



**GLADSTONE**  
REGIONAL COUNCIL

## **GENERAL MEETING MINUTES**

**HELD AT THE COUNCIL CHAMBERS - CIVIC CENTRE  
101 GOONDOON STREET, GLADSTONE**

**On 18 June 2019**

**Commencing at 9.00am**

**Rowena Smallcombe  
ACTING CHIEF EXECUTIVE OFFICER**

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**Elected Members**

Councillor - Mayor M J Burnett  
Councillor K Goodluck  
Councillor P J Masters  
Councillor D V O'Grady  
Councillor P J Sobhanian  
Councillor C A Trevor  
Councillor N Muszkat

**Officers**

Mrs R Smallcombe (Acting Chief Executive Officer)  
Mrs H Ning (Executive Secretary)  
Ms A Scott  
Mr C Irving  
Mr M Francis  
Mrs K Lee  
Ms J Duke  
Mr J Todd  
Mrs T Pienaar  
Mrs J Rossow  
Ms E Landman  
Mr P Ben-Artzi

### **G/0.3.2. APOLOGIES AND LEAVE OF ABSENCE**

#### **G/19 /3803 Council Resolution:**

Moved Cr Goodluck  
Seconded Cr Sobhanian

That Council note a leave of absence for Cr Hansen for the period 16 to 19 June 2019 due to attendance at the National Assembly of Local Government Conference in Canberra, and Cr Churchill for the period 15 to 20 June 2019 as previously approved by Council.

**CARRIED**

#### **G/19 /3804 Council Resolution:**

Moved Cr O'Grady  
Seconded Cr Trevor

That Council approve a leave of absence for Cr Masters for the Council General Meeting on 2 July 2019.

**CARRIED**

**G/0.3.3. MESSAGES OF CONDOLENCE**

Nil.

## **G/0.3.4. DISCLOSURE OF INTERESTS**

### **MATERIAL PERSONAL INTERESTS**

Pursuant to section 175(C) of the Local Government Act 2009, where a Councillor declares a Material Personal Interest in an agenda item, the Councillor must leave the room for the agenda item.

### **G/3.8.7. REVIEW OF WATER ALLOCATIONS AND SEWERAGE CONNECTION CONCESSIONS FOR NOT-FOR-PROFIT SPORTING BODIES AND OTHER NOT-FOR-PROFIT ORGANISATIONS**

#### **Cr Trevor**

Councillor Chris Trevor declared that he has a material personal interest in Item G/3.8.7. REVIEW OF WATER ALLOCATIONS AND SEWERAGE CONNECTION CONCESSIONS FOR NOT-FOR-PROFIT SPORTING BODIES AND OTHER NOT-FOR-PROFIT ORGANISATIONS as he is a life member of the Past Brothers Senior Rugby League Club Incorporated and has previously served as President of that club for some years. In addition, he is the Honorary Solicitor for a number of sporting groups and organisations throughout the Gladstone region who may be impacted by this policy. Councillor Trevor advised he may stand to gain a loss or benefit dependent on the decision for this item.

Cr Trevor advised that he will leave the room during the consideration of Item G/3.8.7.

### **G/8.2. WRITE OFF REPORT 2018/2019**

#### **Cr Trevor**

Councillor Chris Trevor declared that he has a material personal interest in Item G/8.2. WRITE OFF REPORT 2018/2019 as one of the individuals identified for consideration in the report has been a client of his legal firm for many years. Councillor Trevor advised he may stand to gain a loss or benefit dependent on the decision for this item.

Cr Trevor advised that he will leave the room during the consideration of Item G/8.2.

## **CONFLICTS OF INTEREST**

Pursuant to section 175(E) of the Local Government Act 2009, where a Councillor declares a Conflict of Interest and elects to leave the room for an agenda item, a resolution of Council is not required.

### **G/3.8.7 REVIEW OF WATER ALLOCATIONS AND SEWERAGE CONNECTION CONCESSIONS FOR NOT-FOR-PROFIT SPORTING BODIES AND OTHER NOT-FOR-PROFIT ORGANISATIONS**

#### **Cr Masters**

Councillor Peter Masters declared a perceived Conflict of Interest in Item G/3.8.7 REVIEW OF WATER ALLOCATIONS AND SEWERAGE CONNECTION CONCESSIONS FOR NOT-FOR-PROFIT SPORTING BODIES AND OTHER NOT-FOR-PROFIT ORGANISATIONS as he is a Life Member and current Patron of the Calliope Junior Rugby League Club and has had a long association with the club.

However, Cr Masters has determined that this personal interest is not of sufficient significance that it would lead him to make a decision on the matter that is contrary to the public interest. Cr Masters advised that he will best perform his responsibility of serving the overall public interest of the whole Council area by participating in the discussion and therefore, he proposed to stay in the room for voting on this matter.

#### **G/19 /3805 Council Resolution:**

Moved Cr Sobhanian  
Seconded Cr Muszkat

Cr Masters does not have a conflict of interest in item G/3.8.7.

**CARRIED**

#### **Cr O'Grady**

Councillor Desley O'Grady declared a perceived Conflict of Interest in Item G/3.8.7. REVIEW OF WATER ALLOCATIONS AND SEWERAGE CONNECTION CONCESSIONS FOR NOT-FOR-PROFIT SPORTING BODIES AND OTHER NOT-FOR-PROFIT ORGANISATIONS as she is a Life Member of the Calliope Rodeo Association.

However, Cr O'Grady has determined that this personal interest is not of sufficient significance that it would lead her to make a decision on the matter that is contrary to the public interest. Cr O'Grady advised that she will best perform her responsibility of serving the overall public interest of the whole Council area by participating in the discussion and therefore, she proposed to stay in the room for voting on this matter.

#### **G/19 /3806 Council Resolution:**

Moved Cr Muszkat  
Seconded Cr Sobhanian

Cr O'Grady does not have a conflict of interest in item G/3.8.7.

**CARRIED**

## **G/1. MAYORAL STATEMENT OF CURRENT ISSUES**

I will start on May 22<sup>nd</sup> when the Minister for Local Government Stirling Hinchliffe was in Gladstone and I would like to thank the Minister for announcing the Local Government Grants and Subsidies Program right here in Gladstone out the front of the Council Chambers where we received \$1.44M for our CBD Footpath Program, as part of that extensive program right across Queensland. While the Minister was in Gladstone we took him to the Gladstone Turf Club to show him around the track and some of the upgrades that are required and I'm pleased to say that on the 4<sup>th</sup> of June the Minister together with the Member for Gladstone Glenn Butcher announced \$195,000 for new running rails, stewards towers and upgrades to the Gladstone Turf Club.

On the 23<sup>rd</sup> of May the Minister for Tourism Kate Jones was in Gladstone and Heron Island to launch Scuber, which is the world's first submarine Uber. I can certainly assure you that the Gladstone Region and Heron Island received significant international coverage from the BBC and New York Post amongst others attending the event. It was certainly fantastic for the Great Barrier Reef and good news for Heron Island.

Just recently we had the 1770 Festival, which was another huge success in 1770 / Agnes Water and in the lead up to the Cook 250 event next year.

On May 30<sup>th</sup> we had Premier Annastacia Palaszczuk in Gladstone to announce the \$19M Queensland Hydrogen Industry Strategy 2019–2024. Which is also fantastic news for Gladstone, obviously with our biofuels and our future hydrogen facilities. It's great to see Minister Cameron Dick and the Premier in Gladstone to make that announcement. What better place in Queensland to make that announcement than Gladstone as we continue to move into a hydrogen and biofuels economy, diversifying into future energies.

Continuing on the environmental side of things we also hosted Ecofest at the Tondoon Botanic Gardens on the first weekend in June.

The Gladstone Show of course was on the 7<sup>th</sup> and 8<sup>th</sup> of June moving away from the Public Holiday which is this year on the 12<sup>th</sup> of August.

We launched on the 13<sup>th</sup> of June our Brisbane Roar tickets with the CEO of Brisbane Roar David Pourre. The Brisbane Roar will host an exhibition match at Marley Brown Oval on the 27<sup>th</sup> of July. They will also be in town for 5 days hosting coaching clinics and meeting with our local junior players as well, and it's fantastic to see that the grandstand sold out within the first few hours. That is of course moving forward with Marley Brown Oval becoming a multipurpose sports facility and a multipurpose entertainment facility for Gladstone. We also have the Brisbane City and Queensland Country playing at Marly Brown Oval in the National Rugby Union competition in September.

I will wrap up by reminding everyone that the Mount Larcom Show is on this weekend.



## **G/2. CONFIRMATION OF MINUTES**

### **G/2.1. CONFIRMATION OF GENERAL MEETING MINUTES FOR 4 JUNE 2019**

**File Ref:** CM7.2

**Purpose:**

Confirmation of the minutes of the General Meeting held on 4 June 2019.

**Officer's Recommendation:**

That the minutes of the General Meeting of Council held on 4 June 2019 be confirmed.

**G/19 /3807 Council Resolution:**

Moved Cr Masters  
Seconded Cr Goodluck

That the Officer's Recommendation be adopted.

**CARRIED**

**G/3. OFFICERS' REPORTS**

**G/3.1. OFFICE OF THE CEO**

Nil.

**G/3.2. STRATEGY AND TRANSFORMATION**

Nil.

### **G/3.3. STRATEGIC ASSET PERFORMANCE**

#### **G/3.3.1. TERMS OF REFERENCE - TRAFFIC ENVIRONMENT ADVISORY COMMITTEE**

**File Ref:** RD4.4

**Purpose:**

The purpose of this report is to allow Council to endorse amendments made to the Traffic Environment Advisory Committee (TEAC) Terms of Reference (ToR) and change the name from the Traffic Environment Advisory Committee (TEAC) to Traffic Environment Advisory Group (TEAG).

**Officer's Recommendation:**

That Council:

1. Rescind Part 1 of Council Resolution G/16/2781 to re-establish the Traffic Environment Advisory Committee (TEAC) as an Advisory Committee to Council; and
2. Endorse the proposed Transport Environment Advisory Group (TEAG) Terms of Reference.

**G/19 /3808 Council Resolution:**

Moved Cr Masters  
Seconded Cr Muszkat

That the Officer's Recommendation be adopted.

**CARRIED**

### **G/3.3.2. REVIEW OF GLADSTONE REGION ENVIRONMENTAL ADVISORY NETWORK (GREAN)**

**File Ref:** EM17.8

**Purpose:**

To allow Council to consider the future operation of the Gladstone Region Environmental Advisory Network (GREAN) following review as per 2018/19 Operational Plan action.

**Officer's Recommendation:**

That Council rescind Part 4 of Council Resolution G/16/2781 to re-establish the Gladstone Region Environmental Advisory Network (GREAN) as an Advisory Committee to Council, noting that this will cease operation of GREAN.

**G/19 /3809 Council Resolution:**

Moved Cr Muszkat  
Seconded Cr Sobhanian

That Council continue with GREAN as a formal Advisory Committee to Council.

**MOTION LOST**

**G/19 /3810 Council Resolution:**

Moved Cr Goodluck  
Seconded Cr O'Grady

That the Officer's Recommendation be adopted.

**CARRIED**

**A Division was called on the motion:**

**In Favour of the Motion:** Crs Goodluck, Burnett, Trevor, O'Grady, and Masters.

**Against the Motion:** Crs Sobhanian and Muszkat.

### **G/3.3.3. ASSET NAMING - GARY AND JOY COWBURN**

**File Ref:** CR8.8

**Purpose:**

The purpose of this report is to allow Council to consider the request to add the names 'Gary Cowburn' and 'Joy Cowburn' to the Approved Place Names Register.

**Officer's Recommendation:**

That Council:

1. Include the name Cowburn on the Approved Place Names Register as an option for future road naming.
2. Include the name Gary and Joy Cowburn on the Approved Place Names Register as an option for future naming of assets other than roads.

**G/19 /3811 Council Resolution:**

Moved Mayor Burnett  
Seconded Cr Trevor

That the Officer's Recommendation be adopted.

**CARRIED**

### **G/3.3.4. NAMING OF INFRASTRUCTURE ASSETS - 'SANDY CREEK ROAD'**

**File Ref:** RD5.1

**Purpose:**

The purpose of this report is to allow Council to consider a request to name an unformed road off Tableland Road (between 2145 and 2151 Tableland Road) in Mount Maria 'Sandy Creek Road'.

**Officer's Recommendation:**

That Council:

1. Does not include the name Sandy Creek on the Approved Place Names Register.
2. Does not utilise the name Sandy Creek Road on the unformed road off Tableland Road between 2145 and 2151 Tableland Road in Mount Maria.

**G/19 /3812 Council Resolution:**

Moved Cr Muszkat  
Seconded Cr Masters

That the Officer's Recommendation be adopted.

**CARRIED**

**G/3.4. OPERATIONS**

Nil.



**G/3.5. COMMUNITY DEVELOPMENT AND EVENTS**

Nil.

## **G/3.6. CUSTOMER EXPERIENCE**

### **G/3.6.1. PLUMBING AND DRAINAGE ACT & REGULATION 2018 COMMENCEMENT - FAST-TRACK APPLICATION PROCESS**

**File Ref:** DB10.3

**Purpose:**

The purpose of this item is to allow Council to consider opting out of the fast-track Plumbing Application process.

**Officer's Recommendation:**

That Council opt out of Fast-track Applications and only accept Standard Applications under the new *Plumbing and Drainage Act 2018* and *Plumbing and Drainage Regulation 2018*.

**G/19 /3813 Council Resolution:**

Moved Cr Sobhanian  
Seconded Cr O'Grady

1. That Council opt out of Fast-track Applications and only accept Standard Applications under the new *Plumbing and Drainage Act 2018* and *Plumbing and Drainage Regulation 2018*.
2. That a further report on Fast-track Applications be presented to Council by 2 March 2020.

**CARRIED**

**G/3.7. PEOPLE CULTURE AND SAFETY**

Nil.

## **G/3.8. FINANCE GOVERNANCE AND RISK**

### **G/3.8.1. ARTS AND CULTURAL DEVELOPMENT PLAN 2018-2022 AND ARTS AND CULTURAL DEVELOPMENT POLICY**

**File Ref:** CM28.2

#### **Purpose:**

The purpose of this report is to present a revised Arts and Cultural Policy for Council consideration that has been informed by the Gladstone Region Arts and Cultural Development Plan 2018-2022.

#### **Officer's Recommendation:**

That Council:

1. Repeal P-2015-10 Arts and Cultural Policy;
2. Adopt P-2019-19 Arts and Cultural Development Policy (attached to the minutes as Addendum 1).

#### **G/19 /3814 Council Resolution:**

Moved Cr Masters  
Seconded Cr Muszkat

That the Officer's Recommendation be adopted.

**CARRIED**

**The meeting adjourned for morning tea at 10.21 am  
and reconvened at 10.42 am.**

### **G/3.8.2. REVIEW OF REVENUE POLICY**

**File Ref:** CM28.2

**Purpose:**

The purpose of this policy is to seek Council adoption of a Revenue Policy that sets the principles for the Revenue Statement prior to the adoption of the 2019/20 budget.

**Officer's Recommendation:**

That Council:

1. Repeal P-2018-19 Revenue Policy as attachment 1; and
2. Adopt P-2019-12 Revenue Policy as attachment 2 (attached to the minutes as Addendum 2).

**G/19 /3815 Council Resolution:**

Moved Cr Goodluck  
Seconded Cr Sobhanian

That the Officer's Recommendation be adopted.

**CARRIED**

**G/3.8.3. REVIEW OF PROPERTIES EXEMPT FROM GENERAL AND DIFFERENTIAL RATES POLICY**

**File Ref:** CM28.2

**Purpose:**

The purpose of this policy is to seek Council adoption of a revised Properties Exempt from General and Differential Rates Policy in advance of the adoption of the 2019/20 budget.

**Officer's Recommendation:**

That Council:

1. Repeal P-2018-18 Properties exempt from General and Differential Rates Policy as attachment 1; and
2. Adopt P-2019-11 Properties exempt from General and Differential Rates Policy as attachment 2 (attached to the minutes as Addendum 3).

**G/19 /3816 Council Resolution:**

Moved Cr Goodluck  
Seconded Cr O'Grady

That the Officer's Recommendation be adopted.

**CARRIED**

### **G/3.8.4. REVIEW OF CONCEALED WATER LEAK CONCESSION POLICY**

**File Ref:** CM28.2

**Purpose:**

The purpose of this policy is to seek Council adoption of a revised Concealed Water Leak Concession Policy prior to the adoption of the 2019/20 budget.

**Officer's Recommendation:**

That Council:

1. Repeal P-2018-20 Concealed Water Leak Concession Policy as attachment 1;
2. Adopt P-2019-09 Concealed Water Leak Concession Policy as attachment 2 (attached to the minutes as Addendum 4).

**The Chair deferred Item G/3.8.4. for further consideration later on in the meeting and altered the Order of Business so that Item G/3.8.5 Review of Pensioner Remission Policy and Item G/4.1.1. Deputation Infish Australia Pty Ltd were considered next.**

**The agenda order was resumed at this point with Item G/3.8.4. reconvened.**

**G/19 /3817 Council Resolution:**

Moved Cr Masters  
Seconded Cr Trevor

That the Officer's Recommendation be adopted.

**CARRIED**

### **G/3.8.5. REVIEW OF PENSIONER REMISSION POLICY**

**File Ref:** CM28.2

**Purpose:**

The purpose of this policy is to seek Council adoption of a revised Pensioner Remission Policy which guides the granting of a concession on rates for eligible pensioners.

**Officer's Recommendation:**

That Council:

1. Repeal P-2018-13 Pensioner Remission Policy at attachment 1; and
2. Adopt P-2019-10 Pensioner Remission Policy as attachment 2 (attached to the minutes as Addendum 5).

**G/19 /3818 Council Resolution:**

Moved Cr O'Grady  
Seconded Cr Masters

That the Officer's Recommendation be adopted.

**CARRIED**

**The Chair altered the Order of Business so that Item G/4.1.1. Deputation Infofish Australia Pty Ltd was considered next.**



## **G/4. DEPUTATIONS**

### **G/4.1. DEPUTATIONS**

#### **G/4.1.1. INFOFISH AUSTRALIA PTY LTD - PROVIDE INFORMATION ON GLADSTONE FISH STOCKS AND THE COLLECTION OF DATA**

**File Ref:** CM7.6

**Purpose:**

A Deputation will be held for Infish Australia Pty Ltd to provide information on the work they are doing in relation to Gladstone fish stocks and the technology the organisation is using in collection data.

**Officer's Recommendation:**

That the Deputation from the Infish Australia Pty Ltd be received and noted for information only.

### **G/3.8.6. REVIEW OF FINANCIAL HARDSHIP POLICY**

**File Ref:** CM28.2

**Purpose:**

The purpose of this policy is to seek Council adoption of a revised Rating Financial Hardship Policy to apply in the 2019 / 20 financial year for those persons who may be experiencing financial difficulties and reduced capacity to pay their Council rates (which includes property service charges).

**Officer's Recommendation:**

That Council:

1. Repeal P-2018-17 Financial Hardship Policy as attachment 1; and
2. Adopt P-2019-07 Rating Financial Hardship Policy as attachment 2 (attached to the minutes as Addendum 6).

**G/19 /3819 Council Resolution:**

Moved Cr Trevor  
Seconded Cr O'Grady

That the Officer's Recommendation be adopted.

**CARRIED**

**G/3.8.7. REVIEW OF WATER ALLOCATIONS AND SEWERAGE CONNECTION CONCESSIONS FOR NOT-FOR-PROFIT SPORTING BODES AND OTHER NOT-FOR-PROFIT ORGANISATIONS**

**Cr Trevor (declared Material Personal Interest)**  
**left the room during the consideration and voting of Item G/3.8.7.**  
(refer G/0.3.4 Disclosure of Interest section of the minutes – page 6)

**File Ref:** CM28.2

**Purpose:**

The purpose of this policy is to seek Council adoption of a revised Water Allocations and Sewerage Connection Concessions for Not-for Profit Sporting Clubs and other Not-for-Profit Organisations in advance of the adoption of the 2019/20 budget.

**Officer's Recommendation:**

That Council:

1. Repeal P-2018-21 Water Allocations and Sewerage Connection Concessions for Sporting Bodies and other Not-for-Profit Organisations Policy as attachment 1; and
2. Adopt P-2019-14 Water Allocations and Sewerage Connection Concessions for Not-for-Profit Sporting Clubs and other Not-for-Profit Community Organisations Policy as attachment 2 (attached to the minutes as Addendum 7).

**G/19 /3820 Council Resolution:**

Moved Cr Goodluck  
Seconded Cr Muszkat

That the Officer's Recommendation be adopted.

**CARRIED**

**G/3.8.8. EMPLOYEE CODE OF CONDUCT POLICY**

**File Ref:** CM28.2

**Purpose:**

Presentation of a revised Code of Conduct Policy for our people for consideration.

**Officer's Recommendation:**

That Council:

1. Repeal P-2015/29 Code of Conduct Policy as attachment 1; and
2. Adopt P-2019-04 Code of Conduct as attachment 2 (attached to the minutes as Addendum 8).

**G/19 /3821 Council Resolution:**

Moved Cr Muszkat  
Seconded Cr O'Grady

That the Officer's Recommendation be adopted.

**CARRIED**

**G/3.8.9. MONTHLY FINANCIAL REPORTS FOR PERIOD ENDING 31 MAY 2019**

**File Ref:** FM15.1

**Purpose:**

This report seeks Council adoption of the Monthly Financial Statements for the 2018-19 year to date, for the period ended 31 May 2019, as required under Section 204 Local Government Regulation 2012.

**Officer's Recommendation:**

That Council adopt the Monthly Financial Statements attached to this report for the 2018-19 year to date, for the period ended 31 May 2019 as required under Section 204 Local Government Regulation 2012.

**G/19 /3822 Council Resolution:**

Moved Cr Muszkat  
Seconded Cr Goodluck

That the Officer's Recommendation be adopted.

**CARRIED**

## **G/5. COUNCILLORS REPORT**

**File Ref:** CM17.5

**Purpose:**

Cr Glenn Churchill submits the following report on the Gladstone Region Regional Arts Development Fund (RADF) Round One 2018-19 Funding Celebration, held on Friday 10 May 2019 at the Gladstone Regional Art Gallery and Museum.

**Councillor's Recommendation:**

That the report be received.

**G/19 /3823 Council Resolution:**

Moved Cr Trevor  
Seconded Cr Sobhanian

That the Councillor's Recommendation be adopted.

**CARRIED**

**G/6. URGENT BUSINESS**

Nil.

**G/7. NOTICE OF MOTION**

Nil.



## **G/8. CONFIDENTIAL ITEMS**

### **G/19 /3824 Procedural Motion:**

Moved by Cr Masters  
Seconded Cr O'Grady

That in accordance with Section 275 (1) of the Local Government Regulation 2012, the meeting be closed to the public to discuss business relating to the following: -

- (c) the local government's budget;
- (d) rating concessions.

**CARRIED**

### **G/19 /3825 Procedural Motion:**

Moved by Cr O'Grady  
Seconded Cr Masters

That Council re-open the meeting to the public.

**CARRIED**

## **G/8.1. WASTE FEES AND CHARGES FOR THE 2019/2020 FINANCIAL YEAR**

**File Ref:** FM6.1

### **G/19 /3826 Council Resolution:**

Moved Cr Masters  
Seconded Cr Muszkat

That Council adopt the Waste Services Fees and Charges (attached to the minutes as Addendum 9) for 2019/2020 financial year, effective 1 July 2019 and include them within the schedule of Fees and Charges for 2019/2020.

**CARRIED**

**G/8.2. WRITE OFF REPORT 2018/2019**

**Cr Trevor (declared Material Personal Interest)  
left the room during the consideration and voting of Item G/8.2.  
(refer G/0.3.4 Disclosure of Interest section of the minutes – page 6)**

**File Ref:** RV4.2

**G/19 /3827 Council Resolution:**

Moved Cr Goodluck  
Seconded Cr O'Grady

That the outstanding rates identified below be written off:

1. \$5,524.26 for Rating Assessment 11801-8
2. \$4,420.07 for Rating Assessment 24877-3
3. \$1,363.35 for Rating Assessment 29851-3

**CARRIED**

There being no further business the Mayor formally closed the meeting.

**THE MEETING CLOSED AT 2.01 pm**

**CERTIFICATION**

I hereby confirm that I have read the minutes and they are a true and correct record of the proceedings of the meeting.  
I certify that these 69 pages form the official copy of Gladstone Regional Council General Meeting Minutes of the 18 June 2019.

.....  
Mayor Matt Burnett

...../...../.....  
Date

**ATTACHMENTS  
ADDENDUM 1**



**Gladstone Regional Council**

**Council Policy**

<b>Title</b>	<b>ARTS AND CULTURAL DEVELOPMENT</b>
<b>Policy Number</b>	<b>P-2019-19</b>
<b>Business Unit/s</b>	<b>COMMUNITY DEVELOPMENT AND EVENTS</b>
<b>Date of Adoption</b>	
<b>Resolution Number</b>	
<b>Review Date</b>	
<b>Date Repealed</b>	

**1.0 PURPOSE:**

The purpose of this policy is to outline the vision and principles which guide the provision of arts and cultural development services, programs and infrastructure in the Gladstone region. It is also intended to inform the wider community of the Council's commitment to arts, heritage and cultural development.

**2.0 SCOPE:**

This policy applies to existing and future arts and cultural infrastructure, initiatives and programs within the Gladstone Region. It underpins the Arts & Cultural Development Plan 2018-2022; the RADF program and any other initiatives relating to arts and cultural development.

**3.0 RELATED LEGISLATION:**

Nil

**4.0 RELATED DOCUMENTS:**

This Policy refers to and links with the following documents:

- Arts for All Queenslanders 2014-2018 (Arts Queensland)
- Gladstone Region Corporate Plan 2018-2023
- Gladstone Regional Arts and Cultural Development Plan 2018-2022
- Gladstone Region Annual Operational Plan and Budget
- Gladstone Region RADF Program Guidelines
- GECC Programming Policy
- Gladstone Regional Council Public Art Policy.

**5.0 DEFINITIONS:**

To assist in interpretation of this policy the following definitions apply:

**Art** means the creative expression of our culture. It refers both to the product as well as the process. Making art is a meaningful way to liberate the voices, imagination and creativity of a community to generate values, communicate these values and bring about change or agreement. This could include any form of visual, performing, media, literary or interdisciplinary arts, made by or for any members of any community at any level of skill and intention.

**Community art** means a community art project where members of the community actively participate in the making of the artwork. This type of project allows for a community to express ideas, concerns or issues through a collective creative process.

**Culture** in its widest sense means what matters to people and communities. It is about relationships, shared memories and experiences. It is about identity, history and a sense of place. It is about the different cultural and religious backgrounds found in most communities. It is about the things we consider to be valuable for passing on to future generations. It is our way of connecting the present with the past and the future. It is a word that describes what makes individuals, communities and places distinctive.

The three dimensions of culture are –

- Our sense of place, our values and our identity
- The material products of creative processes
- Our engagement with and participation in creative processes.

**Cultural Development** means the process of enabling cultural activities, including the arts, move towards the realisation of a desired future, particularly of a culturally rich, inclusive and vibrant community.

**Heritage** means the legacy of the traditions, achievements and beliefs that are part of the history of a group of people that are inherited from past generations, maintained in the present and bestowed for the benefit of future generations.

**Public art** means all artistic works of a permanent, temporary or ephemeral nature located in open public spaces or facilities and accessible to the public.

## 6.0 POLICY STATEMENT:

The Gladstone Regional Council acknowledges that the sustainable development of the region requires the integration of the four pillars of sustainability – environment, economy, society and culture.

Council recognises that facilitating opportunities for community engagement and participation in quality arts and cultural programs can enrich the personal lives of residents, support the social and cultural wellbeing of the community, enhance the region's identity and reputation and contribute to economic diversity.

This policy was developed as a result of an extensive community consultation and research process. It is the formal platform which will guide investment in and the support of arts and cultural development to inspire a creative and culturally vibrant region for residents and visitors to enjoy.

## 6.1 Policy Vision

The vision for arts and cultural development flows from the vision for the region formed from previous community visioning work and the intent outlined in the current Corporate Plan “to improve our community”.

*Our values are lived and celebrated through equitable and diverse opportunities to participate in a rich creative and cultural life as an essential element of the Gladstone Region’s exceptional lifestyle, heritage and reputation as a sustainable region of choice.*

## 6.2 Policy Aim

Supporting and facilitating arts and cultural development makes a measurable difference to the liveability, appeal and prosperity of the Gladstone Region.

## 6.3 Policy Objectives

This Arts and Cultural Development Policy is an evidence-based framework for investment in and the sustainable development of arts and culture in the Region which will:

- Promote opportunities for equitable participation in arts and cultural activities
- Celebrate our way of life and acknowledge our achievements
- Provide engaging, appealing public spaces and access to quality arts and cultural facilities
- Encourage the preservation and promotion of the region’s rich natural and cultural heritage
- Foster productive partnerships, alliances and networks within and external to the region
- Advocate for and facilitate sound leadership and coordination of the arts and cultural sector
- Contribute to a dynamic, resilient local economy.

## 6.4 Policy Principles

The core principles upon which this policy is founded were identified and documented through the community consultation process. In this regard, the implementation of this policy will be guided by:

- Personal Values
  - Personal enrichment
  - Health and wellbeing
- Cultural values
  - Community identity
  - Creativity, learning and discovery
  - Cultural heritage
- Social values
  - Inclusivity
  - Equal opportunity
  - Respect
- Civic Values
  - Cultural leadership

- Collaboration
- Regional image and reputation
- Environmental Values
  - Natural heritage
  - Balanced development
  - Sense of place
- Economic Values
  - Creative Enterprise
  - Economic opportunity.

## 6.5 Roles and Responsibilities

Council plays an important role in supporting and enabling arts and cultural development in the community and includes:

Role	Description	Arts and Culture
Provider	Delivering Services	<ul style="list-style-type: none"> <li>○ Organising key community commemorations, celebrations, events, festivals</li> <li>○ Developing &amp; maintaining cultural and arts spaces and places</li> <li>○ Providing information about arts and cultural activities in the Region</li> <li>○ Managing arts &amp; heritage collections</li> </ul>
Funder	Funding other organisations	<ul style="list-style-type: none"> <li>○ Regional Arts Development Fund (RADF) Grants</li> <li>○ Community Grants</li> <li>○ In kind support</li> </ul>
Partner	Forming partnerships and strategic alliances with other parties in the interests of the community	<ul style="list-style-type: none"> <li>○ Working with local community groups and interests improve the recognition of the history and heritage in the Region</li> <li>○ Working across the Region with other local governments and the state government</li> <li>○ Partnering with the arts and cultural sector and business and tourism sectors to increase and promote the place of arts and culture in the Region</li> </ul>
Facilitator	Assisting others to be involved in activities by bringing groups and interested parties together	<ul style="list-style-type: none"> <li>○ Facilitating information sharing to assist in capacity building of artists and arts and cultural organisations</li> </ul>
Advocate	Promoting the interests of the community to other decision makers and influencers	<ul style="list-style-type: none"> <li>○ Advocating for arts and cultural funding to the Region</li> <li>○ Advocating for a greater emphasis on arts and culture in the Region</li> </ul>

With regard to the direct responsibilities for the implementation of this policy:

The General Manager Community Development and Events is responsible for:

- Sponsorship and accountability for the management of the Policy as Business Unit Owner;

- coordinating a process to determine specific initiatives and projects to be undertaken during the course of each financial year to be recorded in an Annual Action Plan;
- Ensuring an annual values-based measurement report is prepared that records the outcomes of each Annual Action Plan, which, when aggregated over the life of the Policy will provide a measure of Policy impact.

The RADF Committee will be responsible for providing specialist advice and feedback to Council according to its members' areas of expertise and their views as residents of the region.

In helping to create the circumstances where arts and cultural development can flourish, Council also requires the support and leadership of the local community. The successful implementation of the Arts and Cultural Development Policy will rely on a partnership between Council and community interests.

## 6.6 Implementation & Resourcing

The implementation of the Arts and Cultural Development Policy will be delivered through the strategies, activities and priorities identified in the Arts and Cultural Development Plan 2018-2022.

To facilitate implementation Council will grant an annual allocation of funds, the amount to be determined at the time of Council's annual budgeting process. Concurrent with this process, the General Manager, Community Development & Events will be responsible for coordinating a process to determine specific initiatives and projects to be undertaken during the course of the financial year, to be recorded in an annual Action Plan. This determination will be based on available funds, project priorities identified in the Arts and Cultural Development Plan 2018 – 2022 and the recommendations of the RADF Committee. Council will be called upon to formally approve each annual action plan.

Additional support may be sought to extend the capacity to deliver quality infrastructure and services including partnerships at a local level through various local grants programs, State and Federal grant opportunities, philanthropic support and private sector partnerships.

## 6.7 Evaluating Performance (Outputs) and Outcomes

Evaluation of this Policy is based on the Cultural Vitality Framework (Jackson et al 2006) which identifies four domains of measurement:

- Opportunity
  - How many projects/events/activities Council managed and/or supported
- Participation
  - The extent, reach and diversity of community participation
- Support
  - The number of active partners, sponsors or collaborators directly involved
- Community Value
  - Contribution to social, cultural, civic, environmental and economic value to the community.

Community Value (Outcomes) is measured by using a values-based measurement framework (Dunphy 2012), based in the values outlined above. Annual measurement will



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provide an indication of program Outcomes which, when aggregated over the life of the Policy will provide a measure of Policy Impact.

**7.0 ATTACHMENTS:**

Nil

**8.0 REVIEW MECHANISM:**

This policy will be reviewed when any of the following occur:

1. The related legislation or governing documents are amended or replaced; or
2. Other circumstances as determined by resolution of Council or the CEO; or
3. Three years from date of adoption.

TABLE OF AMENDMENTS			
Document History	Date	Council Resolution No.	Notes (including the prior Policy No, precise of change/s, etc)
Originally Approved	17 April 2012	G/12/1014	
Amendment 1	19 May 2015	G/15/2423	
Amendment 2			
Amendment 3			

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**LEISA DOWLING**  
**CHIEF EXECUTIVE OFFICER**

**ADDENDUM 2**



**Gladstone Regional Council**

**Council Policy**

Title	<b>REVENUE</b>
Policy Number	<b>P-2019-12</b>
Business Unit/s	<b>FINANCE GOVERNANCE AND RISK</b>
Date of Adoption	
Resolution Number	
Review Date	
Date Repealed	

**1.0 PURPOSE:**

Under section 169(2)(c) of the *Local Government Regulation 2012* Council's budget must include a Revenue Policy. Section 193 of the *Local Government Regulation 2012* sets out what the Revenue Policy must state and, Section 193(3) requires that "a local government must review its revenue policy annually and in sufficient time to allow an annual budget that is consistent with the revenue policy to be adopted for the next financial year".

This Revenue Policy seeks to meet the above requirements.

**2.0 SCOPE:**

In accordance with section 193(1) of the *Local Government Regulation 2012*, the scope of this policy is to set out the principles to be used by Council in the framing of its Rates and Charges for the 2019/2020 year in the following areas:

- The levying of rates and charges;
- The granting of concessions for rates and charges;
- The purpose for granting concessions for rates and charges;
- The recovery of overdue rates and charges; and
- The setting of cost recovery methods; and
- The extent to which physical and social infrastructure costs for a new development are to be funded by charges for the development.

This Revenue Policy may also (under section 193(2)) state guidelines that may be used for preparing the local government's revenue statement. No such guidelines have been included in this policy.

**3.0 RELATED LEGISLATION:**

*Local Government Act 2009*  
*Local Government Regulation 2012.*

**4.0 RELATED DOCUMENTS:**

Gladstone Regional Council Revenue Statement.  
 Debt Administration Corporate Standard

**5.0 DEFINITIONS:**

To assist in interpretation of this policy, definitions that apply are available in the dictionary of the:

- *Local Government Act 2009*; and
- *Local Government Regulation 2012*.

**6.0 POLICY STATEMENT:**

**6.1 Principles used for the levying of rates and charges**

Council will be guided by State and Federal government legislative requirements and will apply in general the principles of "user pays" in the making of rates and charges in a regional context, to treat all ratepayers in an equitable manner and to minimise the impact of rating on the efficiency of the regional economy.

Council will give due consideration to the requirement to balance its service levels, the needs and expectations of the community, and the setting of appropriate rates and charges to adequately resource its roles and responsibilities. In discharging this responsibility, Council will have regard to the principles of:

- Transparency in the making of rates and charges;
- Sustainable development and management of assets and infrastructure;
- Delivery of effective services;
- Establishment of rating categories to recognise the different demands placed on Council resources;
- Having in place a rating regime that is simple and inexpensive to administer; and
- Equity by considering the varying degrees of potential to produce income for differing land uses.

Council will seek to achieve financial sustainability, and will when levying rates and charges, minimise the impact of rates and charges upon the community, and distribute the rate burden equitably across the community.

With respect to general rates, it is accepted that land valuations are an appropriate basis in achieving the equitable imposition of general rates across the community, with different rating categories established based primarily on land use and development potential.

When determining rates and charges, Council will:

- Have regard to its long term financial plan and relevant drivers and prices paths;
- Have regard to local economic conditions and where possible and appropriate, phase in increases to avoid significant price escalation in any one year;
- Utilise various smoothing mechanisms available to Council under the *Local Government Act 2009* to mitigate significant fluctuations in property valuations;
- Utilise discounts to encourage the prompt payment of rates;
- Make the levying system simple and inexpensive to administer; and
- Equity through flexible payment arrangements for ratepayers with a lower capability to pay.

## **6.2 Principles used for the recovery of overdue rates and charges**

Council will exercise its rate recovery powers in order to reduce the overall rate burden on ratepayers. Council will be guided by the principles of:

- Transparency by making clear the obligations of ratepayers and the processes used by Council in assisting them to meet their financial obligations;
- Making the processes used to recover outstanding rates and charges clear, simple to administer, and cost effective;
- Determining appropriate arrangements for different sectors of the community, considering the ratepayer's capability to meet those arrangements;
- Equity by having regard to providing the same treatment for ratepayers with similar circumstances;
- Flexibility by responding where necessary to changes in the local economy; and
- Ratepayers are expected to pay all rates and charges by the due date, and Council will consider legal action if rates remain outstanding.

## **6.3 Principles used for the granting of concessions for rates and charges**

In considering the application of concessions, Council will be guided by the principles of:

- Encouraging pensioners to be independent and live in their own home where possible which Council believes has a "quality of life" benefit;
- Acknowledging the role of community and sporting organisations by providing financial assistance to those non-profit organisations that would otherwise have difficulty in paying their general rates without such concession; and
- Transparency by making clear the requirements necessary to receive such concessions.

## **6.4 Principles used in determining the purpose for granting concessions for rates and charges**

Principles set under Part 10 of Chapter 4 of the *Local Government Regulation 2012* will be used by Council in determining the purpose for granting concessions for rates and charges.

## **6.5 Principles used in the setting of cost-recovery methods**

Council considers that in almost all instances it is appropriate, and in the community interest, to apply full cost recovery to its Water, Sewerage, Cleansing, and Waste Management Utility Charges. In accordance with the long term financial forecast, the methods used may include obtaining a return on capital for assets used in the delivery of these services, as appropriate.

A return on capital will only be calculated and charged where permissible under the *Local Government Act 2009* or *Local Government Regulation 2012*.

By imposing charges that accurately reflect the full cost of the provisions of services, Council will promote efficiency in both provision and use of the services.

Full cost-recovery methods will also be set for other services and activities for which Council believes it is appropriate.

From time to time, Council may choose to subsidise a fee or a charge when Council believes that it is in the community interest to do so..

**6.6 Principles used for determining the extent to which physical and social infrastructure costs for a new development are to be funded by charges for the development**

Council will fund the physical and social costs of any new development by levying charges upon that development, so that the burden on existing ratepayers is minimised, noting that this may be subject to legislative constraint per the provisions of the *Planning Act 2016*.

Council may choose to subsidise from other sources (e.g. general rate revenue) the charges payable for the development when Council believes that it is in the community interest to do so having regard for the capability to pay within the local community, and recognising that there may be broader economic issues, at times, that may require the flexibility in the determination of infrastructure charges by Council.

**7.0 ATTACHMENTS:**

Nil.

**8.0 REVIEW MECHANISM:**

This policy will be reviewed when any of the following occur:

1. The related legislation or governing documents are amended or replaced; or
2. Other circumstances as determined by resolution of Council or the CEO; or
3. Annually in preparation of budget adoption.

**TABLE OF AMENDMENTS**

Document History	Date	Council Resolution No.	Notes (including the prior Policy No, precise of change/s, etc)
Originally Approved	03 June 2008	08/241	
Amendment 1	16 June 2009	09/334	
Amendment 2	15 June 2010	10/194	
Amendment 3	21 June 2011	G/11/588	
Amendment 4	03 July 2012	G/12/1114	
Amendment 5	04 June 2013	G/13/1568	
Amendment 6	20 May 2014	G/14/2010	
Amendment 7	5 May 2015	G/15/2410	
Amendment 8	17 May 2016	G/16/2811	
Amendment 9	06 June 2017	G/17/3065	
Amendment 10	19 June 2018	G/18/3436	Changes to financial year and Planning legislation update
Amendment 11			Prior Policy P-2018-19

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**LEISA DOWLING**  
**CHIEF EXECUTIVE OFFICER**

## ADDENDUM 3



# Gladstone Regional Council

## Council Policy

Title	PROPERTIES EXEMPT FROM GENERAL AND DIFFERENTIAL RATES
Policy Number	P-2019-11
Business Unit/s	FINANCE GOVERNANCE AND RISK
Date of Adoption	
Resolution Number	
Review Date	
Date Repealed	

### 1.0 PURPOSE:

To identify properties for which Council has exercised its discretion to grant an exemption from General Rates (including Differential General Rates), under the provisions of the *Local Government Act 2009* and the *Local Government Regulation 2012*.

### 2.0 SCOPE:

This policy applies to the categories of properties identified in Part 6 of this policy.

### 3.0 RELATED LEGISLATION:

*Local Government Act 2009*  
*Local Government Regulation 2012*.

### 4.0 RELATED DOCUMENTS:

Nil.

### 5.0 DEFINITIONS:

To assist in interpretation of this policy the following definitions apply:

**Community Club Licence** means a liquor licence granted to a non-proprietary club such as a sporting club, RSL club or ethnic club. The *Liquor Act 1992* defines a non-proprietary club as an association where any income, profits and assets are used only to promote its objects and are not distributed to its members.

**Council** means Gladstone Regional Council.

**General Rates (including Differential General Rates)** has the meaning as defined under section 92(2) of the *Local Government Act 2009*:

'General rates are for services, facilities and activities that are supplied or undertaken for the benefit of the community in general (rather than a particular person).

*Example—*

General rates contribute to the cost of roads and library services that benefit the community in general.'

**Regulation** means the *Local Government Regulation 2012*.

**Sporting clubs** means Sporting Bodies that are Not-For-Profit and provide sporting facilities and opportunities for the public to engage in sports.

**Used for Charitable Purposes** means land used by an organisation that has the following traits;

- have a constitution that sets out its charitable objectives and operating rules;
- be an association of 3 or more people (you do not have to be an incorporated association);
- have a 'governing body' that has control of the management of the association; and
- have a clause in its constitution that states it is not-for-profit (unless its membership consists only of charities).

The organisation must use its income and property to promote its objectives. It must not:

- distribute its income and property among members; and
- pay dividends to members (unless the members are charities).

**6.0 POLICY STATEMENT:**

Under section 93(3)(i) of the *Local Government Act 2009*, Council can exercise its discretion, by resolution, to exempt properties from general rates (including differential general rates) where Council considers that such properties are used for charitable purposes.

Where Council resolves to exercise this discretion, such exemptions are in addition to those set out under section 73 of the *Local Government Regulation 2012*. The Regulation makes provisions for certain types of properties which are used for the general public good, to be exempt from paying general and differential rates. This is generally land used for facilities such as hospitals, schools, health and community service related activities, and for religious purposes.

Council has identified land that is used for charitable purposes that is not captured by the exemptions under the Regulation and will apply its discretion to grant such properties an exemption from general rates (including differential general rates).

Council is of the view that land is being used for charitable purposes when:

- a) land is being used for a purpose which has a public service element; and
- b) the purpose of use is being conducted on a not-for-profit basis.

The table below identifies the level of exemption to be applied and the basis of the provision of the exemption to be applied under this policy:

Exemption	% Exempt from	Provision
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Category	General Rates	
1	100%	<p>Sporting clubs and other not-for-profit community organisations that occupy Council owned/leased/controlled land without a gaming licence and with or without a community club licence.</p> <p>Not-for-profit community organisations that own private property, without a gaming licence and without a community club licence, that would otherwise be exempt from rates under section 93(3)(i) of the <i>Local Government Act 2009</i> and section 73 of the <i>Local Government Regulation 2012</i>.</p>
2	75%	<p>Sporting clubs and other not-for-profit community organisations that own private (freehold) property with a community club licence and without a gaming licence.</p>

**7.0 ATTACHMENTS:**

Nil.

**8.0 REVIEW MECHANISM:**

This policy will be reviewed when any of the following occur:

1. The related legislation or governing documents are amended or replaced; or
2. Other circumstances as determined by resolution of Council or the CEO; or
3. Annually in preparation for budget adoption.

TABLE OF AMENDMENTS			
Document History	Date	Council Resolution No.	Notes (including the prior Policy No, precise of change/s, etc)
Originally Approved	04 August 2009	09/446	
Amendment 1	18 March 2014	G/14/1926	
Amendment 2	21 June 2016	G/16/2824	
Amendment 3	06 June 2017	G/17/3065	
Amendment 4	19 June 2018	G/18/3436	Formerly Policy P-2017-15
Amendment 5			Formerly Policy P-2018-18

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**LEISA DOWLING**  
**CHIEF EXECUTIVE OFFICER**



## ADDENDUM 4



# Gladstone Regional Council

## Council Policy

Title	<b>CONCEALED WATER LEAK CONCESSION</b>
Policy Number	<b>P-2019-09</b>
Business Unit/s	<b>FINANCE GOVERNANCE AND RISK</b>
Date of Adoption	
Resolution Number	
Review Date	
Date Repealed	

### 1.0 PURPOSE:

To set out Gladstone Regional Council guidelines for the assessment of requests for concession arising as a result of increased Water Consumption charges attributed to a Concealed Leak on Residential Property.

### 2.0 SCOPE:

This policy applies to property owners connected to a Council operated water reticulation scheme where high water consumption charges have been incurred on a residential property that are attributed to a Concealed Leak defined under section 6.2 of this policy.

### 3.0 RELATED LEGISLATION:

- *Local Government Act 2009;*
- *Local Government Regulation 2012;*
- *Water Supply (Safety and Reliability) Act 2008;* and
- *Plumbing and Drainage Act 2002.*

### 4.0 RELATED DOCUMENTS:

- Application for Concession of Water Consumption Charges due to a Concealed Leak
- Plumber's Report on Repair of Concealed Leak
- High Consumption Letter
- Concealed Leak Determination spreadsheet.

### 5.0 DEFINITIONS:

To assist in interpretation of this policy the following definitions apply:

- **Average Daily Water Consumption** means the average amount of water consumed daily during a Billing Period.

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- **Billing Period** is as defined in Schedule 3 of the *Water Supply (Safety and Reliability) Act 2008*, viz:  
  
“for premises of a customer of a water service provider, means a period during which the water service provider measures the volume of water supplied to the premises for the purposes of charging for the water.”
- **Concealed Leak** means a leak that has occurred in the internal water reticulation pipe from the Property Water Meter to structures on the property, where a resident on the property could not reasonably be expected to be aware of the existence of the water leak (e.g. because the water leak occurred underground, under or within concrete paving, or underneath a structure).
- **Estimated Average Daily Water Consumption** means the daily average amount of water consumed during a Billing Period at the Property, calculated by the total water consumption over the total days, within the period of the four previous Billing Periods. For example, the last two years (based on six monthly billing periods) before the current Billing Period in which the Concealed Leak was detected.
- **High Water Consumption** means a level of Average Daily Water Consumption that is 40% or more in the current Billing Period compared to the level of Estimated Average Daily Water Consumption in the previous four Billing Periods.
- **High Water Consumption Letter** means a letter issued by Council, either during a Billing Period read cycle, or when the water consumption bill is calculated, where Council Officers suspect that the property has had High Water Consumption.
- **Property Owner** is as defined in Schedule 4 of the *Local Government Act 2009* as ‘owner of land’ and ‘ratepayer’ as defined in Schedule 8 of the *Local Government Regulation 2012*.
- **Property Water Meter** means the metering device used by Council to record water that has passed through the meter on the property.
- **Residential Property** means a property where its primary use is for residential purposes<sup>1</sup>.
- **Revised Water Consumption** means the water consumption estimated by Council, at its absolute discretion that would have occurred had there been no Concealed Water Leak on the property.
- **the Business** means Gladstone Regional Council as an organisation.
- **Water Consumption** means the water that has passed through the Property Water Meter as recorded by that meter or the Estimated Average Daily Water Consumption that has been determined by Council in the event of a Property Water Meter being found to be faulty or to have been interfered with so as to not properly record water supplied to the property by Council.

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<sup>1</sup> This is shown by the land use codes applied by the Valuer General when valuing the property for rating purposes.

## 6.0 POLICY STATEMENT:

### 6.1 Principles

The property owner has primary responsibility for water leaks on the property side of the water meter and any charges for Water Consumption that arise from water passing through the Property Water Meter. Responsibility for the maintenance and repair of the internal water reticulation pipes (i.e. pipes on the property owner's side of the water meter) rests solely with the Property Owner.

The business has responsibility for water leaks in its water supply network, on the water supply network side of the Property Water Meter, including for any Water Leaks attributable to the Property Water Meter itself, but not beyond the water meter on the property side of the meter. For example, where the meter is leaking on the property side of the meter, the responsibility for the repair rests with the Property Owner.

Support will be provided to Property Owners that may be experiencing High Water Consumption on their property by providing a proactive program for the identification of High Water Consumption. Where High Water Consumption is identified, the business will seek to advise Property Owners of any such significant increase in Water Consumption to allow the Property Owner to undertake investigations and corrective actions if the High Water Consumption is as a result of a Concealed Leak or some other cause.

Property Owners should not solely rely on the Business to advise them of High Water Consumption (which may be as a result of a Concealed Leak). Property Owners are encouraged to proactively monitor their Water Consumption and regularly read the Property Water Meter as significantly increased Water Consumption, and/or Water Consumption at night or Water Consumption when the property is unoccupied are primary indicators of the potential for a Concealed Water Leak.

Under section 120(1)(c) of the *Local Government Regulation 2012*, Council may grant a concession if it is satisfied that "the payment of rates or charges will cause hardship to the land owner". Council has determined that it will grant such a concession for Water Consumption charges for High Water Consumption arising out of a Concealed Leak as set out in section 6.2 of this policy.

### 6.2 When Concessions will be applied

Applications for concession of Water Consumption charges on a property due to a water leak will be considered where an application is made to the business by the Property owner and:

- the property's primary use is for residential purposes;
- the property has experienced an instance of High Water Consumption;
- the High Water Consumption is attributable to a Concealed Leak on the property as defined in this Policy;
- the Property Owner took reasonable steps to ensure that the leak was repaired as soon as possible, but not exceeding 28 days from the date the leak was detected or within 28 days of receipt of a High Water Consumption Letter being

issued; and

- the leak was repaired by a licenced plumber and a report by the licensed plumber is supplied.

### **6.3 When Concessions will not be applied**

Leaks in any other area of the Property Owners property (including but not limited to: tap leaks; pool leaks; hot water system leaks; leaks in showers, bathrooms, toilets, any walls in the building, irrigation systems, solar systems; as a result of building or demolition works; etc) are not covered under this policy.

### **6.4 Amount of Concession available**

A concession will be provided to the following amount:

- the maximum concession per property will not exceed an amount equivalent to 600 kilolitres for the business's operated water reticulation scheme to which the property is connected, within that Billing Period;
- the maximum concession will be calculated on 50% of the difference between the levied Water Consumption and the Estimated Average Daily Water Consumption, where the difference is greater than 40% of the Average Daily Water Consumption of the previous four Billing Periods;
- the Estimated Average Daily Water Consumption will be calculated up to the date of repair of the Concealed Water Leak, if a reading is supplied. In its absence, the last Property Water Meter reading date will be used. (Note: this is necessary so that all Water Consumption recorded on the Property Water Meter, as a result of the Concealed Water Leak but not yet levied, is considered in the one request for concession. If a reading is not supplied, then no further concession will be available);
- If a concession has previously been granted for a property within the last two years, no further consideration will be given to additional requests for concession, unless satisfactory evidence is provided to establish that the internal water reticulation pipes had been repaired following a previous leak and this is a new leak in a different place to the last leak. A map showing both leaks will need to be supplied with the application for concession;
- No concession or reimbursement will be given for any repairs associated with the Concealed Leak; and
- No concession will be given in the event excavations or building works at the property have occurred within six months prior to the Concealed Water Leak being detected.

### **6.5 Lodging a Request for Concession**

Requests for concession must be received in writing and must be accompanied by:

- Application for Concession of Water Consumption Charges due to a Concealed Leak; and
- Plumber's Report on Repair of Concealed Leak detailing:
  - The date the Concealed Water Leak was detected and/or the date the High Water Consumption Letter was issued by the business:

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- the Concealed Water Leak was repaired by the licenced plumber;
- the date the Concealed Water Leak was repaired;
- that the Concealed Water Leak was in the internal water reticulation pipes from the Property Water Meter to the structure on the property; and
- that the leak was in a location and/or of a nature which contributed to it not being evident; and
- any reason as to why it took more than 28 days to repair the leak.

**7.0 ATTACHMENTS:**

Nil

**8.0 REVIEW MECHANISM:**

This policy will be reviewed when any of the following occur:

1. The related legislation or governing documents are amended or replaced; or
2. Other circumstances as determined by resolution of Council or the CEO; or
3. Annually in conjunction with budget adoption.

**TABLE OF AMENDMENTS**

Document History	Date	Council Resolution No.	Notes (including the prior Policy No, precise of change/s, etc)
Originally Approved	21 June 2016	G/16/2824	
Amendment 1	20 December 2016	G/16/2959	
Amendment 2	6 June 2017	G/17/3065	
Amendment 3	19 June 2018	G/18/3436	Formerly Policy P-2017-18
Amendment 4			Formerly P-2018-20

.....  
**LEISA DOWLING**  
**CHIEF EXECUTIVE OFFICER**

**ADDENDUM 5****Gladstone Regional Council****Council Policy**

<b>Title</b>	<b>PENSIONER REMISSION</b>
<b>Policy Number</b>	<b>P-2019-10</b>
<b>Business Unit/s</b>	<b>FINANCE GOVERNANCE AND RISK</b>
<b>Date of Adoption</b>	
<b>Resolution Number</b>	
<b>Review Date</b>	
<b>Date Repealed</b>	

**1.0 PURPOSE:**

To set out Gladstone Regional Council guidelines for the assessment of requests for the remission of rates and charges for ratepayers who are in receipt of an approved federal government pension (Pensioners), inclusive of a Pensioner Concession Card or Department of Veteran Affairs Gold Card (all conditions).

**2.0 SCOPE:**

This policy applies to all pensioners seeking rebates and remissions for rates and charges, in addition to any concession that may be available under Council's Rating Financial Hardship Policy or Concealed Water Leak Policy.

**3.0 RELATED LEGISLATION:**

*Local Government Act 2009*  
*Local Government Regulation 2012.*

**4.0 RELATED DOCUMENTS:**

Nil.

**5.0 DEFINITIONS:**

To assist in interpretation of this policy the following definitions apply:

- **Approved Residence** is defined as a Class 1 or 2 building according to Standard Building Law i.e. single family dwelling or multiple dwelling (flats, townhouses, etc).
- **Council** means Gladstone Regional Council.
- **Differential General Rates** is the general rate levied on property owned by ratepayers in the Council region as set out in the Council budget documents.

- **Pensioners** means ratepayers of Council who are in receipt of an approved federal government pension, inclusive of a Pensioner Concession Card or Department of Veteran Affairs Gold Card (all conditions), which entitles them to a remission in their Council rates and charges.
- **Queensland State Government Pensioner Rate Subsidy Scheme** is the scheme provided by the Queensland State Government for the provision of a subsidy towards Council rates and charges for Pensioners.
- **Standard Building Law** includes the Australian Building Regulations, Building legislation, and Building Code of Australia (BCA).

#### 6.0 POLICY STATEMENT:

Council recognises the unique needs of Pensioners and offers a remission of rates to financially assist pensioners, as ratepayers, in accordance with section 120(1)(a) of the *Local Government Regulation 2012*.

The remission is provided to encourage pensioners to be independent and live in their own home where possible as Council believes this provides a "quality of life" benefit.

The conditions for eligibility and the proportion of benefit for the Council rate remission shall be in accordance with the Queensland State Government Pensioner Rate Subsidy Scheme.

Council's rate remission for Pensioners is in addition to the subsidy provided by the Queensland State Government and the following additional conditions apply:

1. A remission of 50% of the Differential General Rate up to a maximum of \$295 be granted to pensioners who receive the pension; and
2. The pensioner must be the owner/ratepayer and resident of the property for the period of the levy in an Approved Residence.

No pro-rata adjustment will be made for the current financial year, on the death of a pensioner, for either the Council or State Rebate. Pro-rata adjustments will be made on the sale of a property which was owned by a pensioner.

#### 7.0 ATTACHMENTS:

Nil.

#### 8.0 REVIEW MECHANISM:

This policy will be reviewed when any of the following occur:

1. The related legislation or governing documents are amended or replaced; or
2. Other circumstances as determined by resolution of Council or the CEO; or
3. Annually in preparation for budget adoption.

GLADSTONE REGIONAL COUNCIL  
 POLICY NO. P-2019-10 PRISONER REMISSION POLICY  
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<b>TABLE OF AMENDMENTS</b>			
<b>Document History</b>	<b>Date</b>	<b>Council Resolution No.</b>	<b>Notes (including the prior Policy No, precise of change/s, etc)</b>
Originally Approved	03/06/2008	08/242	
Amendment 1	06/08/2012	S/12/1149	
Amendment 2	01/07/2013	Not recorded	
Amendment 3	07/07/2014	G/14/2065	
Amendment 4	17/03/2015	G/15/2355	
Amendment 5	05/07/2016	S/16/2835	
Amendment 6	04/07/2017	S/17/3094	
Amendment 7	24/07/2018	S/18/3485	
Amendment 8			Formerly P-2018-13

.....  
**LEISA DOWLING**  
**CHIEF EXECUTIVE OFFICER**



**ADDENDUM 6**



**Gladstone Regional Council**

**Council Policy**

<b>Title</b>	<b>RATING FINANCIAL HARDSHIP</b>
<b>Policy Number</b>	<b>P-2019-07</b>
<b>Business Unit/s</b>	<b>FINANCE GOVERNANCE AND RISK</b>
<b>Date of Adoption</b>	
<b>Resolution Number</b>	
<b>Review Date</b>	
<b>Date Repealed</b>	

**1.0 PURPOSE:**

To set out Gladstone Regional Council guidelines for the assessment of requests for rating relief due to financial hardship.

**2.0 SCOPE:**

This policy applies to property owners who are experiencing financial hardship and are unable to pay rates and charges levied against a property by Council.

**3.0 RELATED LEGISLATION:**

*Local Government Act 2009*  
*Local Government Regulation 2012.*

**4.0 RELATED DOCUMENTS:**

Financial Hardship Rate Relief Application Form

**5.0 DEFINITIONS:**

To assist in interpretation of this policy the following definitions apply:

- **Chief Executive Officer (CEO)** means the chief executive officer of Council as appointed under the *Local Government Act 2009*.
- **Chronic illness** means an illness that is permanent or lasts longer than three (3) months.
- **Death of a Partner** means unexpected expenses (funeral costs) and reduction or loss of family income as a result of the death of a member of a couple (married, registered relationship or defacto relationship).

- **Financial Hardship** means unable to meet basic requirements (including food, clothing, medicine, accommodation, and children's education). This hardship may occur as a result of chronic illness, long-term unemployment or death of a partner.
- **Long-Term Unemployment** means unemployed for over 52 weeks.
- **Property Owner** is as defined in Schedule 4 of the *Local Government Act 2009* as 'owner of land' and 'ratepayer' as defined in Schedule 8 of the *Local Government Regulation 2012*.. These two terms are interchangeable for the purpose of this policy.
- **Rates and Charges** is as defined by Section 91 and 92 of the *Local Government Act 2019*.
- **Residential Property** means a property that its primary use is for residential purposes<sup>1</sup>.

## 6.0 POLICY STATEMENT:

### 6.1 Background

Support will be provided to Property Owners that may be experiencing financial hardship and are unable to meet a realistic payment arrangement for the rates and charges levied against a property.

Where a Property Owner can demonstrate that making a payment by a due dates or a payment plan cannot be met and would entail genuine Financial Hardship due to a loss the Property Owner has suffered, a framework for assistance will be provided where deemed appropriate to the circumstances experienced.

Financial Hardship relief provided under this policy does not forgo the right to implement normal debt recovery action, including the ability to sell land for arrears of rates.

Under section 120(1)(c) of the *Local Government Regulation 2012*, Council may grant a concession if it is satisfied that "the payment of rates or charges will cause hardship to the land owner". Council has determined it will grant such a concession as set out in section 6.3 of this policy.

### 6.2 When Applications will be considered

Applications for rates and charges relief on a property will be considered where:

- it is the Property Owner's principal place of residence;
- no commercial benefit is derived from the property;
- the Property Owner is unable to maintain realistic payment arrangements;
- the Property Owner is experiencing genuine financial hardship due to a loss the Property Owner has suffered:
  - a person who has less than two weeks of available funds equivalent to the maximum rate of income support payment provided by the Department of Human Services for Crisis Payments; and

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<sup>1</sup> This is shown by the land use codes applied by the Valuer General when valuing the property for rating purposes.

- has been unemployed for over 52 weeks; or
- suffers from a chronic illness that is permanent or lasts longer than three months; or
- has incurred unexpected expenses (funeral costs) and reduction or loss of family income as a result of the death of a partner.
- upon application being made for the relief of rates and charges by the Property Owner.

### **6.3 Relief Available**

The CEO, or delegate, may grant relief to a Property Owner under this policy by one or more of the following:

- an agreed payment plan outside the current debt recovery action;
- subject to satisfactory completion of an agreed payment plan:
  - reimbursement of interest already applied and charged;
  - reimbursement of interest charges accruing between the CEO or delegate's, consideration and the completion of an agreed payment plan; and
  - reimbursement of charges for costs to recover outstanding rates and charges (for which the court has ordered that the Property Owner pay costs<sup>2</sup>).

### **6.4 Lodging a Request for Relief**

Requests for relief must be received in writing and will involve a full financial assessment undertaken by the CEO, or delegate.

### **6.5 Assessment of Request for Relief**

The CEO, or delegate, will consider applications for rates and charges relief to determine the most appropriate form of assistance to be provided to a Property Owner.

The CEO, or delegate, will operate within the budgetary limits allocated by Council each financial year.

### **6.6 Dispute or Failure to Comply**

If a Property Owner:

- does not respond to the offer of relief; or
- fails to wholly comply with the offer of relief; or
- once an agreed payment plan is entered, fails to comply with the requirements of that agreed payment plan;

normal debt recovery action will continue.

However, prior to implementing debt recovery action, if the property owner is on a payment plan, officers will first liaise with the property owner to determine if an amended payment plan can be agreed on.

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<sup>2</sup> See section 132(1)(b) of the *Local Government Regulation 2012*

GLADSTONE REGIONAL COUNCIL  
POLICY NO. P-2019-07 RATING FINANCIAL HARDSHIP POLICY  
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If property owners are unsatisfied with the outcome of their application under this policy, they may seek a review of the decision via a more senior officer than the original decision maker as delegated by the CEO.

**7.0 ATTACHMENTS:**

Nil.

**8.0 REVIEW MECHANISM:**

This policy will be reviewed when any of the following occur:

1. The related legislation or governing documents are amended or replaced; or
2. Other circumstances as determined by resolution of Council or the CEO; or
3. Annually in conjunction with budget adoption.

TABLE OF AMENDMENTS			
Document History	Date	Council Resolution No.	Notes (including the prior Policy No, precise of change/s, etc)
Originally Approved	04 October 2016	G/16/2895	
Amendment 1	19 June 2018	G/18/3436	Formerly Policy P-2016-28
Amendment 2			Former Policy P-2018-17

.....  
**LEISA DOWLING**  
**CHIEF EXECUTIVE OFFICER**

**ADDENDUM 7**



**Gladstone Regional Council**

**Council Policy**

<b>Title</b>	<b>WATER ALLOCATIONS AND SEWERAGE CONNECTION CONCESSIONS FOR SPORTING BODIES AND OTHER NOT-FOR-PROFIT ORGANISATIONS</b>
<b>Policy Number</b>	<b>P-2019-14</b>
<b>Business Unit/s</b>	<b>FINANCE GOVERNANCE AND RISK COMMUNITY DEVELOPMENT AND EVENTS</b>
<b>Date of Adoption</b>	
<b>Resolution Number</b>	
<b>Review Date</b>	
<b>Date Repealed</b>	

**1.0 PURPOSE:**

To assist local non-for-profit sporting clubs and other not-for-profit community organisations with meeting the cost of sewerage connection charges and water to maintain community sporting and other community use facilities.

**2.0 SCOPE:**

This policy applies to:

Not-for-profit Sporting clubs and other not-for-profit community organisations that:

- Occupy Council owned/leased/controlled land; or
- Own private (freehold) property; or
- Occupy a deed of grant in trust land; and

Where the sporting clubs or community organisations;

- a. Do not have a gaming licence;
- b. Do not have a liquor licence, except for a Community Club Licence;
- c. Provide free public access to playing fields and/or the sporting facility outside of scheduled competition/training (for example, playing fields that are not locked up);  
and
- d. Are responsible for the payment of the rates for the property.<sup>1</sup>

**3.0 RELATED LEGISLATION:**

*Local Government Act 2009*  
*Local Government Regulation 2012.*

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<sup>1</sup> Section 119 of the Local Government Regulation 2012, concessions are available to ratepayers only.

**4.0 RELATED DOCUMENTS:**

Nil.

**5.0 DEFINITIONS:**

**Community Club Licence** means a liquor licence granted to a non-proprietary club such as a sporting club, RSL club or ethnic club. The *Liquor Act 1992* defines a non-proprietary club as an association where any income, profits and assets are used only to promote its objects and are not distributed to its members.

**Playing fields** are the actual fields upon which the sport provided by the Sporting club is played and required to be irrigated or watered, not including the area outside of the field which is used for spectators, or other activities associated with the sport.

**Sporting clubs** means sporting bodies that are Not-For-Profit and provide sporting facilities and opportunities for the public to engage in sport.

**6.0 POLICY STATEMENT:**

The concessions available under this policy are;

- Water Availability Charges;
- Water Consumption Charges; and
- Sewerage Availability Charges.

**Water Availability Charges**

6.1 Ratepayers/Occupiers of Council owned/leased/controlled land and those that provide playing fields or facilities qualifying under the scope of this policy shall receive a concession on water availability charges calculated as follows:

- Applicable water charge based on meter size – LESS difference to base 20mm meter charge.

**Water Consumption Charges**

6.2 On those occasions where no general water restrictions have been applied, occupiers of Council owned/leased/controlled land and those private playing fields / facilities qualifying under the scope of this policy shall receive a concession on water consumption charges equivalent to the cost of 5,000Kl/ha playing fields per annum (pro-rata).

**Sewerage Availability Charges**

6.3 Ratepayers/Occupiers of Council owned/leased/controlled land qualifying under the scope of this policy shall receive a concession on sewerage availability charges for charges greater than the equivalent charge for a single unit dwelling, irrespective of the number of pedestals installed.

6.4 The minimum amount to be paid by the eligible sporting club or not-for-profit community organisation is the equivalent charge for a single unit dwelling.

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NOT-FOR-PROFIT ORGANISATIONS POLICY  
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6.5 Ratepayers/Occupiers of Council owned/leased/controlled land qualifying under the scope of this policy shall receive a concession of 100% on unconnected water and sewerage charges until such time that the Occupiers undertake building works on the land requiring connection to water and sewerage services.

**Concession Mechanism**

6.6 Normal charges will be levied against all relevant assessments, with these concessions processed as a credit against the relevant rate assessment.

6.7 Officers will conduct an audit annually to check the eligibility and quantum of the concessions available under this policy for all organisations.

**7.0 ATTACHMENTS:**

Nil.

**8.0 REVIEW MECHANISM:**

This policy will be reviewed when any of the following occur:

1. The related legislation or governing documents are amended or replaced; or
2. Other circumstances as determined by resolution of Council or the CEO; or
3. Annually in preparation for budget adoption.

<b>TABLE OF AMENDMENTS</b>			
<b>Document History</b>	<b>Date</b>	<b>Council Resolution No.</b>	<b>Notes (including the prior Policy No, precise of change/s, etc)</b>
Originally Approved	7 July 2009	09/381	Formerly Policy No. P-3.02.05
Amendment 1	18 March 2014	G/14/1926	
Amendment 2	7 June 2016	G/16/2815	ECSC 16/001 – 24/5/2016
Amendment 3	4 July 2017	G/17/3107	
Amendment 4	6 February 2018	G/18/3318	Formerly Policy P-2017-34. This change was to the scope of the Policy
Amendment 5	19 June 2018	G/18/3440	Formerly Policy P-2018-05
Amendment 6			Formerly Policy P-2018-21

.....  
**LEISA DOWLING**  
**CHIEF EXECUTIVE OFFICER**

**ADDENDUM 8**



**Gladstone Regional Council**

**Council Policy**

<b>Title</b>	<b>CODE OF CONDUCT</b>
<b>Policy Number</b>	<b>P-2019-04</b>
<b>Business Unit/s</b>	<b>PEOPLE, CULTURE AND SAFETY FINANCE GOVERNANCE AND RISK</b>
<b>Date of Adoption</b>	
<b>Resolution Number</b>	
<b>Review Date</b>	
<b>Date Repealed</b>	

**1.0 PURPOSE:**

The purpose of this policy is to provide a guide for employees to make decisions and engage in conduct that is conducive to developing our desired culture and achievement of our organisational objectives.

**2.0 SCOPE:**

This policy applies to our people in relation to:

- a) conduct in our workplace;
- b) performing work for or in connection with Gladstone Regional Council; and
- c) conduct that may bring the business' reputation into disrepute.

Our Code does not attempt to provide an exhaustive list of what to do in all situations. Instead, our Code provides the framework for ethical conduct, is aligned to our SERVICE values, and demonstrates that we have legislative obligations to uphold during the course of our duties.

**3.0 RELATED LEGISLATION:**

- Anti-Discrimination Act 1991*
- Copyright Act 1968 (Cth)*
- Crime and Corruption Act 2001*
- Criminal Code Act 1899*
- Environmental Protection Act 1994*
- Gladstone Regional Council Certified Agreement 2018*
- Industrial Relations Act 2016 (Qld)*
- Information Privacy Act 2009*



*Integrity Act 2009*  
*Local Government Act 2009*  
*Local Government Regulation 2012*  
*Mining and Quarrying Safety and Health Act 1999*  
*Parliament of Queensland Act 2001*  
*Public Sector Ethics Act 1994*  
*Right to Information Act 2009*  
*Work Health and Safety Act 2011*

**4.0 RELATED DOCUMENTS:**

Gifts Register  
Conflicts of Interest Form

**5.0 DEFINITIONS:**

**Contractor** means independent entity that agrees to provide certain number or quantity of goods, material, equipment, personnel, and/or services.

**Employee** means a person who carries out paid or unpaid work for the business, including contractors and volunteers (referred to in this policy as us, we, our, our people).

**Leader** means the Executive Team, Managers, Team Leaders and any other supervisory position that reports to a General Manager (i.e. Specialists) of the business.

**Other person** means any person in the workplace who is not an employee, including visitors, students on work experience or placements, and clients.

**6.0 POLICY STATEMENT:**

**6.1 Our Commitment**

We are committed to providing services to our community with integrity, honesty and fairness, whilst complying with all relevant laws, regulations, codes, policies and corporate standards. We believe that by living our values we commit to a standard of conduct that meets all legislative and policy provisions.

We will:

- a) comply with this policy; and
- b) seek to understand and consider potential consequences of our conduct before we act if we are unsure about complying.

Our leaders have additional responsibilities to promote our Code and take steps to ensure that any real or potential breaches of this policy are identified and acted upon in accordance with business processes.

**6.2 Living our values through agreed standards of conduct**

See attached policy statement.

**7.0 BREACHES OF THE CODE:**

We understand that failure to comply with our Code will be managed in accordance with business processes and may include disciplinary action up to and including termination of employment.

**8.0 ATTACHMENTS:**

Nil.

**9.0 REVIEW MECHANISM:**

This policy will be reviewed when any of the following occur:

1. The related legislation or governing documents are amended or replaced; or
2. Other circumstances as determined by resolution of Council or the CEO; or
3. Three years from date of adoption.

TABLE OF AMENDMENTS			
Document History	Date	Council Resolution No.	Notes (including the prior Policy No, precise of change/s, etc)
Originally Approved	5 May 2009	09/256	
Amendment 1	2 April 2013	G/13/1483	
Amendment 2	20 October 2015	G/15/2599	
Amendment 3	19 July 2016	G/16/2850	Removed reference to repealed Media Attribution Protocol Policy
Amendment 4	26 September 2017	Amended administratively by the CEO	Change is to the CEO's Message
Amendment 5			Previous version P-2015/29 Code of Conduct. Principles of Ethics Act now aligned to our SERVICE values.

.....  
**LEISA DOWLING**  
**CHIEF EXECUTIVE OFFICER**

## CODE OF CONDUCT POLICY STATEMENT

At Gladstone Regional Council, our vision is to **Connect. Innovate. Diversify.** and our mission is *to work together to balance our Region's lifestyle and opportunity.*

We will achieve this for our region by living our SERVICE values in conjunction with the fundamental principles identified in the *Public Sector Ethics Act 1994*:

1. Integrity and impartiality;
2. Promoting the public good;
3. Commitment to the system of government; and
4. Accountability and transparency.

Our value:	To demonstrate our commitment, we will:
<p><b>Safe</b> <i>We are uncompromising in our commitment to safety, which is reflected in our attitude, our decisions and our actions.</i></p>	<ul style="list-style-type: none"> <li>• act with care, diligence and maintain safe systems of work;</li> <li>• comply with any lawful and reasonable instruction;</li> <li>• take care to ensure our actions or omissions do not adversely affect the health, wellbeing, safety or environment of ourselves and others;</li> <li>• manage our participation in external organisations and secondary employment.</li> </ul>
<p><b>Ethical</b> <i>We operate with transparency, openness and accountability at the fore.</i></p>	<ul style="list-style-type: none"> <li>• commit to acting in the highest ethical standard;</li> <li>• not take advantage of our positions or business resources for the benefit of ourselves or others;</li> <li>• not use confidential or privileged information to further personal interests;</li> <li>• disclose, and take steps to avoid or manage, any conflict of interest (real or perceived) in connection with our employment at Gladstone Regional Council;</li> <li>• not accept any gift, benefit or money that creates a sense of obligation to the giver;</li> <li>• declare any gifts received in the Gifts Register;</li> <li>• have a working knowledge of legislation relevant to our roles and act within the law;</li> <li>• report any unlawful or corrupt conduct (real or perceived) of which we become aware;</li> <li>• maintain confidentiality about the business in accordance with legislation;</li> <li>• ensure our personal conduct maintains the integrity of Gladstone Regional Council;</li> <li>• not borrow or use business property for private purposes unless authorised to do so.</li> </ul>
<p><b>Responsive</b> <i>We respond by being present, proactive and solutions-focused, and we deliver on our commitments.</i></p>	<ul style="list-style-type: none"> <li>• provide the best possible experience for all those with whom we interact;</li> <li>• be customer focused and strive to achieve excellence in service delivery;</li> <li>• listen to understand and respond appropriately;</li> <li>• provide advice which is objective, independent, apolitical and impartial;</li> <li>• be responsive to both the requirements of government and the public interest;</li> <li>• not make unauthorised comments or commitments on behalf of Gladstone Regional Council.</li> </ul>

GLADSTONE REGIONAL COUNCIL  
POLICY NO. P-2019-04 - CODE OF CONDUCT  
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Our value:	To demonstrate our commitment, we will:
<p><b>Visionary</b> <i>We plan as future-thinkers and opportunity seekers and we have the courage to shape a better future for our community.</i></p>	<ul style="list-style-type: none"> <li>• seek to continually improve performance;</li> <li>• work cohesively at the local, regional, state and national levels to provide integrated services for our region;</li> <li>• in consultation with our leaders, take steps to identify and apply for professional and knowledge development opportunities to support a culture of continuous learning;</li> <li>• actively contribute to developing and improving business processes.</li> </ul>
<p><b>Inclusive</b> <i>We create and value diversity and we actively demonstrate our commitment to equality and inclusivity.</i></p>	<ul style="list-style-type: none"> <li>• respect ourselves and others;</li> <li>• operate within a framework of mutual obligation and shared responsibility;</li> <li>• acknowledge and promote the rights of our diverse community;</li> <li>• understand that we have biases, both conscious and unconscious, and take steps to prevent unintended consequences;</li> <li>• adapt the way we communicate to effectively and culturally appropriately connect with a diverse range of people.</li> </ul>
<p><b>Community</b> <i>We care about each other and our environment and we recognise that community is at the core of our business.</i></p>	<ul style="list-style-type: none"> <li>• commit to honest, fair and respectful engagement with our community;</li> <li>• engage and support the community in developing regional services, priorities and decisions;</li> <li>• share the responsibility to protect our region's natural environment, creating healthy surroundings for our community, and for managing the impacts of air, water, land and noise pollution;</li> <li>• work in partnership with our community to enhance the region's environmental quality, while respecting cultural, social and economic values;</li> <li>• provide our community with integrated service delivery;</li> <li>• not provide false or misleading information in connection to our employment with Gladstone Regional Council.</li> </ul>
<p><b>Efficient</b> <i>We deliver; we challenge the status quo and we continually find better ways to reduce cost and improve service.</i></p>	<ul style="list-style-type: none"> <li>• manage business resources, including people, property, vehicles, plant, equipment and facilities effectively, efficiently and economically;</li> <li>• commit to exercising proper diligence, care and attention in everything we do;</li> <li>• responsibly utilise corporate knowledge and intellectual property;</li> <li>• maintain a high standard of accountability when collecting and/or using business resources and money;</li> <li>• use our time productively and efficiently and continuously seek ways to improve;</li> <li>• store official information securely and limit access to those persons requiring it for legitimate purposes.</li> </ul>

\_\_\_\_\_  
Chief Executive Officer

Date: \_\_\_/\_\_\_/\_\_\_

Date for Review: \_\_\_/\_\_\_/\_\_\_

GRC ECM Subject Index: File Reference: CM28.1

**ADDENDUM 9**

<b>Waste Services Fees &amp; Charges 2019/2020</b>			
Fee Name	Unit	2018/2019 Fee (Incl GST)	Applicable as of 1 July 2019
			Amended on 18/06/19 2019/2020 Fee (Incl. GST)
<b>Gladstone Regional Council   Waste Services   Small Loads - General Waste</b>			
Up to 240L Wheelie Bin General Waste (Domestic)	each	no charge	no charge
Per Car Boot General Waste (Domestic)	each	no charge	no charge
Ute, Single Axle Box Trailer (greater than half full) General Waste (Domestic)	each	\$8.00	\$9.00
Dual Axle Trailer General Waste (Domestic)	each	\$13.00	\$14.00
<b>Gladstone Regional Council   Waste Services   Sprung Mattress (Not Dissembled into Recyclable Components i.e. Steel and Wool)</b>			
Single Mattress (Domestic)	each	\$15.00	\$15.00
Single Mattress (Commercial)	each	\$0.00	\$15.00
Larger Than King Single Mattress (Domestic)	each	\$30.00	\$30.00
Larger Than King Single Mattress (Commercial)	each	\$0.00	\$30.00
<b>Gladstone Regional Council   Waste Services   Large Loads - General Waste</b>			
General Waste (Commercial) - Benaraby Landfill	per tonne	\$145.00	\$295.00
General Waste (Commercial) - Gladstone Waste Management Centre	per tonne	\$230.00	\$335.00
Gladstone Waste Management Centre	minimum 25% of Fee		
General Waste (Commercial) - Sites Without Weighbridge (By Arrangement Only)	per m3	\$82.00	\$206.00
<b>Gladstone Regional Council   Waste Services   Recyclable Waste - Unsorted</b>			
Recyclable Waste - Unsorted (Commercial) - Benaraby Landfill	per tonne	\$295.00	\$203.00
Benaraby Landfill	minimum 25% of Fee		
Recyclable Waste - Unsorted (Commercial) - Gladstone Waste Management Centre	per tonne	\$467.00	\$248.00
Gladstone Waste Management Centre	minimum 25% of Fee		
<b>Gladstone Regional Council   Waste Services   Construction &amp; Demolition Waste - Unsorted</b>			
Construction & Demolition Waste - Unsorted (Commercial) - Benaraby Landfill	per tonne	\$145.00	\$295.00
Construction & Demolition Waste - Unsorted (Commercial) - Gladstone Waste Management Centre	per tonne	\$229.00	\$335.00
Construction & Demolition Waste - Unsorted (Commercial) - Sites Without Weighbridge (By Arrangement Only)	per m3	\$90.00	\$352.00
<b>Gladstone Regional Council   Waste Services   Clean Recyclable Concrete Rubble</b>			
Clean Recyclable Concrete Rubble - Benaraby Landfill (Commercial)	per tonne	\$25.00	\$203.00
Clean Recyclable Concrete Rubble - Gladstone Waste Management Centre (Commercial)	per tonne	\$46.00	\$248.00
Gladstone Waste Management Centre	minimum		
Clean Recyclable Concrete Rubble - Sites Without Weighbridge (Commercial)	per m3	\$51.00	\$373.00
<b>Gladstone Regional Council   Waste Services   Clean Fill</b>			
Clean Fill Less Than 2 Tonnes (Domestic)	per tonne	no charge	no charge
Clean Fill Greater Than 2 Tonnes (Domestic)	per tonne	\$15.00	\$16.00
Clean Fill (Commercial)	per tonne	\$0.00	\$203.00
Clean Fill Sites Without Weighbridge (By Arrangement Only) (Domestic & Commercial)	per m3	\$25.00	\$397.00
<b>Gladstone Regional Council   Waste Services   Inert Material - (Soil, Concrete, Rock, Brick, Bitumen)</b>			
Benaraby Landfill - Mix Inert Material - (Soil, Concrete, Rock, Brick, Bitumen) - (Commercial)	per tonne	\$50.00	\$248.00
Sites Without Weighbridge - Mix Inert Material - (Soil, Concrete, Rock, Brick, Bitumen) - (By Arrangement Only)	per m3	\$90.00	\$323.00
<b>Gladstone Regional Council   Waste Services   Timber, Pallets &amp; Dunnage   Benaraby Landfill and Gladstone Waste Management Centre (Untreated)</b>			
Timber, Pallets & Dunnage (Commercial) - Less Than 10 Cubic Metres in a Load	per tonne	\$55.00	\$248.00
Timber, Pallets & Dunnage (Commercial) - More Than 10 Cubic Metres in a Load	per tonne	\$103.00	\$248.00
Timber, Pallets & Dunnage (Commercial) - Sites Without Weighbridge	per m3	\$70.00	\$77.00
<b>Gladstone Regional Council   Waste Services   Weighbridge Services</b>			
Weighbridge Services - Copy Of Weighbridge Dockets - Signed	each	\$75.00	\$38.00
Weighbridge Services - Unsigned Copy	each	no charge	no charge
<b>Gladstone Regional Council   Waste Services   Green Waste - Uncontaminated</b>			
Green Waste - Uncontaminated - Less Than 500kg (Domestic)	per load	No charge	no charge
Green Waste - Uncontaminated - Commercial Operators	per tonne	\$30.00	\$30.00
Green Waste - Uncontaminated - Tree Stumps (Domestic)	per tonne	no charge	no charge
Benaraby Landfill only - Green Waste - uncontaminated - Tree Stumps (Commercial)	per tonne	no charge	\$30.00
<b>Gladstone Regional Council   Waste Services   Sale of Mulch - Processed Green Waste (Subject to Availability)</b>			
Sale Of Mulch - Ute/Car Trailer - No Greater Than Single Axle And Single Wheel - Loaded By Customer (Domestic)	each	no charge	no charge
Sale Of Mulch - loaded by Customer (Commercial)	per tonne	\$10.00	\$40.00
<b>Gladstone Regional Council   Waste Services   Loading of Mulch fees - Processed Green Waste</b>			
Loading Mulch - Contractor Loading Mulch	each per load	at cost	at cost
Council Loading Mulch - (Benaraby Landfill Only) (Domestic)	each per load	\$0.00	\$10.00
Council Loading Mulch - (Benaraby Landfill Only) (Commercial)	each per load	\$50.00	\$50.00
<b>Gladstone Regional Council   Waste Services   Recyclable Waste - Sorted and Delivered to Designated Areas</b>			
Recyclable Waste - Recycling up To 240L - Including Cardboard And Clean Co-Mingled (Domestic)	each	no charge	no charge
Recyclable Waste - Recycling Greater Than 240L - Including Cardboard And Clean Co-Mingled (Domestic)	each	\$5.00	\$6.00
Recyclable Waste - Scrap Metal (Domestic)	each	no charge	no charge
Recyclable Waste - Engine Oil (Domestic)	each	no charge	no charge
Recyclable Waste - Cooking Oil (Domestic)	each	no charge	no charge
Recyclable Waste - Automotive Batteries (Domestic)	each	no charge	no charge
Recyclable Waste - White Goods (Excluding Air Conditioners/Fridges/Freezers) (Domestic)	each	no charge	no charge
Recyclable Waste - White Goods (Including Air Conditioners/Fridges/Freezers) (Domestic)	each	\$5.50	\$6.00
Recyclable Waste - Gas Bottles Up To 9kg (Domestic)	each	\$5.50	\$6.00
Recyclable Waste - Clean Timber (Untreated - Domestic Only) (Domestic)	each	no charge	no charge
Recyclable Waste - Car Bodies (Benaraby Landfill Only - Tires And Oil Removed) (Domestic)	each	no charge	no charge
<b>Gladstone Regional Council   Waste Services   Tires</b>			
Bike, car, 4x4 tyres - off rim	each	\$8.00	\$8.00
Bike, car, 4x4 tyres - on rim	each	\$16.00	\$21.00
Truck tyres - off rim	each	\$77.00	\$24.00
Truck tyres - on rim	each	\$54.00	\$64.00
Other tyres - less than 2m in diameter	each	\$105.00	\$108.00
Other tyres - greater than 2m in diameter	each	\$200.00	\$211.00
Tires - Puddle Truck	each	\$90.00	\$192.00
<b>Gladstone Regional Council   Waste Services   Deceased Animals</b>			
Deceased Animals - Small Animals (e.g. Dog Or Cat) (Domestic)	each	\$10.00	\$10.00
Deceased Animals - Medium Animals (e.g. Goat, Calf, Foal, Sheep) (Domestic)	each	\$25.00	\$25.00
Deceased Animals - Large Animals (e.g. Horse Or Cattle) (Domestic)	each	\$140.00	\$143.00
Deceased Animals - Dead Animals (Commercial)	per tonne	\$165.00	\$248.00
<b>Gladstone Regional Council   Waste Services   Levy on Waste Outside of Region</b>			
Waste Outside of Region Surcharge	per tonne	\$80.00	\$120.00
<b>Gladstone Regional Council   Waste Services   Special Disposal and Other Waste Types - Benaraby Landfill Only (Subject to Approval)</b>			
Special Disposal - up To 10 Square Metres Of Material Containing Asbestos (Domestic)	each	no charge	no charge
Special Disposal - Asbestos Material (Subject To Approval) (Commercial)	per tonne	\$183.00	\$248.00
Asbestos material (subject to approval) (Commercial)	minimum 25% of Fee		
Special Disposal - Abrasive Blasting Material - Non-Contaminated Clean Steel And Garnet (Commercial)	per tonne	\$66.00	\$370.00
Special Disposal - Bio-Solids (Internal Beneficial Re-Use) (Commercial)	per tonne	\$112.00	\$248.00
Special Disposal - Synthetic Mineral Fibre (Insulation And Lapping) (Commercial)	per tonne	\$372.00	\$370.00
Special Disposal - Low Density Waste (e.g. Foam) (Commercial)	per tonne	\$365.00	\$370.00
Special Disposal - Spent Abrasives - Regulated Waste Requiring Assessment (Commercial)	per tonne	\$183.00	\$370.00
Special Disposal - Contaminated Soil - Regulated Waste Requiring Assessment (Commercial)	per tonne	\$0.00	\$370.00
Special Disposal - Hydrocarbons - Regulated Waste Requiring Assessment (Commercial)	per tonne	\$0.00	\$428.00
Special Disposal - Regulated Waste Not Otherwise Specified Category 1 (Commercial)	per tonne	at cost	\$428.00
Special Disposal - Regulated Waste Not Otherwise Specified Category 2 (Commercial)	per tonne	at cost	\$370.00
Special Disposal - Special Disposal (Confidential Material, Rubber/Conveyor Belting/Seafood/STP Screenings etc.) (Commercial)	each	\$183.00	\$428.00
Chemicals - Not Accepted		not accepted	not accepted