Section 228 of the *Local Government Regulation 2012* (Regulation), Council award Tender No. 5662 Western Grandstand, North Ipswich – Design and Construct.**
- B. That Council enter into a contractual arrangement with the successful supplier for the amount specified in confidential Attachment 1.**
- C. That pursuant to Section 257(1)(b) of the Local Government Act 2009, Council resolve to 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.**
- D. That owing to the confidential nature of the recommendations, that once adopted by Council, the recommendations be made public.**

RELATED PARTIES

There was no declaration of conflict of interest.

IFUTURE THEME

Vibrant and Growing

PURPOSE OF REPORT/BACKGROUND

The purpose of this report is to seek approval to award Tender 5662 North Ipswich Reserve Western Grandstand – Design and Construct with the nominated supplier as per the recommendation listed.

Council conducted a two-stage procurement process releasing a Request for Tender (RFT) to the open market via VendorPanel (VP462860) on Monday 2 June 2025 with a closing date of Tuesday 24 June 2025.

Upon closure of the RFT, Council received 11 conforming submissions.

Following a comprehensive evaluation, the top two (2) suppliers were shortlisted to proceed to Stage 2.

Council released the Stage 2 RFT (VP468710) to the shortlisted tenderers on 16 July 2025 with a closing date of 2 September 2025 with Council receiving the two (2) submissions. This stage required each supplier to participate in four (4) interactive sessions with the evaluation panel, focusing on their proposed design and construction methodology.

Based on the evaluation criteria and scoring methodology, the panel was able to recommend the appointment of a single supplier to undertake the design and construction of the Western Grandstand at North Ipswich Reserve.

LEGAL IMPLICATIONS

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

POLICY IMPLICATIONS

The matter of this report is consistent with the Procurement Policy, no other policies have been identified that would be impacted.

RISK MANAGEMENT IMPLICATIONS

The risk to Council if the recommendation within this report is not approved is that Council's ability to complete the project in line with external funding obligations would be compromised.

FINANCIAL/RESOURCE IMPLICATIONS

The cost estimate and spend analysis is outlined in confidential Attachment 1.

COMMUNITY AND OTHER CONSULTATION

A Councillor Briefing Session on the tender was conducted on Tuesday 28 October. Councillors will be consulted throughout the design process once the tender is awarded.

CONCLUSION

It was determined by the evaluation panel the recommended supplier, as per confidential Attachment 1, possesses the capability and capacity to meet Council's requirement to undertake the North Ipswich Reserve Western Grandstand - Design and Construct project.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	The report recommends Council to enter into a contract with the supplier listed in Attachment 1 to undertake the Western Grandstand, North Ipswich – Design & Construct.
(b) What human rights are affected?	No Human rights are affected by this decision. This is because the tenders are all companies. Further, the subject matter of the contract will not impact on the human rights of any third parties.
(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.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	CONFIDENTIAL 5662 Recommendation to Award
----	--

Gavin Wright

CATEGORY SPECIALIST

I concur with the recommendations contained in this report.

Wayne Bichel

BUILDING CONSTRUCTION AND MAINTENANCE CATEGORY MANAGER

I concur with the recommendations contained in this report.

Tanya Houwen

MANAGER, PROCUREMENT

I concur with the recommendations contained in this report.

Graeme Martin

MANAGER, CAPITAL PROGRAM DELIVERY

I concur with the recommendations contained in this report.

Seren McKenzie

GENERAL MANAGER (ASSET AND INFRASTRUCTURE SERVICES)

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.

Ben Pole

GENERAL MANAGER (COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT)

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

Doc ID No: A12205249

ITEM: 9
SUBJECT: COUNCILLOR EXPENSES POLICY
AUTHOR: MANAGER, EXECUTIVE SERVICES
DATE: 7 NOVEMBER 2025

EXECUTIVE SUMMARY

This is a report concerning proposed amendments to the Councillor Expenses Reimbursement and Administrative Support Policy.

RECOMMENDATION/S

That the revised policy titled ‘Councillor Expenses and Administrative Support Policy’ as detailed in Attachment 1 be adopted.

RELATED PARTIES

Mayor and Councillors

IFUTURE THEME

A Trusted and Leading Organisation

PURPOSE OF REPORT/BACKGROUND

The current Councillor Expenses Reimbursement and Administrative Support Policy was amended in June 2024 following the commencement of the 2024 to 2028 council term. Prior to this it had been in place since 2019 with some minor amendments made in 2021. This policy is required in accordance with section 250 of the *Local Government Regulation 2012* (the Regulation). Section 250 (2) of the Regulation also states that the policy may be amended at any time.

Following the initial changes made in 2024, a thorough review was commenced to better understand how councillors are engaging with their communities and ensure reasonable flexibility was available to support the diverse communities across the city in a way that suits them. Further, a range of other amendments have been made to simplify provisions and improve clarity.

The key changes are as follows:

- a. Introduction of clauses on Remuneration and Superannuation to outline the current arrangements.

- b. Commencement of fixed amount Annual Councillor Expense budgets in line with existing budgeted amounts.
- c. Removal of administrative expense caps for individual categories/items.
- d. Introduction of a simplified councillor expense workflow with defined requestor and approver roles, delivering stronger governance and transparency.
- e. Simplified Daily Travel allowance (in line with Australian Taxation Office amounts)

Additional formatting and layout changes were made to enhance the readability and clarity of the policy position. The word 'reimbursement' was removed from the title to reflect its reduced relevance, as reimbursements represent only a minor portion of overall expenses. Importantly, the ability to claim reimbursement for legitimate expenses remains unchanged.

LEGAL IMPLICATIONS

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

POLICY IMPLICATIONS

This policy is required by legislation and the proposed changes present no conflict to the existing policy suite.

RISK MANAGEMENT IMPLICATIONS

The improved way in which Councillor expenses will be authorised under the proposed changes will lead to improved efficiency and continue to reduce administrative burden. The proposed changes will result in no reduction in transparency with transactional expense details still being published monthly on the Transparency and Integrity Hub and summary reporting in the Annual Report in line with legislative requirements.

FINANCIAL/RESOURCE IMPLICATIONS

While the proposed changes implement forward facing annual budget amounts for councillor expenses, these amounts are in line with existing budget allocations and based on previous expenditure. The amounts are the maximum available and historically the collective budget has not been exceeded.

COMMUNITY AND OTHER CONSULTATION

Changes to Councillor expenses were initially discussed during the budget workshop held 5 June 2025. Feedback on the current process was gathered during this and prior during one-on-one meetings with elected representatives of the community. The revised proposal was shared during a workshop held on 28 October 2025.

CONCLUSION

Councillors should not be financially disadvantaged while undertaking their role in representing the community. The changes proposed within this report and the attached amended policy will continue to provide reasonable support and reimbursement of expenses consistent with community expectations.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	That the Councillor Expenses and Administrative Support Policy be amended.
(b) What human rights are affected?	No human rights are affected by this decision.
(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.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Councillor Expenses and Administrative Support Policy (Track Changes)  
2.	Councillor Expenses and Administrative Support Policy (clean copy)  

Wade Wilson

MANAGER, EXECUTIVE SERVICES

I concur with the recommendations contained in this report.

Sonia Cooper

CHIEF EXECUTIVE OFFICER

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



Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy



Collaboration



Communication



Integrity



Efficiency



Leadership

Version Control and Objective ID	Version No: 7. 51	Objective ID: A10313710
Adopted at Council Ordinary Meeting on	20 June 2024	
Date of Review By	20 June 2028	

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IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

1. Statement

It is Council's responsibility to ensure that Councillors are not financially disadvantaged when carrying out their ~~official duties and~~ responsibilities ~~as~~ set out in s12 of the *Local Government Act 2009*. Council is also required to provide appropriate administrative support to ~~enable~~ ~~allow the~~ Councillors to fulfil the role and responsibilities of their position and to adequately represent the community.

2. Purpose and Principles

To meet the requirements of section 250 of the Local Government Regulation 2012, Council is required to adopt an expenses reimbursement policy. The objectives of this policy are:

- a) ~~a.~~ to provide set guidelines for expenditure and reimbursement of ~~legitimate~~ ~~reasonable~~ **business expenses** incurred or to be incurred by a Councillor while carrying out their civic duties as **elected representatives** of their local communities;
- b) ~~b.~~ to provide set guidelines for the provision of administrative support to assist Councillors fulfil their professional role for the community at an appropriate standard.

The payment and/or reimbursement of expenses and provision of facilities for Councillors:

- a) ~~a.~~ is to be open and transparent, prudent, responsible, acceptable to the community and in accordance with statutory requirements;
- b) ~~b.~~ based on ensuring economy and efficiency; and
- c) ~~c.~~ subject to budget provisions.

~~Council's annual report must contain the particulars enacted by this policy and details of any expenses under this policy.~~

3. Strategic Plan Links

This policy aligns with the following iFuture 2021-2026 Corporate Plan theme:

- A Trusted and Leading Organisation

4. Regulatory Authority

Local Government Act 2009

Public Sector Ethics Act 1994

Local Government Regulation 2012

5. Human Rights Commitment

Ipswich City Council (Council) has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

IPSWICH CITY COUNCIL | Councillor Expenses Reimbursement and Administrative Support Policy

6. Scope

This policy sets out specific guidelines for expenditure and reimbursement of ~~legitimate~~**reasonable business expenses** incurred or to be incurred by a Councillor while carrying out **Council business**. ~~It also deals with the provision of administrative support to enable Councillors to perform their duties with relative ease to discharge their duties and responsibilities as a Councillor.~~

~~It applies to the Mayor, Deputy Mayor, Councillors, and Council officers responsible for implementing and administering this policy. This policy applies to the Mayor, Councillors and all officers responsible for the administration of this policy.~~

~~Councillor Business~~ includes but is not limited to conducting the following:

~~a. advocacy~~

~~b. civic or ceremonial functions as an official representative of Council~~

~~c. communicating information of Council~~

~~d. legislative and regulatory compliance~~

~~e. participating in meetings of Council~~

~~f. professional development~~

~~g. research to support policy development and~~

~~h. stakeholder and community engagement (business, community, industry, internal, other; and;~~

~~i. any other business which falls within the prescribed responsibilities of the Mayor and Councillors under the Local Government Act. Except where otherwise provided, some expenses are excluded from this policy:~~

~~— This policy does not provide for salaries or any other forms of Councillor remuneration to Councillors.~~

~~Expenses incurred by s-~~

~~7. Policy Exclusions~~

~~a. Spouses, partners and family members of Councillors are not eligible entitled for to reimbursement of expenses or to have access to facilities allocated to Councillors. (This is not intended to exclude spousal attendance at events where it would be customary for the partner of the Mayor to attend or at the Councillor deputising for the Mayo*r).~~

~~i.-~~

~~b. Council will not reimburse or provide funds, services or facilities solely or mainly for the purposes of advertising by, or the self-promotion of Councillors.~~

~~ii.c. Council will not reimburse or provide funds for any event or activity intended to promote a candidate for election to any level of government, political or other fundraisers or related connected fundraising activities, except where they are for a genuine charitable purpose.~~

IPSWICH CITY COUNCIL | Councillor Expenses Reimbursement and Administrative Support Policy

d. Councillors are not entitled to be reimbursed or provided with funds for the purchase of alcoholic beverages without the prior approval of the Chief Executive Officer.

e. Travel related accommodation expenses where a Councillor chooses to stay with friends or family.

iii.—

f. No reimbursement is to be provided for expenses incurred during travel to internal meetings, informal policy discussions, party or political meetings between Councillors.

iv. *this is not intended to exclude spousal attendance at events where it would be customary for the partner of the Mayor to attend or a Councillor deputising for the Mayor

8.7. Legislative Responsibilities

The Local Government Regulation 2012, s252 states that “a local government cannot resolve under section 275 that a meeting at which a proposed expenses reimbursement policy is discussed (including its adoption or amendment) be closed”.

To ensure public accountability and transparency, Ipswich City Council will give public notice of any proposal to change the adopted Councillor Expenses Reimbursement and Administrative Support Policy.

8. Remuneration

Councillors will be remunerated in accordance with the Local Government Remuneration Commission determinations and paid on the same pay cycle as ordinary Ipswich City Council Employees.

9. Superannuation

Council will provide superannuation contributions and superannuation salary sacrifice arrangements under the same terms as a permanent employees of Ipswich City Council in line with the Employee Certified Agreements in place at the time.

10. Transportation Allowance

Councillors will receive a transport allowance to cover vehicle-related expenses, including but not limited to;

- a. fuel
- b. vehicle charging
- c. registration
- d. insurance
- e. tolls
- f. parking fees (within the city)
- g. repairs
- h. depreciation
- i. finance or other lease costs

Councillors who do not operate a private motor vehicle will receive 50% of the standard transport allowance.

<u>Position</u>	<u>Annual Amount**</u>
Mayor	<u>\$25,000*</u>

IPSWICH CITY COUNCIL | Councillor Expenses Reimbursement and Administrative Support Policy

Councillor \$22,000

*amounts are in recognition of the additional civic duties and responsibilities that this role is required to undertake.

**Transportation allowance amounts will be reviewed biennially. Councillors will have access to Council's preferred salary packaging provider and should seek their own independent financial advice regarding this allowance and any potential taxation implications.

9.11. Expenses and Reimbursements

Council will as part of its annual budget process, establish a ~~separate~~ budget for the payment or reimbursement of **reasonable business expenses** to Councillors. Any unspent funds in a single financial year will not be carried over to the next financial year.

9.11.1 Annual Councillor Expense Budget

~~The Chief Executive Officer will be responsible for determining annual expense allocations for each Councillor in line with budgeted amounts and the appropriateness of payment of any requests for reimbursement. The following amounts are determined annually as part of the budget process and may be amended each year.~~

Position	Office	Communications	Professional Development*	Total
Mayor	<u>\$15,000</u>	<u>\$6,000</u>	<u>\$3,000</u>	\$24,000
Councillor	<u>\$10,000</u>	<u>\$2,500</u>	<u>\$3,000</u>	\$15,500

*This amount is reserved exclusively for professional development. Additional funds may be allocated from other available budgets if required

~~While individual budget categories are allocated for specific purposes, the combined total (excluding Professional Development) may be used flexibly for any expense authorised under this policy. Expenditure may be authorised in advance or reimbursed as the expense is incurred.~~

~~In the financial year of the quadrennial local government elections, Councillor expense budgets are limited to 75% of the annual expenditure amount pre-election. In making a determination as to the validity of a claim for reimbursement, Council must consider public perceptions to ensure that the process meets the community's expectations concerning accountability and transparency. Requests for reimbursement of expenses will only be considered where it can be proven, by the provision of appropriate documentation, that the expense is a genuine **council-related business** expense incurred whilst undertaking official duties. Payment will be on the grounds that the incurring of this expense could not be avoided.~~

9.1.1

11.1.1 Expense approvals

~~Business Expenses Categories~~ Payment and Reimbursement

Councillors may request payment or reimbursement of reasonable business expenses incurred, or to be incurred, ~~for a permitted category at their discretion~~ subject to their allocated transaction limits determined from time to time and a quarterly reconciliation process~~budget.~~

IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

All approvals for expenses or reimbursements must be sought in writing from the Chief Executive Officer or delegate. Unless unavoidable, approvals should be sought prior to the expense being incurred.

Claims for reimbursement will only be considered where required documentation is supplied including tax invoice or receipts, or a signed statutory declaration.

In making a determination as to the validity of a ~~claim~~request for expenses or reimbursement, Council must consider public perceptions to ensure that the ~~process~~request meets the requirements of this policy and the community's expectations concerning accountability and transparency. Requests ~~for reimbursement of expenses~~ will only be considered where it can be proven, by the provision of appropriate documentation, that the expense ~~was incurred for the whilst~~undertaking of genuine council business in an official capacity. Where the Chief Executive Officer ~~or delegate~~ determines that an amount is excluded, does not meet the requirements of this policy, other policy ~~or procedure~~ of Council or is determined to not be a ~~reasonable~~legitimate business expense, the Councillor must reimburse Council in a reasonable timeframe for all amounts not permitted.

The Councillor Expenses Administration ProcedureAnnexure A outlines the common expense categoriesdetails budget allocation, use and reporting particulars.

9.1.2 — Expense Allocation Exemptions

Expenses associated with the following facilities and programs will be met from existing budgets and not included in the annual expense amounts. All amounts must still be recorded and allocated to individual Councillors in line with legislative and Council policy requirements.

- i. — LGAQ delegates
- ii. — Telecommunication expenses
- iii. — Professional Memberships where directly related to duties of the Councillor
- iv. — Mandatory training requirements
- v. — Induction or other activities
- vi. — Insurance deductible
- vii. — Personal Protective Equipment (PPE); and,
- viii. — Other business equipment or facilities deemed essential that are specifically provided for in Section 10 of this policy.

119.2 Professional Development

Councillors are ~~encouraged-permitted~~ to undertake relevant professional development and Council maintain relevant professional memberships as required.will organise and pay for all associated business costs Where travel is required, the Travel Expenses provision as outlined in this policy will apply (including registration, travel, accommodation, meals, etc) where the activity level is reasonable and associated with the Councillor's responsibilities or organised by a government agency or an industry body eg. LGAQ, ALGWA.

IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

911.3 Gifts, Benefits, Entertainment and Hospitality

Reasonable and appropriate expenditure on gifts, benefits, entertainment and hospitality is defined in the Gifts, Benefits and Hospitality Policy. ~~Councillors are to make themselves familiar with all the requirements of the Gifts, Benefits and Hospitality Policy.~~

911.4 Travel Expenses

~~All requests for travel are to be made in sufficient time to gain the required approval as outlined below as well as allowing Council to take advantage of travel discounts and deals.~~

Travel must be approved in advance as follows required:

a. Local and Interstate Travel:—

i. Requires written approval from the Chief Executive Officer. ~~approval~~

b. International Travel:—

ii. A resolution of Council is required.

Economy class air travel is the standard and Councillors are required to travel by the most direct route. Where flight time exceeds five (5) hours, the Mayor is eligible for Business Class travel with all other Councillors eligible for Premium Economy class in this circumstance.

Any costs incurred which are deemed to be of a personal nature are required to be paid for by the Councillor from private funds. Below is a list of examples of what is considered to be a personal expenditure. This list of examples is not exhaustive:

- ~~i.●~~ Tourism related costs
- ~~ii.●~~ Social events
- ~~iii.●~~ In-flight and in-house movies
- ~~iv.●~~ Mini bar purchases
- ~~v.●~~ Airline club fees
- ~~vi.●~~ Alcohol not consumed as part of a meal
- ~~vii.●~~ Payment of costs associated with the return of personal items which have been left behind

911.4.1 ~~Meals while undertaking domestic or international travel~~ Daily travel allowance

Councillors will be ~~reimbursed~~ provided with a daily travel allowance for meals, refreshments and other incidental expenses. The amount will be paid at the applicable ATO rate, in advance to cover reasonable expenses that are incurred when traveling outside the city except where meals are provided within the registration costs of the approved activity/event/travel.

~~for the actual cost of meals, associated with official~~ Council business, when:

- ~~i. the Councillor incurs the cost personally;~~
- ~~ii. — the meal was not provided within the registration costs of the approved activity/event/travel;~~
- ~~iii. — the Councillor can produce original documents sufficient to verify the actual meal cost;~~

IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

~~iv. the expenses are reasonable;~~

~~v. Reimbursement will be limited to a maximum of the Australian Taxation Office guidelines for meal allowance except for in exceptional circumstances (E.g. entertaining in an unusually expensive location outside the city) where approved by the Chief Executive Officer and the Mayor.~~

~~911.4.2 Accommodation while undertaking domestic or international travel~~

Where practical, Council will book accommodation offered as part of a conference package. In all other circumstances, Councillors are entitled to stay in accommodation to a standard of 4 stars or equivalent when undertaking professional development or other **Council business** where it is not reasonable for the Councillor to return home for the night, ~~in accordance with the following conditions:~~

~~i. Council will book and pay for all accommodation under this policy;~~

~~ii. where a Councillor chooses to stay with friends or family, no accommodation expenses will be paid.~~

~~Councillors may be reimbursed for reasonable incidentals in accordance with this policy (up to a maximum of the Australian Taxation Office guidelines).~~

11.5 Advertising and Sponsorship

Advertising expenses will only be permitted when undertaken in accordance with the Ipswich City Council Advertising Spending Policy. Any advertising undertaken which solely or mainly contains the Councillor's image and name or would reasonably be considered to be for electioneering purposes is not permitted under any circumstances.

102. Provision of Administrative Support and Resources

12.1 Administrative Support

Council will provide appropriate administrative support to enable Councillors to carry out their civic duties and responsibilities effectively.

<u>Position</u>	<u>Councillor Support Staff</u>	<u>Shared resources</u>	<u>Total</u>
Mayor	<u>5 FTE*</u>	<u>-</u>	<u>5 FTE</u>
Councillor	<u>1 FTE</u>	<u>1 FTE</u>	<u>9 FTE</u>

*Note: Chief of Staff is a contract position aligned with the Mayor's term.

The Chief Executive Officer is responsible for establishing an appropriate structure to deliver administrative support in accordance with the Councillor Administrative Support Guidelines. The level of administrative support provided must not exceed the allocations above.

All administrative support must only be requested and delivered in line with the Councillor Administrative Support Guidelines, as determined by the Chief Executive Officer under Section 170AA of the Local Government Act 2009.

IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

All support staff will be employed by Ipswich City Council. Recruitment will be undertaken in accordance with the Recruitment and Selection Administrative Directive. Any recommendations from Councillors that may be interpreted as political appointments will not be considered.

Administrative support and resources are provided exclusively for the conduct of legitimate Council business. Councillors are expected to use these resources in a responsible and appropriate manner.

12.2 Office Facilities

A separate office for the Mayor and the Deputy Mayor will be provided in the Council Administration Building.

Suitable office facilities, located within the Council Administration Building, will be provided for all other Councillors. Dedicated multipurpose office and meeting space will be provided at suitable Council Customer Service Centres and library facilities.

Access to dedicated Councillor meeting rooms will be provided within the Council Administration Building. In addition, access to dedicated multipurpose office and meeting space will be available at other suitable Council facilities.

12.3 Business and Communication Resources

The following equipment and services will be made available to Councillors for the purpose of conducting **Council business**. The model provided will be in accordance with the standard device made available for Council Managers. Limited personal usage is accepted in line with the provisions available to Council Officers. Any use deemed inappropriate will be required to be reimbursed.

a. One (1) mobile telephone

b. One (1) laptop

c. One (1) iPad

d. Standard desktop configuration (e.g docking station, monitor and A4 printer) at available office locations

e. Mobile internet connection as required for allocated devices

f. Access to standard network software and accounts (inc. email address) in line with what is available for Council managers

Council is responsible for the provision of appropriate administrative support and resources to ensure that a Councillor is able to undertake their **civic duties and responsibilities** with relative ease and at a standard appropriate to fulfil their professional role for the community. The provision of facilities and resources is for the sole use of Councillors in undertaking their duties and should be used responsibly and appropriately.

10.1 Transportation Allowance

A transport allowance will be provided to Councillors for the costs of transport while undertaking the duties of a Councillor.

IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

~~A vehicle allowance of \$22,000 p.a. (by advance weekly payment) will be automatically provided to cover the costs of procuring, maintaining and running (including but not limited to fuel, registration, insurance, repairs, depreciation, finance costs etc.) a vehicle.~~

~~For the Mayor, a vehicle allowance of \$25,000 p.a. (by advance weekly payment) will be provided in recognition of the additional civic duties and responsibilities that this role is required to undertake.~~

~~The allowance will be provided at 50% of the normal allowance rate where a Councillor is not choosing to operate a private motor vehicle.~~

~~Transportation allowance amounts will be reviewed biennially. Councillors will have access to Council's preferred salary packaging provider and should seek their own independent financial advice regarding this allowance and any potential taxation implications.~~

~~10.2.24~~ Personalised Stationery, Uniforms, PPE and other equipment

Councillors will be provided with business cards, name badges, vehicle magnets, ~~a pull-up banner and~~ suitable personalised letterhead, certificates, ~~and~~ other templates and suitable identifying equipment (e.g. pull up banner).

Ipswich City Council has a non-compulsory uniform policy and Councillors will be considered eligible to participate in this corporate scheme under the same conditions that apply to general employees. No provision will be made for ~~c~~Council meeting the cost of any alterations to the garments if required.

Councillors will be provided with all necessary PPE and other safety equipment and are expected to observe the appropriate Workplace, Health and Safety requirements as outlined in the relevant Council Policy.

~~10.3 Business and Communication Resources~~

~~The following equipment and services will be made available to Councillors for the purpose of conducting **Council business**. The model provided will be in accordance with the standard device made available for Council Managers. At the end of the term, devices are to be returned to Council in fair condition. Limited personal usage is accepted in line with the provisions available to Council Officers. Any use deemed inappropriate will be required to be reimbursed.~~

~~i. One (1) mobile telephone~~

~~ii. One (1) laptop~~

~~iii. One (1) iPad~~

~~iv. A docking station, monitor and A4 printer (home office)~~

~~v. Mobile internet connection as required for allocated devices~~

~~vi. Access to standard network software and accounts (inc. email address) in line with what is available for Council managers~~

IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

~~10.4 Office Facilities~~

- ~~i. A separate office for the Mayor and the Deputy Mayor will be provided in the Council Administration Building.~~
- ~~ii. Shared office facilities, located within the Council Administration Building, will be provided for the other Councillors. Dedicated multipurpose office and meeting space will be provided at suitable Council Customer Service Centres and library facilities.~~
- ~~iii. Access to dedicated Councillor meeting rooms will be provided within the Council Administration Building. In addition, access to dedicated multipurpose office and meeting space will be available at Council's Customer Service Centres and library facilities.~~

~~10.5 Administrative Support~~

~~Council is responsible for the provision of access to appropriate administrative support and resources to ensure that Councillors are able to can undertake their civic duties and meet the responsibilities of their roles.^a~~

~~Administrative support will be provided in accordance with the Councillor Administrative Support Guidelines as set by the Chief Executive Officer. Requests made by Councillors for administrative support will be sought in accordance with the provisions of the guidelines.~~

~~All support staff will be employees of Ipswich City Council and will be employed under guidelines set for employment by Council's People and Culture Branch based on substantial previous experience to ensure that the best level of service is provided to Councillors. Recommendations received from Councillors which may be construed as a **political appointment** will not be considered.~~

~~Administrative support and resources are provided to Councillors for the sole purpose of the conduct of legitimate **Council business** and should be used responsibly and appropriately.~~

~~10.5.1 Office of the Mayor~~

~~The Mayor will be provided with the following support staff:~~

- ~~i. Chief of Staff*~~
- ~~ii. Senior Policy and Communications Officer~~
- ~~iii. Personal Assistant to the Mayor~~
- ~~iv. Policy and Communications Officer~~
- ~~v. Diary and Correspondence Coordinator~~

~~*Contract position, aligned with term of the Mayor~~

~~10.5.2 Councillor Support~~

~~Councillors will be provided with the following support staff:~~

- ~~i. Senior Policy and Communications Officer~~
- ~~ii. Four(4) Council Liaison Officers~~
- ~~iii. Four(4) Executive Support and Research Officers~~

IPSWICH CITY COUNCIL | Councillor Expenses Reimbursement and Administrative Support Policy

~~10.6 Advertising and Sponsorship~~

~~All advertising undertaken which solely or mainly contains the Councillor's image and name is deemed to be for electioneering purposes and the costs involved will not be paid by Council under any circumstances.~~

~~Where any Ipswich City Council events, programs or services be required to carry an acknowledgement of Councillor involvement, the standard wording will be:~~

~~Proudly supported by the Mayor and Councillors of Ipswich City Council~~

11.3. Assets Ownership

~~11.1 Facilities/Equipment~~

All facilities/equipment provided to Councillors to undertake their duties as a Councillor remain the property of Ipswich City Council and must be accounted for during Council's equipment audits. Councillors are expected to responsibly look after all publicly funded facilities and assets provided to them.

Council will cover all ongoing maintenance costs associated with Council owned equipment to ensure it is operating for optimal professional use (subject to proper usage and standards of care).

All facilities/equipment must be returned to Council either;

- ~~a)a.~~ Prior to the completion of the Councillor's term in accordance with Section 160 of the *Local Government Act 2009* at a date and time agreed with by the Chief Executive Officer or;
- ~~b)b.~~ No later than close of business the day following the end of a Councillor's term in accordance with Section 160 of the *Local Government Act 2009* or;
- ~~c)c.~~ Immediately if a Councillor is suspended under Section 182A of the *Local Government Act 2009*.

~~12. Asset Maintenance Costs~~

~~Council will cover all ongoing maintenance costs associated with Council owned equipment to ensure it is operating for optimal professional use (subject to proper usage and standards of care).~~

13.4. Legal and Insurance Cover

Council will take out and hold an appropriate level of insurance cover for Councillors undertaking their responsibilities under the *Local Government Act 2009* including:

- a. Public Liability
- b. Professional Indemnity
- c. Statutory Liability
- d. Work cover
- e. Travel Insurance
- f. Personal Accident

IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

Council will pay the excess (deductible) on all insurance claims, made in accordance with any policy of insurance and Councillors must notify the CEO when any claim is made under an insurance policy.

In relation to ~~Inappropriate-Conduct~~ **Breach** complaints, Council may recover from the **Subject Councillor** any excess (deductible) which has been paid by Council, where:

- ~~i.a.~~ A claim was made by the Subject Councillor, under any of Council's policies of insurance for legal representation, in relation to an ~~Inappropriate-Conduct~~ **Breach** complaint; and
- ~~ii.b.~~ A finding is made at any Council meeting, by Council, that the Subject Councillor has ~~committed Inappropriate~~ **engaged in a** **Breach**.

Any costs incurred by Council, as a result of indemnity being granted (under a Council policy of insurance) to a Subject Councillor in ~~inappropriate-conduct~~ **breach** complaints, may be recovered from the Subject Councillor, as part of any order sought by Council in accordance with s150AH (b) (vii) of the *Local Government Act 2009*.

145. Related Documents

Gifts, Benefits and Hospitality Policy
Councillor Acceptable Requests Guidelines and Staff Interaction Policy
Representation of the City at Official Functions Policy
Councillor Administrative Support Guidelines Administrative Directive
Code of Conduct for Councillors in Queensland
Councillor Expenses ~~Administration~~ **Advance Authorisation** Procedure

156. Roles and Responsibilities

This policy applies to all Councillors and any Council employee who either performs a support role for the Councillors or processes any of the requirements of this policy.

167. Key Stakeholders

The following will be consulted during the review process:

Mayor and Councillors
Chief Executive Officer
Executive Leadership Team
Manager, Executive Services

178. Monitoring and Evaluation

The effectiveness of this policy will be reflected in the Councillors of the City of Ipswich ability to fulfil their professional role as elected representatives to the high standards of good governance and transparency expected by the community, without being financially disadvantaged as a result.

~~Reports of~~ Councillor ~~e~~**Expenses** and ~~r~~**Reimbursements** will be published in the Annual Report at the end of the financial year. ~~Full transactional details All of~~ Councillor related expenses, allowances and reimbursements are published **monthly** on the Transparency and Integrity Hub.

IPSWICH CITY COUNCIL | Councillor Expenses Reimbursement and Administrative Support Policy

[This policy will be reviewed in accordance with Council's four \(4\) year review cycle or sooner if required.](#)

189. Definitions

Elected Representatives	Mayor, Deputy Mayor and Councillors
Council Business	Means the necessary and appropriate duties performed as a Councillor for the purposes of achieving Council's objectives having regard to the relevant Act, regulation and policies including but not limited to: a. advocacy b. attending civic or ceremonial functions in an official capacity representing Council c. communicating information of Council d. legislative and regulatory compliance e. participating in meetings of Council f. professional development g. research to support community or policy development matters h. stakeholder and community engagement (business, community, industry, internal, other): and, i. any other business which falls within the prescribed responsibilities of the Mayor and Councillors under the Local Government Act.
Reasonable Councillor business expense	A genuine council-related business expense incurred whilst undertaking council business in an official capacity as a Councillor. Reasonable business expenses include (but are not limited to): Office expenses: • Representing council at business meetings, events or community functions • Corporate stationery, business cards and other printing • Office equipment, home office, PPE, subscriptions and books • Tickets to events, concerts or functions • Entertainment or hospitality, refreshments and meals • Travel expenses Communications expenses: • Community engagement activities, event collateral, event equipment, leasing and displays • Communications, advertising, mail distribution, newsletters • Corporate merchandise, promotional items, certificates, flowers and gifts. -Professional Development expenses: • LGAQ /NGA Conference registration

IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

	<u>AICD or other professional membership</u> <u>Industry specific conference registration</u> <u>Research books or journals</u>
Councillors	<u>Includes the Mayor, Deputy Mayor and Councillors</u>
Domestic <u>or International</u> Travel	Travel undertaken in an official capacity outside of the boundaries of the City of Ipswich
Conduct <u>Breach</u>	Conduct as defined under s150K of the <i>Local Government Act 2009</i> (Qld)
Political Appointment	A person who has worked closely with a candidate on their campaign for election or who has a close affiliation through membership to the same political party which would be considered to align the person to the Councillor rather than to <u>Ipswich City Council</u> .
<u>Professional Development</u>	<u>Activities designed to enhance a Councillors skills, knowledge, or performance, typically include:</u> <u>Training and Courses:</u> Workshops, seminars, or online courses related to role-specific skills or industry knowledge. <u>Certifications and Licenses:</u> Programs or exams to obtain or maintain professional credentials relevant to the duties. <u>Conferences and Webinars:</u> Attending industry events, either in-person or virtual, to stay updated on trends, network, or gain insights. <u>Mentorship and Coaching:</u> Structured programs or one-on-one sessions to develop leadership, technical, or soft skills. <u>Professional Memberships:</u> Participation in industry associations or groups that provide access to resources, networking, or learning opportunities. <u>Self-Directed Learning:</u> Relevant books, subscriptions, or online platforms tied to professional growth.
Subject Councillor	A Councillor who is subject to any allegations of inappropriate a conduct <u>breach</u>

2019. Policy Owner

The Executive Services Branch (Office of the CEO) is the policy owner and Manager, Executive Services is responsible for authoring and reviewing this policy.

21. Version control

Version	Description	Endorsed / Approved / <u>Adopted (include resolution no.)</u> by	Date
6.0	Adopted	Council Ordinary Meeting	22/07/2021
7.0	Adopted	Council Ordinary Meeting	20/06/2024
7.1	Administrative Change	Manager, Executive Services	24/06/2024
<u>7.52</u>	<u>Revision Final DRAFT</u>		

IPSWICH CITY COUNCIL | Councillor Expenses ~~Reimbursement~~ and Administrative Support Policy

IPSWICH CITY COUNCIL | Councillor Expenses Reimbursement and Administrative Support Policy

Annexure A—Business Expense Categories

Examples of common business expense categories and the relevant policy requirements relating to that activity and expenditure is summarised below.

Activity / description of expense	Applicable Policy
Travel and Accommodation	Expenses Policy Section 9.4
Advertising, Promotion and Sponsorship e.g. advertising dates, times and locations of Cr community engagement activities.	Expenses Policy Section 10.6 Includes expenses relating to event collateral and displays
Representing Council at business meetings or networking events	Representation of the City at Official Functions Policy (invitation and attendance requirements) Expenses Policy Section 9
Spouse or Partner attendance at events	Gifts, Benefits and Hospitality Policy, Section 19
Tickets for community events including fundraisers, invitations, event registrations	Representation of the City at Official Functions Policy, Section 7 If in relation to a Council sponsored event, Event Sponsorship Policy Section 6.9 Expenses Policy Section 9
Donations for community events e.g., raffle prizes, trophies	Gifts, Benefits and Hospitality Policy, Section 14 Expenses Policy, Section 9
Hosting of community events e.g., mobile office or other consultation activity	Expenses Policy, Section 9.
Refreshments for meetings e.g., external community meeting or Mobile office	Gifts, Benefits and Hospitality Policy, 11.2.1 Expenses Policy, Section 9
Parking, taxi, tolls and other transport related costs	Expenses Policy, Section 9.
Reference materials, books, newspaper subscriptions etc.	Expenses Policy, Section 9
Promotional material, event collateral, displays, invitations etc	Expenses Policy, Section 9
Professional development and memberships	Expenses Policy, Section 9.2 and 9.4 (if the development opportunity involves travel or accommodation)
Wreaths, flowers, greeting cards, certificates etc.	Presentations and Floral Tributes Procedure Expenses Policy, Section 9
Office supplies, certificate frames, corporate merchandise (e.g. pens) etc	Expenses Policy, Section 9



Councillor Expenses and Administrative Support Policy



Collaboration



Communication



Integrity



Efficiency



Leadership

Version Control and Objective ID	Version No: 7.5	Objective ID:
Adopted at Council Ordinary Meeting on		
Date of Review By		

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IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

1. Statement

It is Council's responsibility to ensure that Councillors are not financially disadvantaged when carrying out their responsibilities as set out in s12 of the *Local Government Act 2009*. Council is also required to provide appropriate administrative support to enable Councillors to fulfil the role and responsibilities of their position and to adequately represent the community.

2. Purpose and Principles

To meet the requirements of section 250 of the Local Government Regulation 2012, Council is required to adopt an expenses reimbursement policy. The objectives of this policy are:

- a. to provide set guidelines for expenditure and reimbursement of **reasonable business expenses** incurred or to be incurred by a Councillor while carrying out their civic duties as **elected representatives** of their local communities;
- b. to provide set guidelines for the provision of administrative support to assist Councillors fulfil their professional role for the community at an appropriate standard.

The payment and/or reimbursement of expenses and provision of facilities for Councillors:

- is to be open and transparent, prudent, responsible, acceptable to the community and in accordance with statutory requirements;
- based on ensuring economy and efficiency; and
- subject to budget provisions.

3. Strategic Plan Links

This policy aligns with the following iFuture 2021-2026 Corporate Plan theme:

- A Trusted and Leading Organisation

4. Regulatory Authority

Local Government Act 2009

Public Sector Ethics Act 1994

Local Government Regulation 2012

5. Human Rights Commitment

Ipswich City Council (Council) has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

6. Scope

This policy sets out specific guidelines for expenditure and reimbursement of **reasonable business expenses** incurred or to be incurred by a Councillor while carrying out **council business**. It applies to the Mayor, Deputy Mayor, Councillors, and Council officers responsible for implementing and administering this policy.

Except where otherwise provided, some expenses are excluded from this policy:

- a. Expenses incurred by spouses, partners and family members of Councillors are not eligible for reimbursement or to have access to facilities allocated to Councillors*.
- b. Council will not reimburse or provide funds, services or facilities solely or mainly for the purposes of advertising by, or the self-promotion of Councillors.
- c. Council will not reimburse or provide funds for any event or activity intended to promote a candidate for election to any level of government, political or other fundraisers or related activities, except where they are for a genuine charitable purpose.
- d. Councillors are not entitled to be reimbursed or provided with funds for the purchase of alcoholic beverages without the prior approval of the Chief Executive Officer.
- e. Travel related accommodation expenses where a Councillor chooses to stay with friends or family.
- f. No reimbursement is to be provided for expenses incurred during travel to internal meetings, informal policy discussions, party or political meetings between Councillors.

*this is not intended to exclude spousal attendance at events where it would be customary for the partner of the Mayor to attend or a Councillor deputising for the Mayor

7. Legislative Responsibilities

The Local Government Regulation 2012, s252 states that “a local government cannot resolve under section 275 that a meeting at which a proposed expenses reimbursement policy is discussed (including its adoption or amendment) be closed”.

To ensure public accountability and transparency, Ipswich City Council will give public notice of any proposal to change the adopted Councillor Expenses Reimbursement and Administrative Support Policy.

8. Remuneration

Councillors will be remunerated in accordance with the Local Government Remuneration Commission determinations and paid on the same pay cycle as ordinary Ipswich City Council Employees.

9. Superannuation

Council will provide superannuation contributions and superannuation salary sacrifice arrangements under the same terms as a permanent employee of Ipswich City Council in line with the Employee Certified Agreements in place at the time.

10. Transportation Allowance

Councillors will receive a transport allowance to cover vehicle-related expenses, including but not limited to;

- a. fuel

IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

- b. vehicle charging
- c. registration
- d. insurance
- e. tolls
- f. parking fees (within the city)
- g. repairs
- h. depreciation
- i. finance or other lease costs

Councillors who do not operate a private motor vehicle will receive 50% of the standard transport allowance.

Position	Annual Amount**
Mayor	\$25,000*
Councillor	\$22,000

*amounts are in recognition of the additional civic duties and responsibilities that this role is required to undertake.

**Transportation allowance amounts will be reviewed biennially. Councillors will have access to Council's preferred salary packaging provider and should seek their own independent financial advice regarding this allowance and any potential taxation implications.

11. Expenses and Reimbursements

Council will as part of its annual budget process, establish a budget for the payment or reimbursement of **reasonable business expenses** to Councillors. Any unspent funds in a single financial year will not be carried over to the next financial year.

11.1 Annual Councillor Expense Budget

The following amounts are determined annually as part of the budget process and may be amended each year.

Position	Office	Communications	Professional Development*	Total
Mayor	\$15,000	\$6,000	\$3,000	\$24,000
Councillor	\$10,000	\$2,500	\$3,000	\$15,500

*This amount is reserved exclusively for professional development. Additional funds may be allocated from other available budgets if required

While individual budget categories are allocated for specific purposes, the combined total (excluding Professional Development) may be used flexibly for any expense authorised under this policy.

In the financial year of the quadrennial local government elections, Councillor expense budgets are limited to 75% of the annual expenditure amount pre-election.

11.1.1 Expense approvals

Councillors may request payment or reimbursement of reasonable business expenses incurred, or to be incurred, subject to their allocated budget.

All approvals for expenses or reimbursements must be sought in writing from the Chief Executive Officer or delegate. Unless unavoidable, approvals should be sought prior to the expense being incurred.

IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

Claims for reimbursement will only be considered where required documentation is supplied including tax invoice or receipts, or a signed statutory declaration.

In making a determination as to the validity of a request for expenses or reimbursement, Council must consider public perceptions to ensure that the request meets the requirements of this policy and the community's expectations concerning accountability and transparency. Requests will only be considered where it can be proven, by the provision of appropriate documentation, that the expense is for the undertaking of genuine council business in an official capacity. Where the Chief Executive Officer or delegate determines that an amount is excluded, does not meet the requirements of this policy, other policy or procedure of Council or is determined to not be a reasonable business expense, the Councillor must reimburse Council in a reasonable timeframe for all amounts not permitted.

11.2 Professional Development

Councillors are permitted to undertake relevant professional development and maintain relevant professional memberships as required. Where travel is required, the Travel Expenses provision as outlined in this policy will apply.

11.3 Gifts, Benefits, Entertainment and Hospitality

Reasonable and appropriate expenditure on gifts, benefits, entertainment and hospitality is defined in the Gifts, Benefits and Hospitality Policy.

11.4 Travel Expenses

Travel must be approved in advance as follows:

a. Local and Interstate Travel:

Requires written approval from the Chief Executive Officer.

b. International Travel:

A resolution of Council is required.

Economy class air travel is the standard and Councillors are required to travel by the most direct route. Where flight time exceeds five (5) hours, the Mayor is eligible for Business Class travel with all other Councillors eligible for Premium Economy class in this circumstance.

Any costs incurred which are deemed to be of a personal nature are required to be paid for by the Councillor from private funds. Below is a list of examples of what is considered to be a personal expenditure. This list of examples is not exhaustive:

- Tourism related costs
- Social events
- In-flight and in-house movies
- Mini bar purchases
- Airline club fees
- Alcohol not consumed as part of a meal
- Payment of costs associated with the return of personal items which have been left behind

IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

11.4.1 Daily travel allowance

Councillors will be provided with a daily travel allowance for meals, refreshments and other incidental expenses. The amount will be paid at the applicable ATO rate, in advance to cover reasonable expenses that are incurred when traveling outside the city except where meals are provided within the registration costs of the approved activity/event/travel.

11.4.2 Accommodation while undertaking *domestic or international travel*

Where practical, Council will book accommodation offered as part of a conference package. In all other circumstances, Councillors are entitled to stay in accommodation to a standard of 4 stars or equivalent when undertaking professional development or other **Council business** where it is not reasonable for the Councillor to return home for the night.

11.5 Advertising and Sponsorship

Advertising expenses will only be permitted when undertaken in accordance with the Ipswich City Council Advertising Spending Policy. Any advertising undertaken which solely or mainly contains the Councillor's image and name or would reasonably be considered to be for electioneering purposes is not permitted under any circumstances.

12. Provision of Administrative Support and Resources

12.1 Administrative Support

Council will provide appropriate administrative support to enable Councillors to carry out their civic duties and responsibilities effectively.

Position	Councillor Support Staff	Shared resources	Total
Mayor	5 FTE*	-	5 FTE
Councillor	1 FTE	1 FTE	9 FTE

*Note: Chief of Staff is a contract position aligned with the Mayor's term.

The Chief Executive Officer is responsible for establishing an appropriate structure to deliver administrative support in accordance with the Councillor Administrative Support Guidelines. The level of administrative support provided must not exceed the allocations above.

All administrative support must only be requested and delivered in line with the Councillor Administrative Support Guidelines, as determined by the Chief Executive Officer under Section 170AA of the Local Government Act 2009.

All support staff will be employed by Ipswich City Council. Recruitment will be undertaken in accordance with the Recruitment and Selection Administrative Directive. Any recommendations from Councillors that may be interpreted as political appointments will not be considered.

Administrative support and resources are provided exclusively for the conduct of legitimate Council business. Councillors are expected to use these resources in a responsible and appropriate manner.

12.2 Office Facilities

A separate office for the Mayor and the Deputy Mayor will be provided in the Council Administration Building.

IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

Suitable office facilities, located within the Council Administration Building, will be provided for all other Councillors. Dedicated multipurpose office and meeting space will be provided at suitable Council Customer Service Centres and library facilities.

Access to dedicated Councillor meeting rooms will be provided within the Council Administration Building. In addition, access to dedicated multipurpose office and meeting space will be available at other suitable Council facilities.

12.3 Business and Communication Resources

The following equipment and services will be made available to Councillors for the purpose of conducting **Council business**. The model provided will be in accordance with the standard device made available for Council Managers. Limited personal usage is accepted in line with the provisions available to Council Officers. Any use deemed inappropriate will be required to be reimbursed.

- a. One (1) mobile telephone
- b. One (1) laptop
- c. One (1) iPad
- d. Standard desktop configuration (e.g docking station, monitor and A4 printer) at available office locations
- e. Mobile internet connection as required for allocated devices
- f. Access to standard network software and accounts (inc. email address) in line with what is available for Council managers

12.4 Personalised Stationery, Uniforms, PPE and other equipment

Councillors will be provided with business cards, name badges, vehicle magnets, suitable personalised letterhead, certificates, other templates and suitable identifying equipment (e.g. pull up banner).

Ipswich City Council has a non-compulsory uniform policy and Councillors will be considered eligible to participate in this corporate scheme under the same conditions that apply to general employees. No provision will be made for council meeting the cost of any alterations to the garments if required.

Councillors will be provided with all necessary PPE and other safety equipment and are expected to observe the appropriate Workplace, Health and Safety requirements as outlined in the relevant Council Policy.

13. Assets Ownership

All facilities/equipment provided to Councillors to undertake their duties as a Councillor remain the property of Ipswich City Council and must be accounted for during Council's equipment audits. Councillors are expected to responsibly look after all publicly funded facilities and assets provided to them.

Council will cover all ongoing maintenance costs associated with Council owned equipment to ensure it is operating for optimal professional use (subject to proper usage and standards of care).

IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

All facilities/equipment must be returned to Council either;

- a. Prior to the completion of the Councillor's term in accordance with Section 160 of the *Local Government Act 2009* at a date and time agreed with by the Chief Executive Officer or;
- b. No later than close of business the day following the end of a Councillor's term in accordance with Section 160 of the *Local Government Act 2009* or;
- c. Immediately if a Councillor is suspended under Section 182A of the *Local Government Act 2009*.

14. Legal and Insurance Cover

Council will take out and hold an appropriate level of insurance cover for Councillors undertaking their responsibilities under the *Local Government Act 2009* including:

- a. Public Liability
- b. Professional Indemnity
- c. Statutory Liability
- d. Work cover
- e. Travel Insurance
- f. Personal Accident

Council will pay the excess (deductible) on all insurance claims, made in accordance with any policy of insurance and Councillors must notify the CEO when any claim is made under an insurance policy.

In relation to **Conduct Breach** complaints, Council may recover from the **Subject Councillor** any excess (deductible) which has been paid by Council, where:

- a. A claim was made by the Subject Councillor, under any of Council's policies of insurance for legal representation, in relation to an Conduct Breach complaint; and
- b. A finding is made at any Council meeting, by Council, that the Subject Councillor has engaged in a Conduct Breach.

Any costs incurred by Council, as a result of indemnity being granted (under a Council policy of insurance) to a Subject Councillor in conduct breach complaints, may be recovered from the Subject Councillor, as part of any order sought by Council in accordance with s150AH (b) (vii) of the *Local Government Act 2009*.

15. Related Documents

Gifts, Benefits and Hospitality Policy
Councillor Acceptable Requests Guidelines and Staff Interaction Policy
Representation of the City at Official Functions Policy
Councillor Administrative Support Guidelines Administrative Directive
Code of Conduct for Councillors in Queensland
Councillor Expenses Administration Procedure

16. Roles and Responsibilities

This policy applies to all Councillors and any Council employee who either performs a support role for the Councillors or processes any of the requirements of this policy.

IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

17. Key Stakeholders

The following will be consulted during the review process:

Mayor and Councillors
Chief Executive Officer
Executive Leadership Team
Manager, Executive Services

18. Monitoring and Evaluation

The effectiveness of this policy will be reflected in the Councillors of the City of Ipswich ability to fulfil their professional role as elected representatives to the high standards of good governance and transparency expected by the community, without being financially disadvantaged as a result.

Councillor expenses and reimbursements will be published in the Annual Report at the end of the financial year. Full transactional details of Councillor related expenses, allowances and reimbursements are published monthly on the Transparency and Integrity Hub.

This policy will be reviewed in accordance with Council's four (4) year review cycle or sooner if required.

19. Definitions

Elected Representatives	Mayor, Deputy Mayor and Councillors
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Reasonable business expense	A genuine council-related business expense incurred whilst undertaking council business in an official capacity as a Councillor. Reasonable business expenses include (but are not limited to):

IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

	Office expenses: - Representing council at business meetings, events or community functions - Corporate stationery, business cards and other printing - Office equipment, home office, PPE, subscriptions and books - Tickets to events, concerts or functions - Entertainment or hospitality, refreshments and meals - Travel expenses Communications expenses: - Community engagement activities, event collateral, event equipment, leasing and displays - Communications, advertising, mail distribution, newsletters - Corporate merchandise, promotional items, certificates, flowers and gifts. Professional Development expenses: - LGAQ /NGA Conference registration - AICD or other professional membership - Industry specific conference registration - Research books or journals
Councillors	Includes the Mayor, Deputy Mayor and Councillors
Domestic or International Travel	Travel undertaken in an official capacity outside of the boundaries of the City of Ipswich
Conduct Breach	Conduct as defined under s150K of the <i>Local Government Act 2009</i> (Qld)
Political Appointment	A person who has worked closely with a candidate on their campaign for election or who has a close affiliation through membership to the same political party which would be considered to align the person to the Councillor rather than to Ipswich City Council.
Professional Development	Activities designed to enhance a Councillors skills, knowledge, or performance, typically include: Training and Courses: Workshops, seminars, or online courses related to role-specific skills or industry knowledge. Certifications and Licenses: Programs or exams to obtain or maintain professional credentials relevant to the duties. Conferences and Webinars: Attending industry events, either in-person or virtual, to stay updated on trends, network, or gain insights. Mentorship and Coaching: Structured programs or one-on-one sessions to develop leadership, technical, or soft skills. Professional Memberships: Participation in industry associations or groups that provide access to resources, networking, or learning opportunities. Self-Directed Learning: Relevant books, subscriptions, or online platforms tied to professional growth.
Subject Councillor	A Councillor who is subject to any allegations of a conduct breach

IPSWICH CITY COUNCIL | Councillor Expenses and Administrative Support Policy

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7.0	Adopted	Council Ordinary Meeting	20/06/2024
7.1	Administrative Change	Manager, Executive Services	24/06/2024
7.5	Final DRAFT		

Doc ID No: A12172436

ITEM: 10
SUBJECT: RATES AND RECOVERY POLICIES
AUTHOR: TREASURY ACCOUNTING MANAGER
DATE: 29 OCTOBER 2025

EXECUTIVE SUMMARY

This is a report concerning the adoption of a new Financial Difficulties and Financial Hardship Policy, the adoption of a revised Rates Recovery Policy and the repeal of the Reserve Price Policy.

RECOMMENDATION

- A. That the new policy titled 'Financial Difficulties and Financial Hardship Policy' as detailed in Attachment 1, be adopted.**
- B. That the revised policy titled 'Rates Recovery Policy' as detailed in Attachment 2, be adopted.**
- C. That the policy titled 'Reserve Price Policy' as detailed in Attachment 5, be repealed.**

RELATED PARTIES

There was no declaration of conflicts of interest and there is no third party to consider for the purposes of a conflict of interest.

IFUTURE THEME

A Trusted and Leading Organisation

PURPOSE OF REPORT/BACKGROUND

Financial Difficulties and Financial Hardship Policy

The creation of this policy establishes a formal position for Ipswich City Council (**Council**) in its support for ratepayers that may, from time to time, find themselves in financial difficulties. Further, where the financial difficulties may be considered significant, how Council can support ratepayers through a period of financial hardship.

Subject to the circumstances of the ratepayer and their property ownership, support may include payment arrangements; granting of discounts; and interest waivers. For ratepayers experiencing financial hardship, support may also include a rate payment pause.

This policy is based on a shared responsibility between Council and the ratepayer and is delivered in a model that promotes and supports self-determination to allow a ratepayer to gain control of their rates and charges account with a realistic and affordable approach. It also establishes that the ratepayer will remain responsible for managing their financial circumstances, including addressing changes to their financial circumstances.

This policy does not provide for a reduction of rates and charges for individual ratepayers, other than where Council may, by resolution, provide a concession for a class of ratepayer, provided in response to a natural disaster or other event with board community impact, for example, concessions similar to those provided following the 2022 flood events.

Rates Recovery Policy

This revised policy provides a clear view of the actions that Council will take in the recovery and collection of outstanding rates and charges. Subject to the nature of the outstanding rates and charges, as well as the property ownership of the ratepayer, these actions may include: reminder notices; follow-up phone calls, text messages and emails; mortgage letters; and where appropriate legal actions as well as sale of land.

While Council's desire is to proactively support ratepayers that may experience financial difficulties, through the proposed *Financial Difficulties and Financial Hardship Policy*, the Rates Recovery Policy recognises the general expectation of the community, that all rateable land contributes to rates and charges and that ratepayers are responsible for paying those rates and charges.

This revised Rates Recovery Policy also includes the relevant provisions from the existing Reserve Price Policy, allowing the existing policy to be repealed.

LEGAL IMPLICATIONS

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

POLICY IMPLICATIONS

The creation of a Financial Difficulties and Financial Hardship Policy formalises Council's existing practice of providing ratepayers with the opportunity to utilise payment arrangements as well as introduce additional support mechanisms.

Neither policy allows for the reduction of levied rates and charges, except as outlined where Council may, by resolution, provide a concession for a class of ratepayer.

There are no impacts to the operative provisions of the existing Rates Concession Policy or Pensioner Remission of Rates Policy.

RISK MANAGEMENT IMPLICATIONS

These policies provide clear guidance and expectations for ratepayers and Council officers in circumstances where support for the payment of rates and charges is appropriate, as well as when the recovery and collection of outstanding rates and charges become necessary.

The approach taken by these policies is consistent with that of other local governments in Queensland. They are intended to deliver increased positive outcomes for Ipswich ratepayers that may experience financial difficulties, as well as benefits to the wider Ipswich Community.

FINANCIAL/RESOURCE IMPLICATIONS

The potential cost of the proposed Financial Difficulties and Financial Hardship Policy, related to the granting of discounts and waiving of interest for ratepayers, is estimated to be \$120,000 (\$40,000 discounts granted and \$80,000 interest revenue foregone). This estimate is calculated based on existing payment arrangements and includes an allowance for additional payment arrangements. The intent of granting of discounts and waiving of interest is to incentivise ratepayers to maintain payment arrangements, leading to increased collection of outstanding rates and charges and improving cashflows.

As of 30 September 2025, Council's rates and charges in arrears totalled \$13.6 million with \$2.1 million relating to the July-September 2025 quarter. The arrears can be attributed to vacant land @ \$1.0 million, non-residential land @ \$750,000 and residential land @ \$11.85 million.

There are no significant officer time impacts required to administer the Financial Difficulties and Financial Hardship Policy.

There are no anticipated cost increases as result of the revised Rates Recovery Policy.

COMMUNITY AND OTHER CONSULTATION

The inclusion of provisions in the Financial Difficulties and Financial Hardship Policy that increase the level of support (discounts and waiving interest) for ratepayers who are maintaining payment arrangements, stem from feedback from ratepayers to the officers in Council's Recoveries team.

Council's Recoveries team, the Treasury Accounting Manager and Chief Financial Officer have provided input and feedback in the development and revision of these policies.

These policies have also been the subject of multiple workshops with the Mayor and Councillors.

CONCLUSION

The approval of the proposed Financial Difficulties and Financial Hardship Policy and the revised Rates Recovery Policy represent a meaningful increase to the support for Ipswich ratepayers that experience financial difficulties. This is achieved through payment arrangements, granting of discounts and interest waivers. They also provide increased

visibility of Council's approach to the recovery and collection of outstanding rates and charges.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	This decision relates to the adoption of a new Financial Difficulties and Financial Hardship Policy and a revised Rates Recovery Policy.
(b) What human rights are affected?	Property rights (section 24)
(c) How are the human rights limited?	Under these policies it may become necessary from time to time for Council to take actions to potentially sell a property to recover and collect outstanding rates and charges.
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	These policies provide opportunities for ratepayers to fulfill their obligations to pay rates and charges through various payment arrangement mechanisms, thereby avoiding the sale of land for arrears of rates and charges. However, for the systems of good local government, and to ensure that services and facilities can be provided for the benefit of the whole community, it may be necessary to sell land for arrears of rates and charges.
(e) Conclusion	The decision is consistent with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1	Financial Difficulties and Financial Hardship Policy ↓ 
2	Rates Recovery Policy (clean) ↓ 
3	Rates Recovery Policy (track changes) ↓ 
4	Rates Recovery Policy (original) ↓ 
5	Reserve Price Policy ↓ 

Paul Mollenhauer

TREASURY ACCOUNTING MANAGER

I concur with the recommendations contained in this report.

Christina Binoya

CHIEF FINANCIAL OFFICER

I concur with the recommendations contained in this report.

Matt Smith

GENERAL MANAGER (CORPORATE SERVICES)

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



Financial Difficulties and Financial Hardship Policy

 Collaboration

 Communication

 Integrity

 Efficiency

 Leadership

Version Control and Objective ID	Version No:	Objective ID:
Adopted at Council Ordinary Meeting on		
Date of Review		

1. Statement

The systems of local government in Queensland are supported by the levying and collection of rates and charges, with the general expectation of the community being that all rateable land contributes to those rates and charges and landowners (**ratepayers**) are responsible for paying rates and charges.

This policy is based on a shared responsibility between Council and the ratepayer and is delivered in a model that promotes and supports self-determination to allow a ratepayer to gain control of their rates and charges account with a realistic and affordable approach.

Ratepayers are responsible for managing and addressing their personal financial circumstances, including changes to their circumstances.

This policy recognises that ratepayers may from time-to-time, experience financial difficulties in paying their rates and charges. Further, that some ratepayer's circumstances may be more extreme as to result in financial hardship.

2. Purpose and Principles

The purpose of this policy outlines those mechanisms by which Council will support ratepayers in paying their rates and charges, which are levied under Chapter 4 Part 1 of the *Local Government Act 2009*, where the ratepayer may experience financial difficulties or financial hardship.

This policy provides an approach for ratepayers to receive support and ensures that those opportunities for support, are provided in an open and compassionate manner.

Council is committed to:

- Treating ratepayers fairly, with respect, sensitivity and confidentiality at all times.
- Effective processes for the early identification of a ratepayer who is in financial difficulties or financial hardship which includes, but not limited to:
 - A ratepayer contacting Council.
 - An Ipswich City Council officer contacting the ratepayer.
 - A referral by an accredited financial counsellor or community agency providing assistance to people experiencing financial hardship.

3. Strategic Plan Links

This policy aligns with the following iFuture 2021-2026 Corporate Plan theme/s:

IPSWICH CITY COUNCIL | Draft Financial Hardship Policy

- Safe, Inclusive and Creative
- A Trusted and Leading Organisation

4. Regulatory Authority

- *Local Government Act 2009*
- *Local Government Regulation 2012*

5. Human Rights Commitment

Ipswich City Council (Council) has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

6. Scope

Support for ratepayers experiencing financial difficulties, where the land is used for a residential owner occupied purpose or a residential non-owner occupied purpose, is subject to the circumstances of the ratepayer and includes:

- Granting of discounts for any period where rates and charges remain outstanding, where a relevant payment arrangement is being honoured by the ratepayer.
- Waiving of interest for any period where rates and charges remain outstanding, where a relevant payment arrangement is being honoured by the ratepayer.
- The provision of payment arrangements of up to 24 months.
- Not pursuing any other recovery or legal actions while a relevant payment arrangement is being honoured by the ratepayer.

Support for ratepayers experiencing financial difficulties, where the land is used for a non-residential purpose or is vacant land, is subject to the circumstances of the ratepayer and includes:

- The provision of payment arrangements of up to 12 months.
- Not pursuing any other recovery or legal actions while a relevant payment arrangement is being honoured by the ratepayer.

In addition to the support provided for ratepayers experiencing financial difficulties, support for ratepayers experiencing financial hardship, where the land is used for a residential owner occupied purpose only, is subject to the circumstances of the ratepayer and includes:

- The provision of a payment pause arrangement.

Land used for a residential non-owner occupied purpose or used for a non-residential purpose or is vacant land, shall not be eligible for financial hardship support.

7. Roles and Responsibilities

Council's Rate Recovery officers will work with ratepayers who are identified as experiencing financial difficulties or financial hardship to establish payment arrangements that are realistic, affordable and reduce the rates and charges account balance over a relevant period, considering the circumstances of the ratepayer.

The Chief Financial Officer and Treasury Accounting Manager will determine those ratepayers that may be considered to be experiencing financial hardship.

IPSWICH CITY COUNCIL | Draft Financial Hardship Policy

Ratepayers seeking assistance due to financial difficulties or financial hardship are:

- Required to contact Council within a reasonable period after they experience a change in their circumstances.
- Expected to remain in reasonable contact with Council while receiving support for the payment of rates and charges.
- Required to manage their financial affairs such that they are able to continue to pay rates and charges within a reasonable period after experiencing financial difficulty or financial hardship.
- To provide Council with information reasonably requested in support of their request for support in the payment of rates and charges.

8. Key Stakeholders

The following will be consulted during the review process:

- Legal and Governance Branch

9. Ratepayers experiencing financial difficulties

For ratepayers experiencing financial difficulties, Council may provide the following support mechanisms: payment arrangements; granting of discounts; and interest waivers.

The granting of discounts and interest waivers are dependent on a ratepayer honouring any relevant payment arrangements. Where a ratepayer does not honour a payment arrangement, Council will consider any extenuating circumstance but may cease to provide ongoing granting of discounts and interest waivers.

At the end of an insufficient payment arrangement the ratepayer will be required to enter a suitable payment arrangement. If a suitable payment arrangement cannot be provided by the ratepayer, Council will not provide ongoing granting of discounts and interest waivers.

During any insufficient payment arrangement or suitable payment arrangement, rates and charges will continue to be levied and will accrue on the rates assessment.

Other than under clause 11 of this policy or any other adopted concession policy, Council will not reduce the rates and charges previously levied, or any interest previously accrued on the rates assessment.

10. Ratepayers experiencing financial hardship

Not all ratepayers experiencing financial difficulties, are experiencing financial hardship.

In addition to those support mechanisms available to ratepayers experiencing financial difficulties, Council may provide a payment pause for a period of up to six (6) months, in accordance with the provisions of the *Local Government Regulation 2012*, allowing the ratepayer time to organise their financial circumstances.

During any payment pause arrangement, rates and charges will continue to be levied and will accrue on the rates assessment.

At the end of any payment pause arrangement the ratepayer will be required to enter a suitable payment arrangement. If a suitable payment arrangement cannot be provided by the ratepayer, Council will not provide ongoing granting of discounts and interest waivers.

IPSWICH CITY COUNCIL | Draft Financial Hardship Policy

Other than under clause 11 of this policy or any other adopted concession policy, Council will not reduce the rates and charges previously levied, or any interest previously accrued on the rates assessment.

11. Class of concession recognising broader financial hardship in the community

In response to a natural disaster or other event with broad community impact, Council may approve by resolution, a concession for a class of impacted ratepayer. This may include those support mechanisms available to ratepayers experiencing financial difficulties, as well as a concession to reduce or rebate the rates and charges levied in a period.

In assessing a request for support for a ratepayer experiencing financial difficulties or financial hardship, Council will consider any such class of concession that has already been provided or will be provided in the following period.

12. Monitoring and Evaluation

This policy will be reviewed in accordance with Council's four (4) year review cycle or sooner if required.

13. Definitions

Council means Ipswich City Council

discount means the discount allowed by Council for the payment of rates and charges before the due date of payment, in accordance with Council's annual budget.

financial difficulties means the temporary loss of financial capacity due to a change in circumstances, such as illness, loss of employment, other personal circumstances, natural disaster or other event with broad community impact.

financial hardship means the temporary loss of financial capacity due to the combination of a change in circumstance such as illness, loss of employment, other personal circumstances, natural disaster or other event with broad community impact, that would be considered significant by present community standards.

insufficient payment arrangement means an arrangement for a period of up to three (3) months, where the value of any payments is minimal and not sufficient to pay the outstanding rates and charges and accrued interest.

interest means interest accrued on outstanding rates and charges, levied in accordance with Council's annual budget.

natural disaster means weather, flooding, fire, earthquake or other such events.

non-residential means land that used for a purpose that is not a residential owner occupied or residential non-owner occupied.

other event with broad community impact means pandemic, civil unrest, war, terrorism or other such event.

payment arrangement means a suitable payment arrangement, or an insufficient payment arrangement, or a payment pause.

payment pause arrangement means an arrangement for a period of up to six (6) months, where no payments are made against the outstanding rates and charges and accrued interest.

IPSWICH CITY COUNCIL | Draft Financial Hardship Policy

ratepayer means a person or entity that owns a property and is responsible for paying rates and charges.

residential owner occupied has the same meaning as 'owner occupied' as defined in the adopted budget for the relevant financial year.

residential non-owner occupied means residential land that is not residential owner occupied.

suitable payment arrangement means an arrangement for a period of up to twenty four (24) months, subject to the value of any outstanding balance, where the value of all payments is sufficient over the period of the arrangement, to pay all outstanding rates and charges, all accrued interest, as well as all rates and charges to be levied through the period of the arrangement.

14. Related Documents

Rates Recovery Policy
Rates Recovery Procedure

15. Policy Owner

The General Manager Corporate Services is the policy owner and the Chief Financial Officer is responsible for authoring and reviewing this policy.



Rates Recovery Policy

 Collaboration

 Communication

 Integrity

 Efficiency

 Leadership

Version Control and Objective ID	Version No:	Objective ID: A3750757
Adopted at Council Ordinary Meeting on		
Date of Review		

1. Statement

The systems of local government in Queensland are supported by the levying and collection of rates and charges, with the general expectation of the community being that all rateable land contributes to those rates and charges and landowners (**ratepayers**) are responsible for paying rates and charges.

This policy acknowledges that from time-to-time Council may consider it necessary to undertake various activities for the collection and recovery of rates and charges, where they have not been paid by the ratepayer.

2. Purpose and Principles

The purpose of this policy is to outline those activities by which Council will collect rates and charges, levied under Chapter 4 Part 1 of the *Local Government Act 2009*, where those rates and charges may become overdue.

Council is committed to:

- Treating ratepayers fairly, with respect, sensitivity and confidentiality at all times.
- Effective processes for the recovery of overdue rates and charges

3. Strategic Plan Links

This policy aligns with the following iFuture 2021-2026 Corporate Plan theme:

- Safe, Inclusive and Creative
- A Trusted and Leading Organisation

4. Regulatory Authority

- *Local Government Act 2009*
- *Local Government Regulation 2012*

5. Human Rights Commitment

Ipswich City Council (Council) has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

IPSWICH CITY COUNCIL | Rates Recovery Policy

6. Scope

The core matter addressed by this policy is the actions and processes undertaken by Council and Council officers, in accordance with relevant legislation, in collecting and recovering overdue rates and charges.

This policy applies to all land with overdue rates and charges, except as noted in this policy.

7. Roles and Responsibilities

Council's Rate Recovery officers will contact and work with ratepayers to establish payment arrangements, as well as general communications with ratepayers, in other stages of collection and recovery.

The Revenue Collection and Recovery Coordinator will prepare recommendations for legal actions on relevant properties.

Customer Service Officers are to refer relevant customers to the Recoveries team for recovery activities, including payment arrangements.

The Chief Financial Officer or the Treasury Accounting Manager will review and endorse for approval, any legal actions.

The General Manager Corporate Services will approve legal actions including commencements, suspensions or withdrawals.

The Chief Executive Officer will approve any request to register a charge over land for overdue rates and charges.

8. Key Stakeholders

The following will be consulted during the review process:

- Legal and Governance Branch

9. Collections and Recoveries

Council, in its sole discretion, will collect and recover any overdue rates and charges through the following:

a) Small balance write-offs

Prior to levying the next quarterly rates and charges, Council may write-off any small residual amount, outstanding from the current quarterly rates and charges. Typically, such a small value may result from an errant payment. Where any systematic abuse of the small balance write-off is detected, Council reserves the right to reverse any prior write-offs.

b) Reminder notices

Council will issue a reminder notice to ratepayers with overdue balances, 7 days after the due date for payment of the quarterly rate notice, and subsequently at least 21 days after the due date, should rates and charges remain overdue. Council may not issue a reminder notice where an outstanding balance is minimal in value.

c) Follow-up phone calls, text messages and emails

Council will attempt to contact ratepayers, as often as is practicable, to discuss any overdue rates and charges. Council may initiate contact via phone calls, text messages and

IPSWICH CITY COUNCIL | Rates Recovery Policy

emails. Where appropriate, Council officers may approve a payment arrangement, in accordance with Council's Financial Hardship Policy.

d) Mortgagee letter

Council may choose to contact and advise a mortgagee of the overdue rates and charges on a relevant property. This is intended to initiate communication between the mortgagee and the property owner that may potentially result in actions where the payment of the overdue rates and charges can be resolved. Any actions between the mortgagee and the property owner are the sole responsibility of those parties.

e) Legal actions

Subject to the value and circumstances of the outstanding balance, this paragraph (e) may not apply to a property owned by a person or persons who is receipt of a concession under Council's Pensioner Remission of Rates Policy.

Where rates and charges continue to be overdue, Council may commence a relevant court action to seek a judgement to recover any outstanding balance. In accordance with the *Local Government Act 2009*, Council may register a charge over the relevant land.

Costs involved in undertaking legal actions will be added to the relevant rates account.

Council, at its discretion, may pause or cease any court action where a payment arrangement is entered into by the ratepayer, or settlement is made on any outstanding balance.

Council reserves the right, to recommence any relevant court action, or commence any new court action, where a previously agreed payment arrangement or settlement has been defaulted.

f) Sale of land

Subject to the value and circumstances of the outstanding balance, this paragraph (f) may not apply to a property owned by a person or persons who is in receipt of a concession under Council's Pensioner Remission of Rates Policy.

Where rates and charges continue to be overdue, Council may, in accordance with the provision of the *Local Government Regulation 2012*, commence a process to sell land via auction, for the overdue rates and charges.

Council, at its discretion, may cease any sale action where a settlement is made on any outstanding balance.

Reserve Price

In determining the reserve price for any land, subject to this paragraph 9(f), Council shall follow the provisions of the *Local Government Regulation 2012*, and in doing so seek an appropriate balance between achieving a reasonable market sale price and maximising the sale value of the land.

In all cases, Council shall obtain an independent valuation of the subject property from a registered valuer. The valuation shall provide an estimated market value on a forced sale valuation basis.

IPSWICH CITY COUNCIL | Rates Recovery Policy

In all circumstances where the subject property has a State debt preserved amount, pursuant to section 138(4)(a) the new owner would assume any liability to the State.

Council may engage third party providers to support, inform or undertake the recovery and collection activities described in this paragraph 9, on its behalf.

10. Other relevant matters related to rates and charges

Except as otherwise allowed under this policy or the Financial Hardship Policy, interest will accrue on overdue rates and charges, in accordance with the relevant adopted Budget and adopted Revenue Policy.

11. Monitoring and Evaluation

This policy will be reviewed in accordance with Council's four (4) year review cycle or sooner if required.

12. Definitions

Council means Ipswich City Council.

due date means any date adopted by Council resolution, or any subsequent date approved under delegation, for the payment of rates and charges.

outstanding balance means the any of rates and charges, accrued interest or other relevant costs, that are overdue at a point in time.

overdue means rates and charges owing after their due date for payment.

payment arrangement has the same meaning as defined in the Financial Hardship Policy.

ratepayer means a person or entity that owns a property and is responsible for paying rates and charges.

13. Related Documents

Financial Hardship Policy
Rate Recovery Procedure

14. Policy Owner

The General Manager Corporate Services is the policy owner and the Chief Financial Officer is responsible for authoring and reviewing this policy.



Rates Recovery Policy

 Collaboration

 Communication

 Integrity

 Efficiency

 Leadership

Version Control and Objective ID	Version No:	Objective ID: A3750757
Adopted at Council Ordinary Meeting on		
Date of Review		

1. Statement

~~The objective of this policy is the recovery of rates and charges that have become past due date for payment.~~ The systems of local government in Queensland are supported by the levying and collection of rates and charges, with the general expectation of the community being that all rateable land contributes to those rates and charges and landowners (ratepayers) are responsible for paying rates and charges.

This policy acknowledges that from time-to-time Council may consider it necessary to undertake various activities for the collection and recovery of rates and charges, where they have not been paid by the ratepayer.

2. Purpose and Principles

~~Where rates and charges become overdue pursuant to Part 12 "Overdue rates and charges" Division 1 "General Provisions" Section 132 of the Local Government Regulation 2012 Council adopt the Rate Recovery Procedure as the process for recovering overdue rates and charges.~~ The purpose of this policy is to outline those activities by which Council will collect rates and charges, levied under Chapter 4 Part 1 of the Local Government Act 2009, where those rates and charges may become overdue.

Council is committed to:

- Treating ratepayers fairly, with respect, sensitivity and confidentiality at all times.
- Effective processes for the recovery of overdue rates and charges

3. Strategic Plan Links

This policy aligns with the following iFuture 2021-2026 Corporate Plan theme:

- Safe, Inclusive and Creative

- A Trusted and Leading Organisation

4. Regulatory Authority

- Local Government Act 2009

- Local Government Regulation 2012

~~Chapter 4 Part 12 "Overdue rates and charges" Division 1 "General Provisions" Section 132,~~

IPSWICH CITY COUNCIL | Rates Recovery Policy

~~Division 2 "Court proceedings for overdue rates or charges" Sections 134 to 135~~

~~Division 3 "Selling or acquiring land for overdue rates or charges" Sections 138 to 152.~~

5. Human Rights Commitment

Ipswich City Council (Council) has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

6. Scope

The core matter addressed by this policy is the ~~recovery of overdue rates and charges~~ actions and processes undertaken by Council and Council officers, in accordance with ~~the~~ relevant legislation, in collecting and recovering overdue rates and charges.

This policy applies to all land with overdue rates and charges, except as noted in this policy.

7. Roles and Responsibilities

Council's Rate Recovery officers will contact and work with ratepayers to establish payment arrangements, as well as general communications with ratepayers, in other stages of collection and recovery.

The Revenue Collection and Recovery Coordinator will prepare recommendations for legal actions on relevant properties.

Customer Service Officers are to refer relevant customers to the Recoveries team for recovery activities, including payment arrangements.

The Chief Financial Officer or the Treasury Accounting Manager will review and endorse for approval, any legal actions.

The General Manager Corporate Services will approve legal actions including commencements, suspensions or withdrawals.

The Chief Executive Officer will approve any request to register a charge over land for overdue rates and charges.

8. Key Stakeholders

The following will be consulted during the review process:

- Legal and Governance Branch

9. Collections and Recoveries

Council, in its sole discretion, will collect and recover any overdue rates and charges through the following:

a) Small balance write-offs

Prior to levying the next quarterly rates and charges, Council may write-off any small residual amount, outstanding from the current quarterly rates and charges. Typically, such a small value may result from an errant payment. Where any systematic abuse of the small balance write-off is detected, Council reserves the right to reverse any prior write-offs.

b) Reminder notices

IPSWICH CITY COUNCIL | Rates Recovery Policy

Council will issue a reminder notice to ratepayers with overdue balances, 7 days after the due date for payment of the quarterly rate notice, and subsequently at least 21 days after the due date, should rates and charges remain overdue. Council may not issue a reminder notice where an outstanding balance is minimal in value.

c) Follow-up phone calls, text messages and emails

Council will attempt to contact ratepayers, as often as is practicable, to discuss any overdue rates and charges. Council may initiate contact via phone calls, text messages and emails. Where appropriate, Council officers may approve a payment arrangement, in accordance with Council's Financial Hardship Policy.

d) Mortgagee letter

Council may choose to contact and advise a mortgagee of the overdue rates and charges on a relevant property. This is intended to initiate communication between the mortgagee and the property owner that may potentially result in actions where the payment of the overdue rates and charges can be resolved. Any actions between the mortgagee and the property owner are the sole responsibility of those parties.

e) Legal actions

Subject to the value and circumstances of the outstanding balance, this paragraph (e) may not apply to a property owned by a person or persons who is receipt of a concession under Council's Pensioner Remission of Rates Policy.

Where rates and charges continue to be overdue, Council may commence a relevant court action to seek a judgement to recover any outstanding balance. In accordance with the Local Government Act 2009, Council may register a charge over the relevant land.

Costs involved in undertaking legal actions will be added to the relevant rates account.

Council, at its discretion, may pause or cease any court action where a payment arrangement is entered into by the ratepayer, or settlement is made on any outstanding balance.

Council reserves the right, to recommence any relevant court action, or commence any new court action, where a previously agreed payment arrangement or settlement has been defaulted.

f) Sale of land

Subject to the value and circumstances of the outstanding balance, this paragraph (f) may not apply to a property owned by a person or persons who is in receipt of a concession under Council's Pensioner Remission of Rates Policy.

Where rates and charges continue to be overdue, Council may, in accordance with the provision of the Local Government Regulation 2012, commence a process to sell land via auction, for the overdue rates and charges.

Council, at its discretion, may cease any sale action where a settlement is made on any outstanding balance.

Reserve Price

IPSWICH CITY COUNCIL | Rates Recovery Policy

~~Unless otherwise determined, when Council has resolved to sell a property pursuant to Part 12 Division 3 (Selling or acquiring land for overdue rates or charges) section 140, Council adopt sub-section (b) as described in section 143 of the *Local Government Regulation 2012* as the preferred method of setting the reserve price except where:-~~

- ~~i.—an independent valuation of the property indicates that the value of the land is higher than the market value of the property and greater than the overdue rate; or~~
- ~~ii.—the overdue rates are greater than the market value of the subject property.~~

~~If (i) or (ii) occur then sub-section (a) as described in section 143 of the *Local Government Regulation 2012* is the preferred method of setting the reserve price.~~

In determining the reserve price for any land, subject to this paragraph 9(f), Council shall follow the provisions of the *Local Government Regulation 2012*, and in doing so seek an appropriate balance between achieving a reasonable market sale price and maximising the sale value of the land.

In all cases, Council shall obtain an independent valuation of the subject property from a registered valuer. The valuation shall provide an estimated market value on a forced sale valuation basis.

In all circumstances where the subject property has a State debt preserved amount, pursuant to section 138(4)(a) the new owner would assume any liability to the State.

Council may engage third party providers to support, inform or undertake the recovery and collection activities described in this paragraph 9, on its behalf.

~~Chief Financial Officer:-~~

- ~~(a) Make decisions as to the commencement of legal proceedings (including instructing legal representatives) on Council's behalf; and~~
- ~~(b) Make decisions as to responding, defending, settling, or withdrawing legal proceedings (including instructing legal representatives) to which Council is a party.~~
- ~~(c) Power in legal proceedings to give instructions and sign documentation.~~

~~Recoveries Manager:~~

~~Operational day to day responsibility for the performance of the Overdue arrears ledger, including the following actions:————~~

- ~~1. ——— At the end of each discount period, Rate Reminder Notices be sent to ALL ratepayers with an unpaid balance, with the following exceptions:~~
 - ~~(a) ——— If the balance is less than \$10.00;~~
 - ~~(b) ——— Where the balance is being paid by an approved instalment agreement; OR~~
 - ~~(c) ——— Where the ratepayer is subject to some other stage of recovery action under this policy.~~

IPSWICH CITY COUNCIL | Rates Recovery Policy

- ~~2. — At least 21 days after the due date shown on the rate notice~~
 - ~~(a) — A Letter of Demand be sent to those ratepayers referred to in Clause 1 above provided the unpaid balance exceeds \$100.00. Payment of the amount due be required within seven days.~~
 - ~~(b) — A Second Rate Reminder Letter similar to the First Reminder Letter used in 1. Above can be sent to those property owners whose unpaid balances greater than \$10.00 and less than \$100.00 if cost effective to do so.~~
 - ~~(c) — A Second Letter of demand may be sent to these property owners with unpaid balances should they not respond to the First letter of Demand.~~
- ~~3. — If the balance remains unpaid after the due date of the Letter of Demand the following steps be taken:~~
 - ~~(a) — Attempt to contact the ratepayer by phone to have the debt paid OR an instalment payment plan set up.~~
 - ~~(b) — Should the ratepayer be uncontactable or the phone contact fails to produce a satisfactory result and the unpaid balance exceeds \$300.00, action be taken to consider issuing a Claim through the Magistrates Court.~~
- ~~4. — Use all appropriate legal avenues and appropriate consultation to collect the debt.~~
- ~~5. — At any stage of the proceedings detailed in Clause 2 through to Clause 4 the action may be suspended by the ratepayer entering into an approved instalment payment agreement. Should an approved instalment arrangement fall into default and be cancelled then the appropriate recovery action is to be recommenced from the stage where it was suspended.~~
- ~~6. — Unless otherwise determined any agreement made to settle overdue rates by instalments should be sufficient to extinguish the overdue balance plus anticipated future levies within the period of the arrangement. The period should usually be no more than six months from the date of the agreement but a period of up to 12 months can be agreed in exceptional circumstances.~~
 - ~~(a) — Payment agreements may be made by regular payments of no greater interval than one month, but generally in line with the frequency of the ratepayer's income.~~
 - ~~(b) — When a ratepayer defaults on an agreement in the first instance, contact with the ratepayer should be made either by letter or personal contact, to explain the requirement to maintain the agreement and bring the agreement up to date within seven days.~~
 - ~~(c) — Where a ratepayer defaults on a second payment, the arrangement is to be cancelled and a letter of demand sent requiring payment in full within seven days to prevent legal action commencing.~~
 - ~~(d) — Where a ratepayer enters into a payment agreement, which is subsequently cancelled on two occasions in any twelve month period, per (c) above due to non-~~

IPSWICH CITY COUNCIL | Rates Recovery Policy

~~payment, the ratepayer is to be advised that no further formal payment agreements will be accepted by Council.~~

~~(e) — Recovery action may continue as appropriate should full payment not be received by Council.~~

~~Senior Recoveries Officer:~~

~~(a) — Make recommendation as to the commencement of legal proceedings on Council's behalf in relation to the recovery of rates;~~

~~(b) — Make recommendations as to defending, or withdrawing legal proceedings to which Council is a party in relation to the recovery of rates.~~

10. Other relevant matters related to rates and charges

Except as otherwise allowed under this policy or the Financial Hardship Policy, interest will accrue on overdue rates and charges, in accordance with the relevant adopted Budget and adopted Revenue Policy.

11. Monitoring and Evaluation

This policy will be reviewed in accordance with Council's four (4) year review cycle or sooner if required.

12. Definitions

Council means Ipswich City Council.

due date means any date adopted by Council resolution, or any subsequent date approved under delegation, for the payment of rates and charges.

outstanding balance means the any of rates and charges, accrued interest or other relevant costs, that are overdue at a point in time.

~~Overdue—amounts owing after Due date~~overdue means rates and charges owing after their due date for payment.

payment arrangement has the same meaning as defined in the Financial Hardship Policy.

ratepayer means a person or entity that owns a property and is responsible for paying rates and charges.

13. Related Documents

Financial Hardship Policy
Rate Recovery Procedure

14. Policy Owner

~~Strategic Client Officer Manager~~The General Manager Corporate Services is the policy owner and the Chief Financial Officer is responsible for authoring and reviewing this policy.

	RATES RECOVERY POLICY	DOCUMENT NO: A3750757
1.1 Objectives: The objective of this policy is the recovery of rates and charges that have become past due date for payment. 1.2 Regulatory Authority: Local Government Regulation 2012 Chapter 4 Part 12 “Overdue rates and charges” Division 1 “General Provisions” Section 132, Division 2 “Court proceedings for overdue rates or charges” Sections 134 to 135 Division 3 “Selling or acquiring land for overdue rates or charges” Sections 138 to 152. 1.3 Policy Statement: Where rates and charges become overdue pursuant to Part 12 “Overdue rates and charges” Division 1 “General Provisions” Section 132 of the Local Government Regulation 2012 Council adopt the Rate Recovery Procedure as the process for recovering overdue rates and charges. 1.4 Human Rights Commitment Ipswich City Council (Council) has considered the human rights protected under the <i>Human Rights Act 2019 (Qld)</i> (the Act) when approving and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act. 1.5 Scope: The core matter addressed by this policy is the recovery of overdue rates and charges in accordance with the relevant legislation. 1.6 Roles and Responsibilities: Chief Financial Officer : (a) Make decisions as to the commencement of legal proceedings (including instructing legal representatives) on Council’s behalf; and (b) Make decisions as to responding, defending, settling, or withdrawing legal proceedings (including instructing legal representatives) to which Council is a party. (c) Power in legal proceedings to give instructions and sign documentation. Recoveries Manager: Operational day to day responsibility for the performance of the Overdue arrears ledger, including the following actions: 1. At the end of each discount period, Rate Reminder Notices be sent to ALL		

ratepayers with an unpaid balance, with the following exceptions:

- (a) If the balance is less than \$10.00;
- (b) Where the balance is being paid by an approved instalment agreement; OR
- (c) Where the ratepayer is subject to some other stage of recovery action under this policy.

2. At least 21 days after the due date shown on the rate notice

- (a) A Letter of Demand be sent to those ratepayers referred to in Clause 1 above provided the unpaid balance exceeds \$100.00. Payment of the amount due be required within seven days.
- (b) A Second Rate Reminder Letter similar to the First Reminder Letter used in 1. Above can be sent to those property owners whose unpaid balances greater than \$10.00 and less than \$100.00 if cost effective to do so.
- (c) A Second Letter of demand may be sent to these property owners with unpaid balances should they not respond to the First letter of Demand.

3. If the balance remains unpaid after the due date of the Letter of Demand the following steps be taken:

- (a) Attempt to contact the ratepayer by phone to have the debt paid OR an instalment payment plan set up.
- (b) Should the ratepayer be uncontactable or the phone contact fails to produce a satisfactory result and the unpaid balance exceeds \$300.00, action be taken to consider issuing a Claim through the Magistrates Court.

4. Use all appropriate legal avenues and appropriate consultation to collect the debt.

5. At any stage of the proceedings detailed in Clause 2 through to Clause 4 the action may be suspended by the ratepayer entering into an approved instalment payment agreement. Should an approved instalment arrangement fall into default and be cancelled then the appropriate recovery action is to be recommenced from the stage where it was suspended.

6. Unless otherwise determined any agreement made to settle overdue rates by instalments should be sufficient to extinguish the overdue balance plus anticipated future levies within the period of the arrangement. The period should usually be no more than six months from the date of the agreement but a period of up to 12 months can be agreed in exceptional circumstances.

- (a) Payment agreements may be made by regular payments of no greater interval than one month, but generally in line with the frequency of the ratepayer's income.
- (b) When a ratepayer defaults on an agreement in the first instance, contact with the ratepayer should be made either by letter or personal contact, to explain the requirement to maintain the agreement and bring the agreement up to date within seven days.
- (c) Where a ratepayer defaults on a second payment, the arrangement is to be cancelled and a letter of demand sent requiring payment in full within

- seven days to prevent legal action commencing.
- (d) Where a ratepayer enters into a payment agreement, which is subsequently cancelled on two occasions in any twelve month period, per (c) above due to non-payment, the ratepayer is to be advised that no further formal payment agreements will be accepted by Council.
 - (e) Recovery action may continue as appropriate should full payment not be received by Council.

Senior Recoveries Officer:

- (a) Make recommendation as to the commencement of legal proceedings on Council's behalf in relation to the recovery of rates;
- (b) Make recommendations as to defending, or withdrawing legal proceedings to which Council is a party in relation to the recovery of rates.

1.7 Definitions:

Overdue - amounts owing after Due date

1.8 Policy Author: Strategic Client Office Manager

Date of Review: 6 March 2018

Date of Council Resolution: 16 February 2016

Committee Reference and Date: Policy and Administration Board No. 2016(01) of 2 February 2016 – City Management and Finance Committee No. 2016(02) of 9 February 2016

No of Resolution: 11

Date to be Reviewed: 16 March 2020

	RESERVE PRICE POLICY	DOCUMENT NO: A3750871
1.1 Objectives: The objective of this policy is to set the Reserve Price for land being sold at auction where Council has resolved to sell the land to collect outstanding rates. 1.2 Regulatory Authority: Chapter 4 Part 12 Division 3 section 143 'Conduct of auction' of the <i>Local Government Regulation 2012</i> 1.3 Human Rights Commitment Ipswich City Council (Council) has considered the human rights protected under the <i>Human Rights Act 2019 (Qld)</i> (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act. 1.4 Policy Statement: Unless otherwise determined, when Council has resolved to sell a property pursuant to Part 12 Division 3-(Selling or acquiring land for overdue rates or charges) section 140, Council adopt sub-section (b) as described in section 143 of the <i>Local Government Regulation 2012</i> as the preferred method of setting the reserve price except where:- (i) an independent valuation of the property indicates that the value of the land is higher than the market value of the property and greater than the overdue rate; or (ii) the overdue rates are greater than the market value of the subject property. If (i) or (ii) occur then sub-section (a) as described in section 143 of the <i>Local Government Regulation 2012</i> is the preferred method of setting the reserve price. In all cases, Council shall obtain an independent valuation of the subject property from a registered valuer. The valuation shall provide an estimated market value on a forced sale valuation basis. In all circumstances where the subject property has a State debt preserved amount, pursuant to section 138(4)(a) the new owner would assume any liability to the State. 1.5 Scope: The core matter addressed by this policy is setting the reserve price at an auction for the sale of land in accordance with the relevant legislation.		

The sale of land by auction not the subject of a Council resolution to sell the land for overdue rates is not in scope for this policy.

1.6 Roles and responsibilities:

Chief Financial Officer and Strategic Client Office Manager:

- Setting the reserve price and advising the auctioneer of the reserve price; and
- Conduct of Auction, s 143(2) 4. 'The power to enter into negotiations with the highest bidder at the auction to sell the land by agreement if the reserve price is not reached at the auction'.

Auctioneer:

The auctioneer is to conduct the auction in accordance with the advised reserve price and state at the auction that the sale is subject to any encumbrances, which may be in favour of the State, and that the purchaser must pay the State debt amount.

1.7 Definitions:

Reserve Price:

If the highest bid at an auction equals or exceeds the reserve price, the property will be sold to that bidder. If the highest bid does not equal or exceed the reserve price it is not sold at auction but may be sold subsequent to negotiations with the highest bidder.

Relevant Legislation:

Chapter 4 Part 12 Division 3 section 143 'Conduct of Auction' of the *Local Government Regulation 2012*:

- (1) The local government must set a reserve price for the auction that is at least—
 - (a) the market value of the land; or
 - (b) the higher of the following—
 - (i) the amount of overdue rates or charges on the land;
 - (ii) the value of the land.

Value of the land:

The value of the land is the value determined under the Land Valuation Act.

For non-rural land the value is its site value.

For rural land the value is its unimproved value.

1.8 Policy Author:

Strategic Client Office Manager

Date of Review: 19 February 2018

Date of Council Resolution: 24 March 2015

Committee Reference and Date: Policy and Administration Board No. 2015(02) of 10 March 2015 – City Management and Financial Committee No. 2015(03) of 17 March 2015

No. of Resolution: 1

Date to be Reviewed: 19 February 2020

Doc ID No: A12169690

ITEM: 11

SUBJECT: QUEENSLAND AUDIT OFFICE 2025 FINANCIAL AUDIT REPORT

AUTHOR: ACTING PRINCIPAL FINANCIAL ACCOUNTANT

DATE: 28 OCTOBER 2025

EXECUTIVE SUMMARY

This is a report concerning the Queensland Audit Office findings and recommendations from the 2024-2025 external audit of Ipswich City Council.

RECOMMENDATION/S

That the 2024-2025 final management report Ipswich City Council, as detailed in Attachment 1, be received and the contents noted.

RELATED PARTIES

There are no related parties.

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PURPOSE OF REPORT/BACKGROUND

The Queensland Audit Office (QAO) has completed its external audit of Ipswich City Council for the 2024-2025 financial year. The Auditor-General has now written to the Mayor providing a copy of the final management report comprising a summary of issues formally reported to management relating to internal controls and financial reporting matters for attention.

Section 213 of the *Local Government Regulation 2012* provides as follows:

- (1) This section applies if the Auditor-General gives the Mayor of a local government a copy of the Auditor-General's observation report about an audit of the local government's financial statements.
- (2) An Auditor-General's observation report, about an audit of a local government's financial statements, is a report about the audit prepared under section 54 of the *Auditor-General Act 2009* that includes observations and suggestions made by the Auditor-General about anything arising out of the audit.
- (3) The Mayor must present a copy of the report at the next ordinary meeting of the local government.

The QAO raised five (5) new deficiencies that are detailed in the report. Four (4) of these deficiencies relate to user accounts, passwords and security audit log policies configurations. The other deficiency relates to an improvement required to asset data maintenance.

The QAO also raised three new other matters. Two (2) of these control deficiencies relate to timeliness of terminating users and inadequate security settings for accounts with administrative privileges. One issue relates to IT governance, noting that policies have not been approved on a regular basis.

This report also provides an update on previous matters raised. There is a total of seven (7) matters, of which three issues remain work in progress, two (2) matters are resolved, and two (2) matters are resolved pending verification and will be tested as a part of the 2026 audit planning.

During the 2025 financial year, three long-standing internal control issues were resolved and removed from the matters previously reported. These issues related to procurement reporting, reconciliation of the physical asset register and financial asset register, and valuation of contributed assets.

LEGAL IMPLICATIONS

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

Local Government Act 2009

Local Government Regulation 2012

AUSTRALIAN ACCOUNTING STANDARDS

POLICY IMPLICATIONS

There are no policy implications.

RISK MANAGEMENT IMPLICATIONS

The QAO has raised internal control issues that require action and implementation by management to ensure effective controls, processes and procedures and continued improved governance, to minimise the risk of misstatement in the financial statements or non-compliance with policies and procedures.

FINANCIAL/RESOURCE IMPLICATIONS

As set out in the covering letter from QAO, the audit fees of \$370,000 are in line with QAO's external audit plan and is included in Council's adopted budget.

COMMUNITY AND OTHER CONSULTATION

Community consultation has not been undertaken in relation to this report.

The summary of issues detailed in the final management report were also detailed in the QAO's Closing Report presented to the Audit and Risk Management Committee (ARMC) on 8 October 2025 for their consideration and further recommendations as to follow-up action.

CONCLUSION

Following the annual external audit of Ipswich City Council by the QAO the attached final management report is to be received and noted.

The final management report includes observations and suggestions made by the QAO about matters arising out of the external audit.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
The Recommendation states that the report be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	2024-2025 QAO Final Management Report ↓ 
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Shelley Woodward

ACTING PRINCIPAL FINANCIAL ACCOUNTANT

I concur with the recommendations contained in this report.

Christina Binoya

CHIEF FINANCIAL OFFICER

I concur with the recommendations contained in this report.

Matt Smith

GENERAL MANAGER (CORPORATE SERVICES)

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



2025 FINAL MANAGEMENT REPORT

Ipswich City Council
15 October 2025

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Councillor T Harding
Mayor
Ipswich City Council

Dear Councillor Harding

Final management report for Ipswich City Council

We have completed our 2025 financial audit for Ipswich City Council. I have issued an unmodified audit opinion on your financial statements.

The purpose of this report is to update you on any matters that have arisen since we presented our interim report to you on 6 May 2025.

Reporting on issues identified after the closing report

I can confirm that we have not identified significant issues since the presentation of our closing report to the audit committee. The issues and other matters we have formally reported to management and an update on management's actions taken to resolve these issues is included as Appendix A.

Please note that under section 213 of the Local Government Regulation 2012, you must present a copy of this report at your council's next ordinary meeting.

Report to parliament

Each year, we report the results of all financial audits and significant issues to parliament.

We intend to include the results of our audit of your entity in our report to parliament *Local Government 2025*. We will comment on the results of our audit, any significant internal control issues, and the overall results for the sector, including major transactions and events. We will discuss the proposed report content with your entity contact and continue to consult as we draft it. Formally, entities have an opportunity to comment on our report, and for these comments to be included in the final version tabled in parliament.

Audit fee

The final audit fee for this year is \$370,000 exclusive of GST. This fee is in line with the estimate in our external audit plan.

We would like to thank you and your staff for your engagement in the audit this year and look forward to working with your team again next year.

If you have any questions about this report or would like to discuss any matters regarding our services and engagement, please do not hesitate to contact me on 07 3149 6208 or Fikile Nyati, Manager on 07 3149 6061.

Yours sincerely

Sri Narasimhan
Senior Director

cc: Ms S Cooper, Chief Executive Officer
Mr R Jones, Chair of the Audit and Risk Management Committee

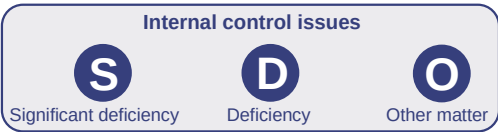
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Appendix A1 – Status of issues

Internal control issues

This section provides an update on the significant control deficiencies and other matters we have identified since our interim report. It includes a response from management.

Our risk ratings are as follows. For more information and detail on our rating definitions, please see the webpage here: www.qao.qld.gov.au/information-internal-controls or scan the QR code.



D Deficiencies in relation to directory services

25-CR1 Weak network password controls

Observation

Council uses a directory service to manage access within its internal network. This includes enforcing password settings on users that access the network.

Council's *Information Security Handbook* specifies the minimum number of characters required for passwords on all network user accounts. We reviewed the password configurations to access the directory service and found that they align with the documented standard.

However, QAO considers these password configurations to be weak because the average time to crack a complex password hash with minimum characters is only 3 days. Meanwhile passwords are only required to be changed every 90 days as per the *Information Security Handbook*.

We acknowledge that password protection for the directory service is enforced as a mitigating control against common passwords.

In addition, management has advised that Council will be implementing a new system by September 2025 which will enforce multi-factor authentication (MFA) on devices managed by council. Once implemented, this will act as a significant compensating control over weak passwords for named accounts.

Implication

Weak password controls can lead to the passwords of user accounts being easier to compromise. This increases the risk of unauthorised access to council's computing environment and its financial systems.

QAO recommendation

We recommend that council

- performs a documented assessment of the length of the existing passwords based on the likelihood of the passwords being compromised and other compensating controls
- updates the *Information Security Handbook* with the outcomes of the assessment and increases the configured length of passwords for all network user accounts accordingly.

Management response

The following response is provided by the ICT Operations Manager. We agree with the observations.

Council is currently rolling out a new system, to enhance security through phish-resistant authentication. Upon completion of the rollout, traditional password controls will be strengthened in alignment with industry best practices.

Responsible officer: ICT Operations Manager

Status: Work in progress

Action date: 30 November 2025

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25-CR2 No secure administration model or environment implemented

Observation

Domain controllers are servers that act as a critical component of directory services by storing relevant user and computer data while processing authentication and authorisation requests.

Principle of least privilege administration model not well implemented

Better practice recommendation is to use a system administration model that supports the principle of least privilege and segregates access.

We noted that all council's system administrators do not possess a lower privileged administrative account as per better practice recommendations. System administrator accounts with the highest privilege can also access internet-facing devices.

No secure administration environment to perform privileged administration tasks

Recommended practice from the Australian Cyber Security Centre (ACSC) is that privileged administration tasks are performed via dedicated privileged administration devices. We observed that the highest level of system administration can be done directly from any end-user device within council's network.

Implication

Principle of least privilege administration model not well implemented

Using *highest level administrator* user accounts to perform lesser privileged tasks or internet-facing tasks such as web browsing or email exposes the accounts to risks of credential theft.

No secure administration environment to perform privileged administration tasks

Using any end-user device instead of a dedicated privileged administration device to access the domain controller increases the risk of compromise should the device be connected to the Internet.

QAO recommendation

We recommend that council:

Principle of least privilege administration model not well implemented

- creates a lower privileged user account for each council system administrator
- implements controls to restrict existing *highest level administrator* user accounts to ensure they are only used for highly privileged administrative tasks.

No secure administration environment to perform privileged administration tasks

- devises and implements a secure administration environment with differently privileged administrative accounts.

Management response

The following response is provided by the ICT Operations Manager. We agree in part with the observations.

Council has implemented a secure administration model where ICT are issued privileged accounts, separate from their standard user accounts, for use in administrative and operational tasks. While this model aligns with industry best practices, Council acknowledges there are gaps that need to be addressed to fully meet best practice standards. As part of ongoing efforts to achieve ASD Essential 8 Maturity Level 2, Council has engaged a specialist provider to consult and develop a blueprint for strengthening its secure administration model. This work is currently underway.

Responsible officer: ICT Operations Manager

Status: Work in progress

Action date: 27th February 2026

25-CR3 User account passwords set to never expire

Observation

It is generally accepted practice for user account passwords to be regularly changed. By regularly changing passwords, an organisation may lower its exposure to weak or compromised passwords. Council's *Information Security Handbook* states that account passwords are changed at least once every 90 days.

We identified 66 accounts configured with their password set to never expire.

Management has advised that if the accounts are in a specific directory service folder, they are not required to change their password on a regular basis. For example, if the accounts are used for kiosks, they are restricted to only logon to specific devices which acts as a mitigating control. However, we noted that 19 of the 33 kiosk accounts are not restricted to only logon to specific devices.

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Implication

User accounts that are configured with a password set to never expire are at an increased risk of compromise. Passwords not regularly changed can increase the risk of stolen, cracked or guessed passwords being available for re-use by a malicious user over extended periods of time. This allows a malicious user to use the user account for malicious activities without it being easily attributed to them.

QAO recommendation

We recommend that council:

- configures the identified accounts for their passwords to automatically expire, where possible
- implements a process to manually change the password of the remaining accounts in line with the *Information Security Handbook*
- restricts the kiosk accounts to only the specific kiosk devices
- implements a register to track exceptions for user accounts that require passwords to never expire.

Management response

The following response is provided by the ICT Operations Manager. We agree with the observations.

Council will review the accounts identified and work towards implementing the recommendations.

Responsible officer: ICT Operations Manager

Status: Work in progress

Action date: 31st July 2025

25-CR4 Security audit log policies are not configured to recommended value

Observation

Directory service can be configured to capture logging information for system, application, and security events. The captured audit logs can be used to support the monitoring, detection, and remediation of unauthorised activity within a computing environment.

Council configures security audit log policies on its domain controllers to collect important data to help detect and minimise compromise.

We noted that 5 security audit log policies on the domain controllers are not configured to better practice baseline recommendations.

Additionally, we noted that a combination of basic and advanced audit policies was in use. This is not recommended as a better practice, as it may lead to conflicting audit policies being applied simultaneously and can reduce clarity around what is being logged.

Implication

If a malicious user compromises a user account and attempts to perform security changes to council's computing environment, there is a risk that changes could go undetected. Lack of audit logs for specific events may also complicate and prolong any investigations of potential network compromises.

QAO recommendation

We recommend that council:

- conducts a documented risk assessment and configures the security audit log policy settings on the domain controllers to Microsoft's baseline recommendations where possible
- only uses basic or advanced audit policies, but not both, in accordance with council needs and risk assessments.

Management response

The following response is provided by the ICT Operations Manager. We agree with the observations.

Council will review the security audit log policy settings and work towards implementing Microsoft's baseline recommendations and correcting any inconsistencies identified in the current configuration.

Responsible officer: ICT Operations Manager

Status: Work in progress

Action date: 31st July 2025

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D Other deficiencies

CR25-05 Improvement required to asset data maintenance

Observation

Council maintains its assets on the physical asset register (PAR), also known as the spatial system. The PAR/spatial system data is maintained by the council's asset management team to assist with the strategic asset management.

For financial statements purposed, a fixed asset register is maintained by the council's finance team.

As a part of our testing over asset additions, we identified instances where certain assets were renewed/replaced at the end of their useful lives – these were recorded as additions to the relevant asset classes. However, the corresponding disposal of the residual value of the asset replaced were not processed in the ledger.

From discussions with the finance team, we understand that there is a delay in asset management team recording these disposals in the PAR due to historic backlog. As a result, the asset values were overstated in the financial statements to the extent of the residual value of the assets replaced.

Further discussions with council's finance and asset management team revealed that the accurate determination of the residual value of these assets replaced takes time to determine. Accordingly, the asset management team has undertaken a representative sample of the assets replaced and determined the residual value of this sample as approximately 10% of the value of the assets. The total residual value of assets renewed at the end of the useful life as \$3.9m for the purpose of recognising these as disposal in council's financial statements.

Implication

In the absence of not processing assets disposals in council's records can result to overstating council's asset value and depreciation charge.

QAO recommendation

We recommend that council implement a process whereby asset disposals are recorded in a timely manner in the PAR and FAR.

Management response

Council will implement a process whereby asset disposals are recorded in a timely manner in the PAR and FAR.

Responsible officer: Manager Infrastructure Strategy

Status: Work in progress

Action date: 30 June 2026

O Other matters in relation to directory services

25-CR6 Terminated users not disabled in a timely manner

Observation

Council's *Information Security Handbook* states, "access must be immediately revoked for any users that have left the organisation, or otherwise no longer requires access."

During the prior audit and this year's audit, we identified the following number of user accounts that remained enabled after the employees' termination:

User accounts	FY24	FY25
Number of user accounts remained enabled after the employees' termination	3	2

The 2 user accounts identified in FY25 are different from the accounts identified during the FY24 audit.

For one of the accounts, the offboarding ticket was created 5 days after the user was terminated and were actioned 6 days after it was created.

For the other account, the offboarding ticket was created before the user's termination date but was actioned 2 days after the termination. The account was not disabled until the day after.

We noted that the accounts had not been logged into after the employees' termination.

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Implication

User accounts that are not disabled timely upon employment termination increases the risk of unauthorised access to council's computing environment. This includes the increased potential for fraudulent transactions being processed in the financial systems.

QAO recommendation

We recommend that council ensures that access for terminated users is revoked in a timely manner as per the guideline in the *Information Security Handbook*.

Management response

The following response is provided by the ICT Operations Manager. We agree with the observations.

Whilst this is an improvement, it is noted 2 accounts were not terminated in a timely manner. Council will review these specific instances to identify cause and explore opportunities for further improvement.

Responsible officer: ICT Operations Manager.

Status: Work in progress

Action date: 31st July 2025

25-CR7 Security setting of account with administrative privilege not adequate

Observation

Better practice for securing accounts with administrative privilege include:

- enabling Account is sensitive and cannot be delegated
- enabling *Smart card is required for interactive logon* (Smart cards are a way to set up a hardware-based multi-factor authentication (MFA))
- restrict interactive logon by enabling the *Deny access to this computer from the network* and *Deny log on through Remote Desktop Services*
- monitoring the modifications to and use of the account.

We noted that council's default administrator account has been configured to be sensitive, is restricted from interactive logon, is monitored for any unauthorised modifications and use, and is left disabled by default.

However, council has not configured the default administrator account for any hardware-based multi-factor authentication (MFA). Additionally, the password for this account has not been changed since 23 August 2022.

Implication

If the default administrator was not adequately secured, in the event of compromise, a malicious actor would be able to perform system administrative tasks across the council's network.

- Enabling hardware-based MFA will offer an additional layer of security for the interactive use of the default administrator account.

Changing the password on a regular basis further limits the likelihood of the password being compromised.

QAO recommendation

We recommend that council:

- enables the account's hardware-based MFA attribute
- changes the password of the account at least yearly.

Management response

The following response is provided by the ICT Operations Manager. We agree with the observations.

Agree enabling smart card for interactive login is a good control and easy to implement, changing the password yearly will require some careful planning.

Responsible officer: ICT Operations Manager

Status: Work in progress

Action date: 31st August 2025

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Other matters in relation to IT governance

25-CR8 Governance – Policies have not been approved on a regular basis

Observation

ICT policies help make sure that systems and infrastructure are secure and protected against potential threats.

We noted several weaknesses in Council's ICT policies and procedures, including:

- regular review: policies and procedures should be reviewed regularly, at least every two years, to keep pace with evolving threats, technological advancements, and changes in regulations. However, several of council's directives, policies and handbooks are reviewed once in 4 years.
- The *ICT Access Management Administrative Directive* has not been approved since October 2020; it was reviewed in October 2024, but no information was recorded on what changed.
- The *Information Security Handbook* has not been approved at all; management has advised that is a draft, but this was not indicated in the document.
- *Information Systems Security (InfoSec) Policy* was last reviewed in December 2023, with no mention of the next date of review.

While the policies have not been approved recently, they still reflect a generally accurate way of governing the environment. Additionally, management has advised that they are currently in the process of reviewing the overall Information Security policy structure. Under this structure, council will develop standards and reuse existing artifacts to update procedures and supporting documentation incrementally and as required.

Implication

General IT governance policies inform the business and system owners as to how to provide, revoke, limit and monitor access. If these policies are not approved on a regular basis, then there is an increased chance that they will not accurately reflect the current operational processes and may reflect a weaker security posture.

QAO recommendation

We recommend that council:

- reviews the existing policies and procedures regularly or after any significant changes to the policies or procedures
- maintains version history to record what has changed in the policy or procedure, clearly indicating if these documents are the draft version.

Management response

The following response is provided by the ICT Operations Manager. We agree with the observations.

Furthermore, as highlighted during the audit process, Council is actively reviewing and updating its Information and Cyber Security Policy, along with associated administrative directives, standards and procedures.

Responsible officer: ICT Operations Manager

Status: Work in progress

Action date: 19th December 2025

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Appendix A2 – Matters previously reported

The following table summarises all control deficiencies, financial reporting issues, and other matters that have previously been raised but are not yet resolved or which may have been reported as resolved in the closing report. The listing includes issues from our report this year and those issues raised in prior years.

Our risk ratings are as follows. For more information and detail on our rating definitions, please see the webpage here: www.qao.qld.gov.au/information-internal-controls or scan the QR code.



Internal control issues

Significant deficiencies in internal controls		
Ref.	Rating Issue	Status and comment
24-CR3	Managing user access in Finance System	Work in progress Responsible officer: ICT Digital Transformation Manager Action date: 30 September 2025 Revised action date: 01 Nov 2025

Deficiencies in internal controls		
Ref.	Rating Issue	Status and comment
25-IR 1	Council needs to reinforce its process related to employee bank details changes	Resolved pending verification This will be tested as a part of the 2026 audit planning.
25-IR 2	Council needs to strengthen its controls around payroll reconciliations	Resolved pending verification This will be tested as a part of the 2026 audit planning.
24-CR 2	Finance system – privileged user access management is ineffective	Work in progress Reduced in rating from Significant Deficiency to Deficiency. Responsible officer: ICT Digital Transformation Manager Action date: 6 December 2024 Revised action date: 01 Nov 2025
24-CR 5	Ineffective custom password policies and non-compliant account lockout durations	Resolved
24-CR 6	Terminated employee accounts are not disabled in a timely manner	Resolved – re-raised in 25-IR6 Reduced in rating from Deficiency to Other Matter. See 25-CR 6 above.
24-CR 7	Dormant user accounts not actioned in a timely manner	Work in progress Responsible officer: ICT Operations Manager Action date: 30 September 2024 Revised action date: 31 July 2025



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ITEM: 12

SUBJECT: REPORT - REGULATION ADVISORY COMMITTEE NO. 2025(03) OF 30 OCTOBER 2025

AUTHOR: MEETING COORDINATION MANAGER

DATE: 6 NOVEMBER 2025

INTRODUCTION

This is the report of the Regulation Advisory Committee No. 2025(03) of 30 October 2025.

RECOMMENDATION

That Council adopt the recommendations of the Regulation Advisory Committee No. 2025(03) of 30 October 2025.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Regulation Advisory Committee Report No. 2025(03) of 30 October 2025 ↓ 
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30 OCTOBER 2025

REGULATION ADVISORY COMMITTEE NO. 2025(03)]

REGULATION ADVISORY COMMITTEE NO. 2025(03)

30 OCTOBER 2025

REPORT

COUNCILLORS' ATTENDANCE:

Councillor Paul Tully (Chairperson); Councillors Jim Madden (Deputy Chairperson) and Andrew Antonioli

COUNCILLOR'S APOLOGIES:

Councillor Marnie Doyle

OFFICERS' ATTENDANCE:

Chief Executive Officer (Sonia Cooper), General Manager, Corporate Services (Matt Smith), Manager, Strategy Governance and Performance (Haiden Taylor), Principal Officer, Governance (Barbara Dart), Manager, General Counsel (Allison Ferres-MacDonald), Manager, Compliance (Alisha Connaughton)

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

Nil

BUSINESS OUTSTANDING

Nil

CONFIRMATION OF MINUTES

1. CONFIRMATION OF MINUTES OF THE REGULATION ADVISORY COMMITTEE NO. 2025(03) OF 21 AUGUST 2025

RECOMMENDATION

That the minutes of the Regulation Advisory Committee held on 21 August 2025 be confirmed.

30 OCTOBER 2025

REGULATION ADVISORY COMMITTEE NO. 2025(03)]

OFFICERS' REPORTS

2. LOCAL LAW REVIEW WORKSHOP

This is a report providing an outline of an upcoming workshop for the Local Law Review (*Strategic Regulation Project: Step 3 Local Law Review*) to be held on 24 November 2025.

RECOMMENDATION

That the report be received and the contents noted.

DISCUSSION

The committee received an overview of the papers that will be distributed prior to the local law workshop and the importance of receiving these papers in plenty of time for councillors to review the information.

3. NEXT MEETING

The next meeting is to be confirmed.

4. GENERAL DISCUSSION (within the purpose and scope of the committee)

Nil

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 1.00 pm.

The meeting closed at 1.45 pm.
