

# Agenda

## Ordinary Meeting

**Tuesday, 17 August 2021**

**Time: 9.15am**  
**Location: Council Chambers**  
**82 Brisbane Street**  
**BEAUDESERT QLD 4285**

Please note: In accordance with Section 277E of the *Local Government Regulation 2012*, this meeting will be closed to the public due to health and safety reasons associated with the public health emergency involving COVID-19.

An audio recording will be broadcast on Council's website.

# Scenic Rim Regional Council

## Ordinary Meeting

### Tuesday, 17 August 2021

### Agenda

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**1 Opening of Meeting**

**2 Attendance and requests for leave of absence**

**3 Apologies**

**4 Prayers**

Reverend George Tully from the Uniting Church Harrisville will offer prayers

**5 Declarations of Prescribed or Declarable Conflict of Interest by Members**

**6 Announcements / Mayoral Minutes**

**7 Reception of Deputations by Appointment / Presentation of Petitions**

**8 Confirmation of Minutes**

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**9 Business Arising from Previous Minutes**

## 10 Consideration of Business of Meeting



### People & Strategy

#### 10.1 Operational Plan 2020-2021 Quarter Four Progress Report

**Executive Officer:** General Manager People and Strategy

**Item Author:** General Manager People & Strategy

**Attachments:**

1. Operational Plan 2020-2021 Quarter Four Progress Report - with marked changes (under separate cover) 
2. Operational Plan 2020-2021 Quarter Four Progress Report - Final (under separate cover) 

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### Executive Summary

The Quarter Four Progress Report against the 2020-2021 Operational Plan is provided, reporting against period 1 April 2021 to 30 June 2021.

### Recommendation

That:

1. Council adopt amendments to the Operational Plan 2020-2021 as contained within the Draft Operational Plan 2020-2021 Quarter Four Progress Report; and
2. Council endorse the Operational Plan 2020-2021 Quarter Four Progress Report.

### Previous Council Considerations / Resolutions

Not applicable.

### Report / Background

The Progress Report has been prepared to summarise progress made towards the achievement of the key deliverables outlined in the Annual Operational Plan 2020-2021, as required by section 175 of the *Local Government Regulation 2012*.

The Operational Plan is divided into seven themes that align to both the Community Plan and Council's Corporate Plan, *Scenic Rim 2023*. Furthermore, Key Performance Indicators (KPIs) are nominated, where appropriate, against deliverables to provide a process for measuring Council's performance against the set objectives.

This Operational Plan Progress Report details quarterly targets against KPIs, where appropriate, to facilitate quarterly progress reporting against each of the Deliverable projects. In addition, a summary of the high-level business unit achievements and statistics has been included as an appendix to the report, to provide an overview of the key business-as-usual activities for the quarter.

### Amendments to Operational Plan

A number of minor departures from the content of the Operational Plan 2020-2021 have been made to clarify or improve the quality of financial reporting or to reflect changes to deadlines as agreed with external funding bodies. These amendments are highlighted in yellow in Attachment 1.

Attachment 2 is the 'unmarked' version of the report, inclusive of proposed amendments.

### **Budget / Financial Implications**

Budget detailed against each Deliverable within this report includes budget carried forward from the 2019-2020 financial year, as approved by Council on 21 September 2020, as well as changes made in further budget amendments adopted by Council on 23 November 2020, 9 March 2021, and 8 June 2021.

### **Strategic Implications**

#### *Operational Plan*

Theme: 3. Open and Responsive Government

Key Area of Focus: 3.1.1 Plan, develop and implement high-quality customer-focused services

#### *Legal / Statutory Implications*

The Chief Executive Officer is required to provide a quarterly report on the Operational Plan to a local government meeting under section 174(3) of the *Local Government Regulation 2012*.

### **Risks**

#### Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

SR46 Inadequate or lack of Governance (including procurement) Framework (systems, policies, procedures, delegations and controls) in place to ensure compliance by Council's Councillors and Officers with all relevant State and Federal legislation and regulations.

SR52 Ineffective and/or unrealistic strategic plans which are not appropriately scoped or resourced, resulting in missed opportunities, re-work, failure to deliver objectives and loss of confidence by community.

Risk Assessment

Category	Consequence	Likelihood	Inherent Risk Rating	Treatment of risks	Residual Risk Rating
Governance, Risk & Compliance  Nonfulfillment of statutory obligations	3 Moderate	Possible	Medium	Integration of planning processes. Regular monitoring of strategic planning documents. Given high priority by Executive Leadership Team.	Low
Reputation, Community & Civic Leadership  Negative perception from community by failing to meet statutory obligations and corporate objectives	3 Moderate	Possible	Medium	Structured reporting framework in place, which is reviewed regularly. Integrated operational and budgetary planning processes. Accurate and succinct reporting.	Low
Financial/Economic  Adverse financial impact on Council due to poor planning and/or delivery	4 Major	Possible	High	Regular review of strategic priorities. Policies and procedures in place. Regular audits and continuous improvement activities. Reports of compliance within legislative timeframes.	Medium

**Consultation**

All General Managers and relevant business unit leads have been consulted during the development of the quarterly progress report. The Executive Leadership Team has reviewed the consolidated report.

**Conclusion**

The Quarter Four Report demonstrates the progress made towards implementation of Deliverables contained within the 2020-2021 Operational Plan.






## Customer & Regional Prosperity

### 10.2 Queensland Parliamentary Inquiry into Social Isolation and Loneliness

**Executive Officer:** General Manager Customer and Regional Prosperity

**Item Author:** Principal Specialist Community Development

**Attachments:**

1. Social Isolation and Loneliness Submission [↓](#) 
2. Social Isolation and Loneliness Minister's Statement 2021 [↓](#) 
3. Social Isolation and Loneliness Snapshot [↓](#) 
4. Australian Loneliness Report - Australian Psychological Society 2018 [↓](#) 
5. Community Connectivity Social Isolation Health Impacts [↓](#) 

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### Executive Summary

This report seeks endorsement from Council to make a formal submission to the Queensland Parliamentary Inquiry into Social Isolation and Loneliness (refer Attachment 1). The closing date for submissions is Wednesday, 18 August 2021.

### Recommendation

That:

1. Council endorse making a formal submission to the Queensland Parliamentary Inquiry into Social Isolation and Loneliness, noting the closing date for submissions is Wednesday, 18 August 2021;
2. Council acknowledge the Queensland Parliamentary Inquiry into Social Isolation and Loneliness is providing an important opportunity for individual members of the community, governments, service providers and businesses to contribute feedback as a whole-of-community response; and
3. Council note details about the Queensland Parliamentary Inquiry were distributed by Officers to local networks and Service Providers, to encourage those who may wish to lodge a separate submission, based on specific agency needs and experiences, to do so directly.

### Previous Council Considerations / Resolutions

At the Ordinary Meeting held on 9 March 2021 (Item 10.5), Council resolved to endorse the submission of an application to Queensland Health Mental Health and Wellbeing one-off grant funding program to deliver tailored, localised programs that aim to improve the health and wellbeing of the Scenic Rim community.

**Report / Background**

On 27 May 2021, the Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts, The Honourable Leeanne Enoch announced a Parliamentary Inquiry into Social Isolation and Loneliness in the wake of the COVID-19 pandemic (refer Attachment 2).

The Legislative Assembly agreed to the motion that the Community Support and Services Committee inquire into and report on social isolation and loneliness in Queensland (the Inquiry). The closing date for submissions is Wednesday, 18 August 2021 and the committee is required to report to the Legislative Assembly by Monday, 6 December 2021.

The terms of reference for the Inquiry are that the committee inquire into, and report on:

- the nature and extent of the impact of social isolation and loneliness in Queensland, including but not limited to:
  - identification of and consultation with vulnerable and disadvantaged individuals or groups at significant risk across the life course;
  - the interplay of COVID-19 with this issue;
- the causes and drivers of social isolation and loneliness, including those unique to Queensland;
- the protective factors known to mitigate social isolation and loneliness;
- the benefits of addressing social isolation and loneliness, examples of successful initiatives undertaken nationally and internationally and how to measure social isolation and loneliness in Queensland to determine if implemented strategies are effective;
- how current investment by the Queensland Government, other levels of government, the non-government, corporate and other sectors may be leveraged to prevent, mitigate and address the drivers and impacts of social isolation and loneliness across Queensland, including:
  - services and programs such as health and mental health, transport, housing, education, employment and training, sport and recreation, community services and facilities, digital inclusion, volunteering, the arts and culture, community development, and planning for accessible, inclusive and connected communities;
  - targeted support to vulnerable and disadvantaged groups and those most at risk;
- the role, scope and priorities of a state-wide strategy to address social isolation and loneliness, considering interactions with existing Queensland and national strategies.

Any individual or organisation may make a submission to a committee. If a committee accepts a submission, it becomes part of the committee's records and is usually published on the committee's website as soon as possible to encourage public consideration. If the submission is made on behalf of an organisation, the relevant level of approval is required.

Social isolation and loneliness have a significant impact on the physical and mental health and wellbeing of many people. The 'Social Isolation and Loneliness Snapshot, 11 September 2019, Australian Institute of Health and Wellbeing' report (refer Attachment 3)

Social isolation and loneliness is not just an older person's issue. Older people have been identified as a vulnerable group, but social isolation and loneliness can also impact people with a disability and their carers, people with mental illness and young people. As humans are essentially social animals, loneliness is thought to arise because an innate need to belong to a group is unmet.

Loneliness signals a need to form a meaningful connection with others. The 'Australian Loneliness Report: A survey exploring the loneliness levels of Australians and the impact on their health and wellbeing, Australian Psychological Society 2018' (refer Attachment 4)

Everyone has a role to play in addressing these issues, including all levels of government, service providers, agencies, peak bodies, businesses and the broader community. The contributing factors are complex and it needs a whole-of-community response.

Council's submission has been framed around the terms of reference and feedback has also been sought from key community stakeholders to ensure that Council's formal submission accurately reflects broader community sentiment regarding the impacts of social isolation and loneliness in the Scenic Rim (attachment 1)

A diverse mix of individuals, community groups and agencies have provided feedback on this project, including Men's Sheds, University of the Third Age (UA3), Landcare, Visitor Information Centres, Community Groups, Performance Groups and Hospital Reference Committees. Details about the Inquiry have also been distributed to local networks and Service Providers, as some may wish to lodge a separate submission, based on specific agency needs and experiences.

Feedback gathered for the submission process will also provide valuable information for the development of the new Scenic Rim Community and Culture Strategy (Strategy), which is currently being undertaken and will be finalised in over the coming months. One of the key objectives of the Strategy is to encourage Scenic Rim communities to be more inclusive, welcoming, resilient and more connected, which closely aligns with this project and the Inquiry's terms of reference.

The Inquiry also aligns with Council's Localised Mental Health Outreach Program, which has been funded by Queensland Health to address social isolation across the Scenic Rim. A key outcome of this outreach program is to engage with residents in rural and more isolated communities by offering a way to connect with Council and other essential services in a positive, safe and friendly environment. The long term objective is to connect vulnerable members of our community to key services and positive experiences (refer Attachment 5).

Social isolation has been identified by Queensland Health, Peak Bodies and the Australian Government as a key risk factor which can lead to more serious mental and physical health issues.

### **Budget / Financial Implications**

Council already delivers a number of Community Development, Cultural and Library programs and activities to address social isolation and loneliness within existing operational budgets.

In March 2021, Council resolved to endorse the submission of an application to Queensland Health Mental Health and Wellbeing one-off grant funding program to deliver tailored, localised programs that aim to improve the health and wellbeing of the Scenic Rim community.

On 12 May 2021, Council received official notification from Queensland Health advising that Council had been successful in securing \$75,000 to deliver the Localised Mental Health Outreach Program.

It is anticipated that outcomes from the Inquiry will validate Council's investment in existing Community and Culture programs, however it is also hoped that the Parliamentary Committee's findings will provide important data and information to improve future programming and/or budget considerations.

### **Strategic Implications**

#### *Operational Plan*

Theme: 7. Healthy, Engaged and Resourceful Communities

Key Area of Focus: 7.1.1 Build capacity to improve health and wellbeing in the community

*Legal / Statutory Implications*

Parliamentary committees welcome submissions to their inquiries into bills and other matters. Submissions add to a committee's knowledge and understanding of issues relevant to the committee's Inquiry and may influence a committee's recommendations to the Parliament.

Therefore, by Council making a submission, it presents an opportunity to provide the committee with a greater understanding of the issues faced by the Scenic Rim region and potentially influencing the committee's recommendations to Parliament.

**Risks**Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

SR51 Ineffective, inaccurate and/or inappropriate communication and relationship/stakeholder management impacting Council's ability to fulfil its strategic objectives.

Risk Assessment

Category	Consequence	Likelihood	Inherent Risk Rating	Treatment of risks	Residual Risk Rating
Reputation, Community & Civic Leadership  Submission fails to meet community expectations	2 Minor	Possible	Low	Council consulted with key community stakeholders and the submission aligns with the Terms of Reference	Low

**Consultation**

Any individual or organisation may make a submission to a committee. The proposed submission has been framed around the terms of reference and feedback has also been sought from key community stakeholders to ensure that Council's formal submission accurately reflects broader community sentiment regarding the impacts of social isolation and loneliness in Scenic Rim.

Details about the Inquiry were also been distributed to local networks and Service Providers, as some may wish to lodge a separate submission, based on specific agency needs and experiences. The Executive Leadership Team were also consulted.

**Conclusion**

Social isolation and loneliness can be harmful to both mental and physical health. They are considered significant health and wellbeing issues in Australia because of the impact they have on peoples' lives. Part of the challenge in reporting on social isolation and loneliness stems from a lack of information about these experiences.

Local Government has an important role to play in addressing social isolation and loneliness as it is on the only level of government at the grassroots level to deliver targeted and place based initiatives. Overwhelmingly, the evidence and feedback from the Scenic Rim community is that programs need to be place based, accessible and inclusive.



The feedback also tells us that Council's existing place based Community and Culture programs are valued and that social connections are vitally important, even when we have access to new technologies. This doesn't mean that Local Government has to take on the lions share. All levels of government need to address these issues collaboratively and work with a strengths and asset-based framework. A place based, not a top down or one size fits all approach, is critical.

The Queensland Parliamentary Inquiry into Social Isolation and Loneliness is providing an important opportunity for individual members of the community, governments, service providers and businesses to contribute feedback as a whole-of-community response.



## **Scenic Rim Regional Council**

### **Submission to the Queensland Parliamentary Inquiry into Social Isolation and Loneliness in Queensland, 18 August 2021**

### The Scenic Rim context

Loneliness and social isolation – involvement can't be forced and some people don't want to be involved. However existing support groups or broader friendship groups help develop a culture of care and connection for people with a disability, *Scenic Rim Regional Council Social Plan 2010/2020*.

Community celebrations and socially inclusive programs are an effective way to strengthen communities and build resilience; they bring organisations and residents together to celebrate in a unified way, *Scenic Rim Regional Council Health and Wellbeing Plan 2015-2020*

Scenic Rim Regional Council supports a number of local events that encourage participation across all demographics. There are many methods that can help overcome barriers to participation, strengthen local organisations, lower the risks of social isolation and strengthen the fabric of community life. Some of these include:

- Encourage "bring a friend" type activities. Sometimes this gives people an excuse to talk to a neighbour, but also may help the neighbour overcome their barrier of participating
- Formally (or informally) requesting assistance from community members
- Sharing information across community organisations to assist identifying pockets of the community that may be at risk
- Activating spaces and places that are well located and clearly visible yet are potentially underused (some play parks for example)
- Facilitating meetings between community organisations
- Providing affordable and accessible activities and events that celebrate and connect communities

### The Evidence is Compelling

Loneliness is bad for your health as smoking 15 cigarettes a day. Loneliness is worse for your health than obesity. People experiencing loneliness are more likely to suffer from dementia, heart disease and depression, Holt-Lunstad J, Smith TB, Layton JB (2010) Social Relationships and Mortality Risk: A Meta-analytic Review. PLoS Med 7(7): e1000316. <https://doi.org/10.1371/journal.pmed.1000316>

14 per cent of all Australians said they "frequently" or "always" felt lonely in 2021. Twice as many (32 per cent) are aged 18-24 Friends for Good Inc. <https://friendsforgood.org.au/what-we-do/serviceprovision/>

Loneliness is a growing concern globally. Loneliness is a feeling of distress people experience when their social relations are not the way they would like. It is a personal feeling of social isolation. It is different to feeling alone: we can be surrounded by others but still lonely, or we can be alone but not feel lonely, *Australian Loneliness Report: A survey exploring the loneliness levels of Australians and the impact on their health and wellbeing*, Australian Psychological Society 2018 <https://psychweek.org.au/wp/wp-content/uploads/2018/11/Psychology-Week-2018-AustralianLoneliness-Report-1.pdf>

Social isolation and loneliness have a significant impact on the physical and mental health and wellbeing of many people, Social Isolation and Loneliness, 11 September 2019, Australian Institute of Health and Wellbeing <https://www.aihw.gov.au/reports/australias-welfare/social-isolation-andloneliness>

Scenic Rim Regional Council partnered with West Moreton Hospital and Health in 2019 to form the "Western Scenic Rim Community Connectivity project" which was aimed at addressing the impacts of social isolation in Western Scenic Rim communities (refer attached Western Scenic Rim Community Connectivity Social Isolation Health Impacts)

Newly published findings by KPMG Australia in partnership with Landcare Australia, indicate Landcare volunteers enjoy substantial improvements to their mental and physical wellbeing – and a significant decrease to their healthcare costs. Surveying more than 1,000 Landcare volunteers

and coordinators from Landcare groups, the findings in the report, titled *Building resilience in local communities: The wellbeing benefits of participating in Landcare*, suggest substantial improvements in wellbeing owing to involvement in Landcare lead to an approximate savings from avoided healthcare costs of \$403 per individual per year, Building Resilience in local communities, The wellbeing benefits of participating in Landcare, <https://mailchi.mp/landcareaustralia/landlinkjune2021?e=8315ec58c8>

Social isolation and loneliness is not just an older persons issue. Older people have been identified as a vulnerable group, but social isolation and loneliness can also impact people with a disability and their carers, people with mental illness and young people. As humans are essentially social animals, loneliness is thought to arise because an innate need to belong to a group is unmet. Loneliness signals a need to form a meaningful connection with others. Everyone has a role to play in addressing these issues, including governments, service providers, businesses and the broader community. The contributing factors are complex and it needs to be a "whole of community" response <https://psychweek.org.au/wp/wp-content/uploads/2018/11/Psychology-Week-2018-AustralianLoneliness-Report-1.pdf>

#### Community Feedback

##### **1. What is the impact of social isolation and loneliness in the Scenic Rim community?**

*Having individuals who find themselves becoming socially isolated slowly over time, and by the time they realise it has happened they then lack the confidence, ability and or knowledge on how to reach out or access support services.*

*Lack of engagement in community events. Missed opportunities to tap into the experiences and expertise of people who are socially isolated.*

*Parents with young children are frustrated, Elderly – lonely, depressed.*

*The impact on our community of social isolation and loneliness is often depression, deterioration of mental and physical health and destructive behaviour such as excessive drinking, drug taking, over eating and not exercising.*

*Obvious is depression and health problems. Less obvious is the impact social deterioration is having on the viability of organisations. A modern approach is needed. The obligation to participate has perhaps been lost, 'to give back to community'. A sense of duty needs to be re-established.*

*The main impact is anxiety, fear and uncertainty about what is going on and what will happen. The usual source of information and reassurance (local contact with other people by chatting in shops, pubs, churches, public places, etc) has been removed and replaced by an impersonal barrage of mixed information on the internet and TV - and it's usually fear inducing news and hard to know who to trust.*

*People who have not established networks, or have few or no friends or family, find it hard to cope with social isolation. For some people it is/becomes an established habit to deal as little as possible with others.*

*Social infrastructure has not caught up with the growth of the population and this growth is set to accelerate. For seniors and single parents, the impact is likely to be depression and feelings of alienation. For children/teenagers there is "nothing to do" and a tendency to vandalise or form groups that alienate others. Two-parent families with parents working have little time or energy at weekends and their children may fall into the above category also.*

*Many people are depressed. It seems sometimes they'll do anything for attention, so they fight and argue with people rather than be lonely. They seem to get involved in things, but they don't have the people skills to interact with civility. Which comes first - loneliness or grumpiness?*

**2. What do you think are the causes and drivers of social isolation and Loneliness?**

*Lack of public transport especially for those who find themselves not having a Drivers Licence (that has allowed them to feel included/involved in community/life) due to age, impairment, or traffic penalty which often leads to the person losing their job therefore dramatically increasing the chance of them becoming socially isolated. Lack of regular local activities that encourage social participation in the smaller townships in Scenic Rim. Individuals who have raised their families locally but now find themselves without any family close due to their teenage/adult children having to move for work, suitable rental accommodation, public transport.*

*Social insecurity. Disability. Lack of transport. Financial stress. Lack of knowledge about what is available in the community.*

*Causes can be deep-rooted psychological matters and a fear of leaving the household or engaging with others. Also lack of venues and facilities is a factor in a small remote location.*

*Social media of course, obsessive behaviours attached to that. Detachment from local organisations and participation.*

*Isolation is due to family/friends living further away in our highly mobile society - many people do not know their neighbours - and phoning is not the same as face-to-face contact.*

*Poor communication skills, individual behaviours e.g. inclination to optimism or pessimism*

*New Residents without prior contacts, families in new estates with both parents working out of the area. For those with limited financial resources, many activities are likely to be beyond reach. Sport for children and teenagers is expensive. It also is the case for, say, older members of the community wanting to fully participate in the offerings of organisations including one-day or longer term outings. Unfortunately, not all residents enjoy access to social media, either through lack of knowledge and reluctance to adopt change, or having the funds to participate. Alternatives need to be explored.*

*Social isolation is accentuated when people don't have meaningful work or a meaningful way of being part of the community. Volunteering helps people to be involved and to be less lonely. Poverty doesn't help with social isolation. There are many people in our community living with not much income but there are also plenty of lonely, isolated people with big incomes. Community events need to be free and membership fees need to be affordable so everyone can join in. If people can't afford to do things they are excluded. Mental health also tends to lead people to isolate, because they can't cheerfully join in. Mental health and physical health are big barriers in our community. Need to keep costs down so it can be free for everyone to be involved.*

**3. Do you have any suggestions on ways to address Social Isolation and Loneliness?**

*Have a public loop bus that runs through small townships into a nearby larger town. Morning runs - Midday returns or similar - 2 times a week, even one day a week would probably be a great start.*

*Have Pop Up Support Points in smaller towns, once a month initially. Using the existing local halls as locations. To provide support to those requiring assistance: to navigate online services (one on one support), food hampers/information packs on support services and organisations*

*Supporting community groups to form within individual communities - Seniors Group, Youth Activities, Kids Clubs, Health and Wellbeing Groups. Short term Council initiatives (6 weeks) in each area of interest with the aim of handing the group over to community organisations/volunteers to coordinate.*

*Anything that helps people to know what is available in the community - maybe a Community Expo where various sporting/environmental/game/interest groups can promote themselves and welcome new people. Community support groups would be aware of people who are socially isolated and lonely - there needs to be some way that they can be connected to community groups.*



Volunteers to touch base with a phone call, particularly Older people, either through Centacare, Beaucare, Lifeline etc who would already have details of people who get a service normally. An advertised helpline phone number for lonely people to contact, if they want someone to talk to, just to touch base. (not a suicide hotline that already exists). Easy to understand and correct information needs to be passed on to people, People need to open their hearts more. A smile doesn't cost anything.

Provide an outlet for community members faced with social isolation and loneliness eg Men's Shed, Community Garden, Sporting Fields and Op Shop.

Promote outdoor activity and observation, passive and active, eg- look at a bird, use a trowel.

The Council could (a) encourage people to contact their neighbours directly to check they're OK, etc, (b) set up a local phone number (staffed by trained volunteers) for people to call for information, advice, etc, (c) send out regular fact sheets (delivered to houses) with updates, future events, household advice, etc. Council or community group could coordinate.

Encourage people to move from the large concentrated centres of population to the rural and remote areas by providing cheap electricity (clean coal, gas and nuclear), and encourage manufacturing in these areas. People in smaller communities have more chance of establishing social networks especially if they have satisfying jobs. Move government departments to rural and remote areas using information technology to link them with central offices. School teachers used to have to work for several years before applying to work in the cities; make this a rule for other public service employees. Migrants also should be welcomed into rural areas and not allowed to settle in ghettos in the cities.

Problems fall into categories ie \*\* lack of access (transport, money) \*\* lack of knowledge of what's on offer \*\* gaps in the promotion of what is available \*\* lack of will to find out, by people who are already depressed or lack literacy, Transport is a perennial issue and solutions have been tried, with limited uptake. The recent move towards a PCYC in town should go some way to helping disadvantaged families with access to possibilities. Those with children interested in sports have government grants available on a needs basis but may need help in accessing these. Sports and activities such as Army cadets cost a lot on a family budget. Perhaps liaise with State/Federal governments to ramp up and simplify the grants available and then promote them in the target market. Include school newsletters: unfortunately many parents do not check them but there is the potential to gather some extra applicants. Lack of knowledge is partly lack of self-awareness and drive to find solutions, but can, disappointingly, result from promotion not reaching the right recipients, in some cases because of inadequate targeting by sponsoring groups. Some time ago the library began New Residents' Evenings. There was a lukewarm response, partly because people did not know they were on, despite stories in local media. An attempt was made via real estate agents to send out a Welcome to Beaudesert pack when people moved into new accommodation, including information on groups and activities available in the town. The approach via agents was not highly successful. This could be expanded by Council which has a rate base and therefore addresses? What does Council currently do on this front that is not widely known? Social media is under-used apart from groups with agendas. We do not have a community noticeboard that is active, independent and easily accessible. Would people respond to well-placed electronic information boards around town, highlighting various possibilities, eg such as that outside Aldi, just basic information and contacts? This could well be a feature of the revitalisation area as it develops. It could also unite Scenic Rim communities, as information on events in one centre may not currently reach others... Beaudesert residents may well happily attend a car rally or festival at Boonah or Tamborine or vice versa... if only they knew it was happening. Lack of will caused by depression may be an avenue for input by doctors? Medical centres could have simple lists of activities/groups and the contact person for each group educated in the encouragement of people who get in touch.

Easier access to health services would be a start. People in our community can't easily see a doctor. Set up a video-link room (very easily and cheaply) so we could have easy Telehealth services for people. With the right equipment, you could go to their homes. We have so many old people living

alone in our town, and on farms. They are also older and don't have internet or ability to use technology. How easy would it be visit them with a laptop and dongle, and facilitate a doctor consultation? A GP can often be the first person to recognise a person's need for mental health support. Also, they can quietly refer someone to get help. People who are isolated out here, can't get to see Doctors easily. Set up a little telehealth service, so people could easily talk to a doctor regularly, and maybe even a psychologist. It wouldn't really take very much expensive equipment, just a private space a little carpeted office or something.

#### **4. Do you know of any successful initiatives that have addressed Social Isolation and Loneliness?**

Some Community Centres have groups that have started with a wonderful set funded program/initiative and have continued for many years without continued funding. These groups are very successful at reducing the feeling of being socially isolated for those in attendance. The groups rely on local volunteers who are supported by the Community Centre.

Community Groups have a range of activities that will appeal to a wide range of interests so there is something for everybody. Need to maintain contact with members and friends through regular emails and social media. Try to include regular events that have a social aspect and ensure that there are a range of ways that people can be involved. Try to ensure that new people are welcomed and encouraged.

Men's Sheds have been proven to provide a real benefit to those men struggling with social isolation, loneliness and other 'demons'. Community Gardens provide a venue for social interaction and a more active lifestyle. Sporting Fields provide a venue where the community can participate in a more active lifestyle, walk their dog and possibly bump into others using the facility. Op Shops provide a venue for locals to attend and gather socially. Art and Craft classes help towards social isolation and loneliness.

Community Groups should offer Zoom meetings. It probably has to grow organically with a small interested group and spread by word of mouth.

Community Groups should have low joining or participation fees and/or sponsor several events each year which can reward members. Actively promote individual groups with stories in local media and occasionally via other seniors' groups in town. Monthly newsletters (email or hard copy) can actively promote inclusion with photos, reports and information. Offer free "on line" courses to all members, which are potentially vital to house bound individuals. Provide free information sessions.

Some of the fun community events can address social isolation, eg put on events where everyone comes for a barbecue dinner, or a sport event, people are cheered by getting together. Some of the free events are superb because they give a chance for everyone, even if you're poor, to come along and enjoy some fun. Even a jumping castle for adults and children gives people a laugh. The local markets are useful. They tend to draw people together. They don't make much profit but they are worth supporting ... for the shoppers and the stallholders. The stallholders don't even make much money but they seem to enjoy coming along and being part of the day.

#### **5. What can Council do to address Social Isolation and Loneliness?**

Provide funding/resources/staff to provide basic support at a local level. Once a month is all that would be needed for the Pop-up Support Points. The community seeing that Council do provide baseline support, or fund another organisation to do so, at a local level is essential in displaying to that community that they matter. Feeling included in discussions or even being given a chance to be heard/supported locally is essential to reducing someone's feelings of being socially isolated.

Community Expo; Link to Community support groups

*Land for Men's Sheds and Community Gardens. Assist groups to apply for grants as opposed to venues that are on private land with an uncertain tenure. Also, Council-owned sport and recreation areas would certainly be better than privately-owned venues.*

*The work and accomplishments of volunteers needs to be championed.*

*The problem of isolation/loneliness is due to being separated from one's usual personal and local connections and sources of information, and having these replaced by impersonal non-local sources that are mixed and untrustworthy - so the answer is NOT to provide even more impersonal non-local packs of information, but to enable people to re-establish their personal connections in the local community - and the local government is better placed than state/national to do this, and should make it even more local.*

*Encourage apprenticeships especially for older Australians who need to retrain. Employ more older Australians in local government. Promote community organisations as much as possible.*

*How much should a Council be involved in activity beyond Roads, Rates and Rubbish? We strongly believe in community heart and spirit, and that Council activity should encompass more than the three Rs. However, anything that increases rates will encounter opposition, so this needs to be carefully balanced. We acknowledge: SRRC free community events in Jubilee Park, "thank you" events for volunteers, information days such as Get Savvy. Widespread marketing of the What's On site throughout a community which may not read or value print media - in shopping centres, public spaces etc. and in any Council communications to residents. Support of the PCYC. The revitalisation project has great possibilities, not only as a free and environmentally attractive space for community activity, but also for strategic information posts. Promoting activities and groups to new residents and also with every rate notice, in simple language and large print, with photos. Could Council endorse a visitor program to housebound or depressed residents? The library has a small Housebound service of book deliveries but this just touches the surface and is not well known*

*Each community needs to look at who's around and how to include them. Some find it hard to include people who are socially isolated. Grant applications could target this particular issue. Measure it and share the information, then we will all be more conscious of it. Is there any way we (community organisations) can work with Council to support a (simple, inexpensive) metric for social isolation and loneliness in our districts? Not an expensive survey by an expert consultant. Something we could set up locally (a ring around) to do an annual check-up. If we do it ourselves, we are involved in it and hearing the stories and talking together about it. Imagine, once a year, we visit all the people in our district who live alone and ask them a few questions. What if we had a well-being subcommittee in each town Feedback? We need to maintain small community facilities.*

#### **6. What can community do to address social isolation and loneliness?**

*Participate in any local initiatives being offered by local, state and/or federal Government. Support any volunteers interested in participating in such activities. Provide the venue. Advertising and spreading the word on upcoming events/initiatives.*

*Welcome new members and encourage people to engage in a range of activities which include a social focus. Some memberships have grown despite COVID. Many new friendships have been formed and many have connected with a lot of existing residents as well as new and part-time residents.*

*The community has created a lot of social networking as a result of its endeavours, which is very pleasing to see however there is still a fair way to go to engage more people but there are some very promising signs so far.*

*Continue to offer education, activities and solicit commitment.*

*Put on theatre workshops, targeting young (or older), unemployed or retired people, with little or no experience in theatre - to help develop their interest and confidence in communicating and working*



*as part of a group - and to put on short one-act plays in the Cultural Centre, which are open to the public - and maybe to do this on a regular basis as more people get interested.*

*Offer creative arts and community involvement for mental health and social well-being.*

*Provide accessible, free or low-cost meeting places eg, the new library space. Volunteer organisations cannot afford high rentals for property. In addition, extra space would enable groups to expand, some of which have waiting lists. Consider the provision of more one-off presentations of general community interest.*

*Monitor our own community and individuals we know are living alone. Create safe and accessible meeting spaces where older people can attend meetings comfortably. Perhaps find ways to include the lonely people in small projects.*

#### Local Solutions/Place Based Initiatives

Local Government has an important role to play in addressing social isolation and loneliness as it is on the only level of government at the grassroots level to deliver targeted and place based initiatives. Overwhelmingly, the evidence and feedback from the Scenic Rim community is that programs need to be place based, accessible and inclusive. The feedback also tells us that Council's existing place based programs are valued and that social connections are vitally important, even when we have access to new technologies. This doesn't mean that Local Government has to take on the lions share. All levels of government need to address these issues collaboratively and work with a strengths and asset based framework. A place based, not a top down or one size fits all approach, is critical.

Scenic Rim Regional Council delivers a range of Community Development, Cultural and Library programs that are aimed at addressing social isolation and loneliness (refer details below):

#### Community Development

Council delivers a number of Community Development programs and activities that provide opportunities for the community to connect in a meaningful way including Queensland Day, Free Movies in the Park, Get Savvy Health and Wellbeing, Be Healthy and Active and New Resident Kits.

#### Cultural Centres

Council's Cultural Centres also provide a range of programs, events and activities which are aimed at connecting the community, including Art Exhibitions, Arts Dinners, Movies, Performances, Art Workshops, School Holiday activities and Indigenous Programs.

#### Libraries

Council Libraries continue to be valued by the community, providing welcoming community spaces that support a diverse range of programs, events and activities for all ages, including First5Forever, Storytime, Digital Literacy, Housebound services, Book Clubs, Indigenous Programs and School Holiday activities.

#### Future Programming (based on community needs)

Scenic Rim Regional Council received funding from Queensland Health in 2021 to deliver "Localised Mental Health Outreach programs" to isolated communities in the Scenic Rim. Using Council's mobile library van service, this program will provide opportunities for the community to connect to Council and other essential services in a positive, safe and friendly environment.

The program will include, but is not limited to;

- Mobile Library services including Digital Literacy
- Cultural and/or art based activities
- Be Healthy and Active programs

- Engagement on key issues such as Disaster Management, Disaster Preparedness, Waste and Environmental Education (eg Pest and Weed Management)
- Engagement with Recovery and Resilience Officers
- Engagement with Service providers and local community based organisations such as Rural Financial Counsellors, Mental Health, Alcohol and Other Drugs Services
- Locally based community organisations will provide food and refreshments

The "Connection Project" will support key community organisations to connect with isolated individuals who have been identified by local hospitals, doctors, pharmacists, the Localised Mental Health Outreach program and general community members. The key objective is to provide information on local happenings and/or opportunities for isolated individuals to reconnect with their local community.

Council's "Get Savvy Health and Wellbeing" project will be incorporated into the Localised Mental Health program as an outreach service to isolated communities across the Scenic Rim. With over 160 stall holders including Service Providers, Allied Health Professionals and community based organisations at the existing annual Council events, this is one of the most successful engagement programs in the region, with many of the stall holders saying that they benefit greatly from the connections to community and other services.

The "New Resident Kits" program will be expanded by offering these kits to locally based community groups to cross promote through other important happenings in the respective communities. For example, some communities already have local newsletters or brochures and the kits could be distributed as part of an existing promotional tool, so that new residents can access relevant information about their local community. This could also align with the Connection Project (refer above)

Members of the Scenic Rim community have embraced Council's Be Healthy and Active (BHA) program but we also know that there are many people in the community who are isolated and struggle to access the suite of health and wellbeing programs on offer or don't have the courage to engage with the program. Through the Localised Mental Health Outreach Program, Council will encourage BHA Providers to deliver more targeted activities to isolated communities as part of the regionwide outreach model and it is hoped that more isolated members of the community will engage with the program.

## Parliamentary Inquiry to put social isolation under the spotlight

Published Thursday, 27 May, 2021 at 10:21 AM

### Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts

The Honourable Leeanne Enoch

The Palaszczuk Government is delivering on its commitment to address social isolation and loneliness, today announcing a Parliamentary Inquiry on the issue in the wake of the COVID-19 pandemic.

Minister for Communities Leeanne Enoch said COVID-19 had a big impact on Queenslanders, particularly vulnerable people who are at the biggest risk of social isolation and loneliness.

"In 2020, the Australian Bureau of Statistics reported that the personal stressor most experienced by Australians during the COVID-19 pandemic was loneliness," Minister Enoch said.

"In fact, one in five Australians reported feelings of loneliness and social isolation as a result of the pandemic.

"That's why during the 2020 election campaign we committed to undertaking a Parliamentary Inquiry on social isolation and loneliness during the first 12 months of Government.

"I am proud to announce that we are delivering on this commitment, and in Parliament today I referred this to the Parliamentary Community Support and Services Committee."

The Parliamentary Inquiry will consider the drivers and impacts of, and effective responses to, social isolation and loneliness in Queensland communities.

Minister Enoch said that across the world there had been recognition of the issue of social isolation and loneliness.

"We know that social isolation and loneliness have a significant impact on the physical and mental health and wellbeing of many people," she said.

"Queenslanders such as seniors, people with disability and their carers, people with mental illness and young people are the most vulnerable to social isolation and loneliness.

"Everyone has a role to play in addressing social isolation and loneliness, including communities, governments, service providers and businesses, which is why we are providing opportunities for Queenslanders to provide input to this Parliament Inquiry.

"The Committee will also ensure that people who have been impacted by social isolation will be targeted for feedback into this Inquiry.

"All Queenslanders will also be able to have their say."

The Parliamentary Inquiry has been welcomed by the Council on the Ageing (COTA) Queensland.

COTA Queensland Chief Executive Mark Tucker-Evans said the COVID-19 pandemic has heightened the sense of social isolation being experienced by many people in the community.

"Loneliness is a condition affecting many Queenslanders young and old and is leading to poorer physical and mental health outcomes," Mr Tucker-Evans said.

"This Inquiry will look at both these separate yet related issues and should assist to build stronger social connections."

The Parliamentary Inquiry is just one of the ways the Parliament Government is addressing social isolation and loneliness in the community.

"Through our Care Army, our network of more than 125 neighbourhood and community centres and other initiatives, we've been working hard to address social isolation in our communities," Minister Enoch said.

"We support person-centred, trauma-informed approaches to helping people connect and access online or face-to-face with support to address social isolation or loneliness.

"Our frontline housing and homelessness services are positioned to work directly with people to help develop tenancy and support connections.

"These areas go hand in hand with addressing social isolation and loneliness, ensuring that Queenslanders are able to stay digitally connected in their communities and socially connected in their neighbourhoods.

"This Inquiry will further complement our work and aid us in developing and implementing a strategy to further address this issue."

The Parliamentary Inquiry into social isolation and loneliness is expected to report its findings by 6 December.

**Media Contact:** Pamela Frost 0437 859 987

[Social isolation and loneliness - Australian Institute of Health and Welfare \(aihw.gov.au\)](https://www.aihw.gov.au/social-isolation-and-loneliness)

#### **SNAPSHOT**

Social isolation and loneliness can be harmful to both mental and physical health. They are considered significant health and wellbeing issues in Australia because of the impact they have on peoples' lives. Part of the challenge in reporting on social isolation and loneliness stems from a lack of information about these experiences. Also, there are no universally-agreed upon definitions.

#### **Difference between social isolation and loneliness**

Social isolation is seen as the state of having minimal contact with others. It differs from loneliness, which is a subjective state of negative feelings about having a lower level of social contact than desired (Peplau & Perlman 1982). Some definitions include loneliness as a form of social isolation (Hawthorne 2006) while others state that loneliness is an emotional reaction to social isolation (Heinrich & Gullone 2006). The two concepts do not necessarily co-exist—a person may be socially isolated but not lonely, or socially connected but feel lonely (Australian Psychological Society 2018; Relationships Australia 2018). For example, research suggests that the number of friends a person has is a poor predictor of their loneliness (Jones 1982).

#### **How many people are lonely?**

Most Australians will experience loneliness at some point in their lives (Relationships Australia 2018). One in 3 Australians reported an episode of loneliness between 2001 and 2009, with 40% of these people experiencing more than 1 episode, according to a study of loneliness using data from the longitudinal Household Income and Labour Dynamics in Australia (HILDA) Survey (Baker 2012).

Additionally:

- 1 in 10 (9.5%, or around 1.8 million based on 2016 population) Australians aged 15 and over report lacking social support (Relationships Australia 2018)
- about 1 in 4 report they are currently experiencing an episode of loneliness (Australian Psychological Society 2018)
- 1 in 2 (51%) report they feel lonely for at least 1 day each week (Australian Psychological Society 2018).

Most incidents of loneliness will last for 1 year or less, however, if loneliness lasts longer than this it is likely to last for 3 or more years (Baker 2012).

#### **What causes social isolation and loneliness?**

Although there is no guarantee that an individual's family household composition will either lead to or protect against loneliness, some situations are more likely to be associated with loneliness than others.

According to the 2016 Census of Population and Housing, about 1 in 4 (24%) Australian households are lone person households and 71% are family households. Of family households, 45% consisted of a couple with children, 38% a couple without children and 16% were a one-parent family with one or more children (ABS 2016).

Living alone and not being in a relationship with a partner are substantial risk factors for loneliness (Flood 2005; Lauder et al. 2004; Relationships Australia 2011). Relationship separation tends to result in an increase in loneliness across ages and genders, however, the effects are more pronounced for men than women. Recently separated men are more than 13 times more likely to develop loneliness than married men, as opposed to twice as likely for separated women

compared with married women (Franklin & Tranter 2008). Single parents experience higher levels of social isolation (38% for men, 18% for women) than singles adults without children, or couples with or without children (Relationships Australia 2018).

Disconnection from community (Relationships Australia 2018) is a risk factor for developing loneliness. It has been suggested (for example, MacKay 2017) that social fragmentation, or disorganisation and isolation in a particular geographic area (Maguire & O'Reilly 2010) can influence social isolation and loneliness, although there appears to be little difference between levels of social isolation and loneliness in particular geographic areas (Baker 2012).

Unemployment, receiving income support (Relationships Australia 2018) and lack of satisfaction with financial situation (Baker 2012) are also substantial factors in the development of loneliness across age groups and gender.

Loneliness can be self-reinforcing if it is associated with an experience of depression and anxiety, particularly around social interactions (Australian Psychological Society 2018).

### **Social media**

The relationship between social media and loneliness is complex and depends on the individual and their life circumstances. Users of social media experiencing loneliness have reported increased use of social media to communicate with family and friends (Relationships Australia 2011), while at the same time reporting fewer online 'friends' and being less likely to consider these as real friends than users who are not experiencing loneliness (Baker 2012). Others have argued that online socialising can increase levels of loneliness as these relationships are generally fragile and shallow (Franklin 2009). The number of online friends appears less important than the quality and strength of the relationships.

### **Impact**

Loneliness has been linked to premature death (Holt-Lunstad et al. 2015), poor physical and mental health (Australian Psychological Society 2018; Relationships Australia 2018), and general dissatisfaction with life (Schumaker et al. 1993).

Social isolation has also been linked to mental illness, emotional distress, suicide, the development of dementia, premature death, poor health behaviours, smoking, physical inactivity, poor sleep, and biological effects, including high blood pressure and poorer immune function (Hawthorne 2006; Holt-Lunstad et al. 2015). High levels of social isolation are also associated with sustained decreases in feelings of wellbeing (Shankar et al. 2015).

### **Social isolation and loneliness a risk for premature death**

The risk of premature death associated with social isolation and loneliness is similar to the risk of premature death associated with well-known risk factors such as obesity, based on a meta-analysis of research in Europe, North American, Asia and Australia (Holt-Lunstad et al. 2015).

The economic cost of loneliness in Australia is likely to be substantial, although no current estimate of this cost is available. By way of example, a 2017 United Kingdom (UK) study estimated the total cost to UK employers, including absenteeism, caring, lost productivity and turnover, from loneliness experienced by their employees at £2.5 billion (AUD\$4.5 billion) per year (New Economics Foundation & The Co-Op 2017).

### **Who experiences social isolation and/or loneliness?**



Social isolation and loneliness vary across age groups (Figure 1). Loneliness tends to be more common in young adults, males, those living alone and those with children, either singly or in a couple (Baker 2012).

Men tend to report higher levels of loneliness than women (Flood 2005; Relationships Australia 2018). In a study using HILDA data, among adults aged 25–44, more men living alone experienced loneliness (39%) than women living alone (12%) (Baker 2012). This difference in loneliness may be due to women tending to have more social support than men (Flood 2005).

Studies investigating the relationship between age and loneliness often have contradictory findings, likely related to differences in study methods and sample variations. Some studies find higher levels of loneliness among older people (Relationships Australia 2018) while others find lower levels in these age groups (Relationships Australia 2011). Rates of loneliness may also vary according to relationship status, with another study finding that Australians aged over 65 who are married experience the lowest levels of loneliness (Australian Psychological Society 2018).

Column graph showing the percentage of each age group experiencing social isolation or loneliness. Rates for loneliness: 15 to 19 years old, 18.2%; 20 to 24 years old, 17.4%; 25 to 29 years old, 16.7%; 30 to 34 years old, 15.4%; 35 to 39 years old, 16.3%; 40 to 44 years old, 18%; 45 to 49 years old, 16.4%; 50 to 54 years old, 18%; 55 to 59 years old, 17%; 60 to 64 years old, 16%; 65 to 69 years old, 13%; 70 to 74 years old, 14.7%; 75 to 79 years old, 19.1%; 80+ years old, 19.5%. Rates for social isolation: 15 to 19 years old, 7.1%; 20 to 24 years old, 7.1%; 25 to 29 years old, 11%; 30 to 34 years old, 9.8%; 35 to 39 years old, 9.8%; 40 to 44 years old, 9.2%; 45 to 49 years old, 9.9%; 50 to 54 years old, 10.4%; 55 to 59 years old, 11.8%; 60 to 64 years old, 9.4%; 65 to 69 years old, 8.2%; 70 to 74 years old, 8.9%; 75 to 79 years old, 7.9%; 80+ years old, 7.9%.

The relationship between income and loneliness varies depending on age and gender. For example, men aged 25–44 on high incomes are more likely to be lonely, while women of all ages on low incomes are far more likely to be lonely than those on high incomes (Baker 2012).

There are few differences in loneliness levels between urban, regional and rural areas (Baker 2012). Young men who live in regional areas, however, experience higher rates of social isolation than men in *Major cities* (Relationships Australia 2018).

### **Can social isolation and loneliness be prevented or reduced?**

Having paid work and caring for others are important safeguards against loneliness. Engaging in volunteer work and maintaining active memberships of sporting or community organisations are also associated with reduced social isolation (Flood 2005). However, it is unclear whether community engagement can consistently act as a protective factor in the development of loneliness. For example, one study found that loneliness is lower in people who spend at least some time each week volunteering (Flood 2005), while another study found no relationship between loneliness and volunteering, socialising and participating in sport and community organisations (Baker 2012). As social contact alone does not reduce loneliness (Masi et al. 2011), it may be that the building of quality relationships, rather than volunteering in and of itself, can reduce feelings of loneliness.

### **Companion animals**

In 2016, 62% (5.7 million) of Australian households owned a pet, with the two most common types of pet being dogs (38%) and cats (29%). Around two-thirds of dog and cat owners reported 'Companionship' as a reason for owning a pet and a similar proportion consider their pet a part of their family (Animal Medicines Australia 2016). Another survey found 60% of owners felt more socially connected as a direct result of owning a pet (Petplan Australia 2016). Pet ownership has

been linked to increased social contact, for example, through facilitating contact with neighbours and acting as a trigger for conversations (Wood et al. 2015), which may help counter social isolation (McNicholas et al. 2005).

Being in a relationship is a greater protective factor against loneliness for men than for women (Baker 2012). Women living with others and women living alone report similar levels of loneliness, while men living alone report higher levels of loneliness than those living with others (Flood 2005).

### Government initiatives

Awareness of loneliness and social isolation as significant public health and wellbeing issues has increased in recent years, along with the development of targeted government and community support programs for affected Australians. Federal, state and territory and local governments have all provided varying degrees of funding and support to local councils and community organisations for programs to address the social isolation and loneliness of Australians. For example, the Australian Government funds a national Community Visitors Scheme, which supports local organisations to recruit volunteers who provide regular visits to Australians in receipt of Commonwealth-subsidised aged care services (Sutherland Shire Council 2018).

### Where do I go for more information?

For more information on social isolation and loneliness, see:

- [Household, Income and Labour Dynamics and Australia \(HILDA\) survey](#)
- Psychology Week 11–17 November 2018 [Loneliness study](#)

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# AUSTRALIAN LONELINESS REPORT

A survey exploring the loneliness  
levels of Australians and the impact  
on their health and wellbeing



**Psychology  
Week 2018**

**11-17 NOVEMBER**

*The power of human connection*

#psychweek



## Overview

Loneliness is a growing concern globally, because of its reported impact on health and wellbeing.

As part of Psychology Week 2018, the Australian Psychological Society is addressing loneliness with a campaign to help people to connect and thrive. More information about the “Power of Human Connection” campaign is available at [psychweek.org.au](https://psychweek.org.au).

As part of the campaign, the Australian Psychological Society and Swinburne University have produced *The Australian Loneliness Report*, based on a national survey of adults. This examines the prevalence of loneliness and how it affects the physical and mental health of Australians. It is the most comprehensive study of loneliness completed in Australia.

It is the latest in a series of surveys conducted by the Australian Psychological Society to examine issues affecting the wellbeing of Australians.

Find out more at [psychweek.org.au](https://psychweek.org.au)

#psychweek



## About Loneliness

Loneliness is a feeling of distress people experience when their social relations are not the way they would like. It is a personal feeling of social isolation. It is different to feeling alone: we can be surrounded by others but still lonely, or we can be alone but not feel lonely.

Loneliness may be a sign that a person's relationships are inadequate or don't meet their expectations or needs.

As humans are essentially social animals, loneliness is thought to arise because an innate need to belong to a group is unmet. Loneliness signals a need to form a meaningful connection with others.

Research has found that loneliness is related more to the quality than the quantity of relationships. A lonely person feels that their relationships are not meaningful and that he or she is not understood by others.

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Find out more at [psychweek.org.au](https://psychweek.org.au)

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## About the survey

- This 30-minute online survey explored loneliness and the physical and mental health of Australian adults. The survey fieldwork was conducted by research staff within Swinburne University (led by Dr Michelle Lim) and the Australian Psychological Society, with assistance with recruitment from Pureprofile, an independent research company.
- A national sample of Australian adults ( $n=1678$ ), including a nationally representative sample of 500 adults, were asked to answer an online survey about their wellbeing between 29 May 2018 and 1 October 2018.
- The data presented has been selected on the basis of a preliminary analysis of noteworthy findings. The survey continues to be run by Swinburne University to track loneliness levels over time.

Note: Further information on the specific scales, demographics and methodology used in this survey are provided in the appendices.

Find out more at [psychweek.org.au](https://psychweek.org.au)

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## Survey highlights

- One in four Australian adults are lonely.
- One in two (50.5%) Australians feel lonely for at least one day in a week, while one in four (27.6%) feel lonely for three or more days.
- Nearly 55% of the population feel they lack companionship at least sometimes.
- One in four Australians experience high levels of social interaction anxiety<sup>1</sup>.
- Australians who are married are the least lonely, compared to those who are single, separated or divorced. Australians in a de facto relationship are also less lonely than those who are single or divorced.
- Lonely Australians have significantly worse health status (both physical and mental) than connected Australians.
- Lonely Australians are 15.2% more likely to be depressed and 13.1% more likely to be anxious about social interactions than those not lonely.
- Australians over 65 years are least lonely; other age groups experience similar levels of loneliness.
- Australians over 65 years also report better physical and mental health, lower levels of social interaction anxiety, fewer depression symptoms and greater social interaction than younger Australians.
- Younger adults report significantly more social interaction anxiety than older Australians.
- Higher levels of loneliness are associated with higher levels of social interaction anxiety, less social interaction, poorer psychological wellbeing and poorer quality of life.

1. See appendices for a definition of social interaction anxiety.

Find out more at [psychweek.org.au](https://psychweek.org.au)

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## AUSTRALIANS' LEVELS OF LONELINESS

While most Australians are well connected within their environment, this doesn't stop them from feeling alone. Many experience difficulties with social interactions and feel socially isolated.

Find out more at [psychweek.org.au](https://psychweek.org.au)

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## How lonely are Australians?

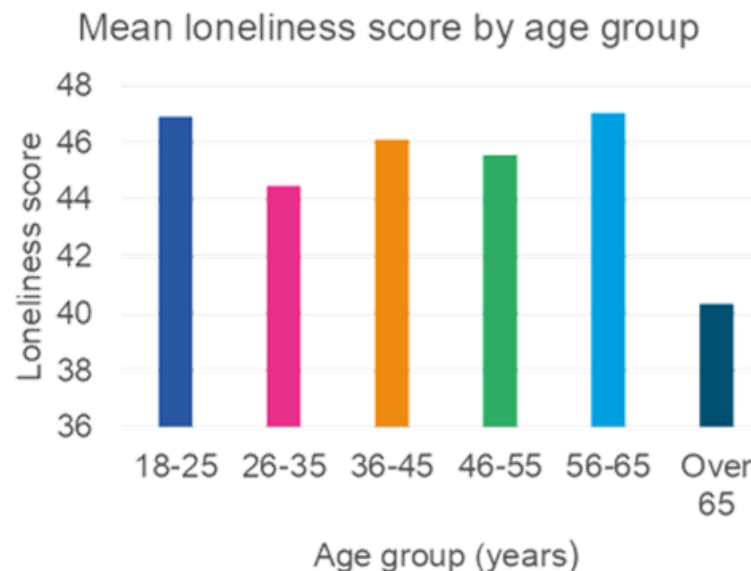
One in four Australian adults experience loneliness<sup>1</sup>. The oldest Australians (over 65 years) are the least lonely; there are no differences between other age categories in loneliness levels.

Those Australians who are married are the least lonely compared to those who are single, separated or divorced. Australians in a de facto relationship are also less lonely than those who are not.

- Loneliness was measured with the UCLA Loneliness Scale – Version 3, a comprehensive gold standard measure of loneliness, with a range from 20-80.
- The average loneliness score for the whole sample was 45.16.
- There were no differences in loneliness by gender.
- When directly asked how lonely they felt<sup>2</sup> 50.5% Australians reported that they felt lonely for at least a day in the previous week; 27.6% felt lonely for three or more days.

1. Loneliness prevalence – see appendices.

2. Direct question about loneliness came from the Centre for Epidemiological Studies – Depression scale: how often during the last week respondents "felt lonely". Response options: Less than 1 day, 1-2 days, 3-4 days, 5-7 days.



Find out more at [psychweek.org.au](https://psychweek.org.au)

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## How many Australians experience characteristics of loneliness?

Half of those surveyed (50%) sometimes or always feel alone. Nearly 55% of the population feel they lack companionship at least sometimes. This number is highest in young adults (62%) compared to seniors (46%).

### Proportion of Australians experiencing characteristics of loneliness



Q. For each statement, please indicate how often you feel the way described? A: Never, rarely, sometimes, always.

Find out more at [psychweek.org.au](https://psychweek.org.au)

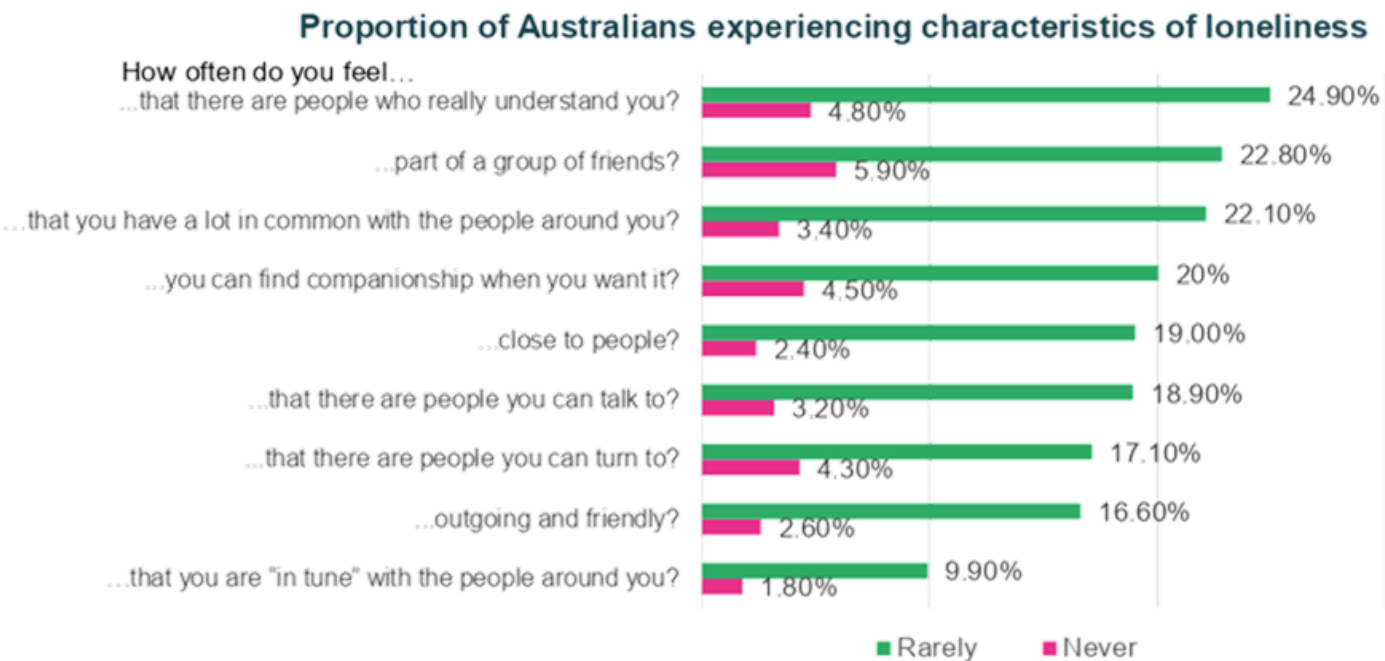
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# How many Australians experience characteristics of loneliness?

Nearly 30% of Australians rarely or never feel part of a group of friends. One in four (25.5%) do not feel they have a lot in common with the people around them.

One in five (21.4%) rarely or never feel close to people, rarely or never feel they have someone to talk to (22.1%) and don't feel they have people they can turn to (21.4%). Nearly a quarter (24.5%) say they can't find companionship when they want it.



Q. For each statement, please indicate how often you feel the way described? A: Never, rarely, sometimes, always.

Find out more at [psychweek.org.au](https://psychweek.org.au)

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## LONELINESS AND HEALTH

Lonely Australians not only report poorer mental and physical health and quality of life, but their higher level of anxiety about social interaction, less frequent social interaction, and more frequent experience of negative emotions and depression symptoms can make it difficult to overcome loneliness.

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## How does loneliness affect physical and mental health?

Australians with higher<sup>1</sup> levels of loneliness have significantly worse physical and mental health than those with lower levels of loneliness.

Compared to non-lonely people lonely people have/are...
More anxious about social interactions
More depression symptoms
Less social interaction with family, friends and neighbours
Poorer psychological health
More negative emotions
Fewer positive emotions
Poorer overall quality of life
More likely to suppress their emotions
Less likely to be able to change the way they think about a difficult situation
Poorer physical health

1. Level of loneliness calculated by "Visual Binning" approach in the statistical software used, which groups people into even size groups based on their score on a continuous variable. Specifically, low, moderate and high levels of loneliness were based on the following score ranges on the UCLA Loneliness Scale (Version 3): Low risk = score 20-40, Moderate risk = score 41-51, High risk = 52-80.

Find out more at [psychweek.org.au](https://psychweek.org.au)

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## How does being lonely increase the risk of mental health problems?

Loneliness has a substantial impact on the chances of being depressed and anxious about social interactions.

Experiencing depression and social interaction anxiety also increases the chance of being lonely.



Q. For each statement, please indicate how often you feel the way described? A: Never, rarely, sometimes, always.

Find out more at [psychweek.org.au](https://psychweek.org.au)

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## How does loneliness and health status vary with age and gender?

Older Australians (over 65 years) are less lonely than younger Australians, and also report better physical and mental health.



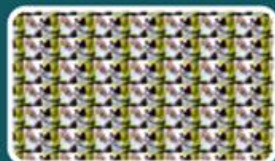
Australians over 65 (compared to younger Australians) report:

- Less loneliness
- Better psychological wellbeing
- Less social interaction anxiety
- Fewer depression symptoms
- Better physical health
- Greater social interaction



Younger adults (compared to adults over 35) report:

- More social interaction anxiety (among 18-35 year olds)
- More depression symptoms (among 18-25 year olds)



Males (compared to females) report:

- Less social interaction
- Better physical health

Find out more at [psychweek.org.au](https://psychweek.org.au)

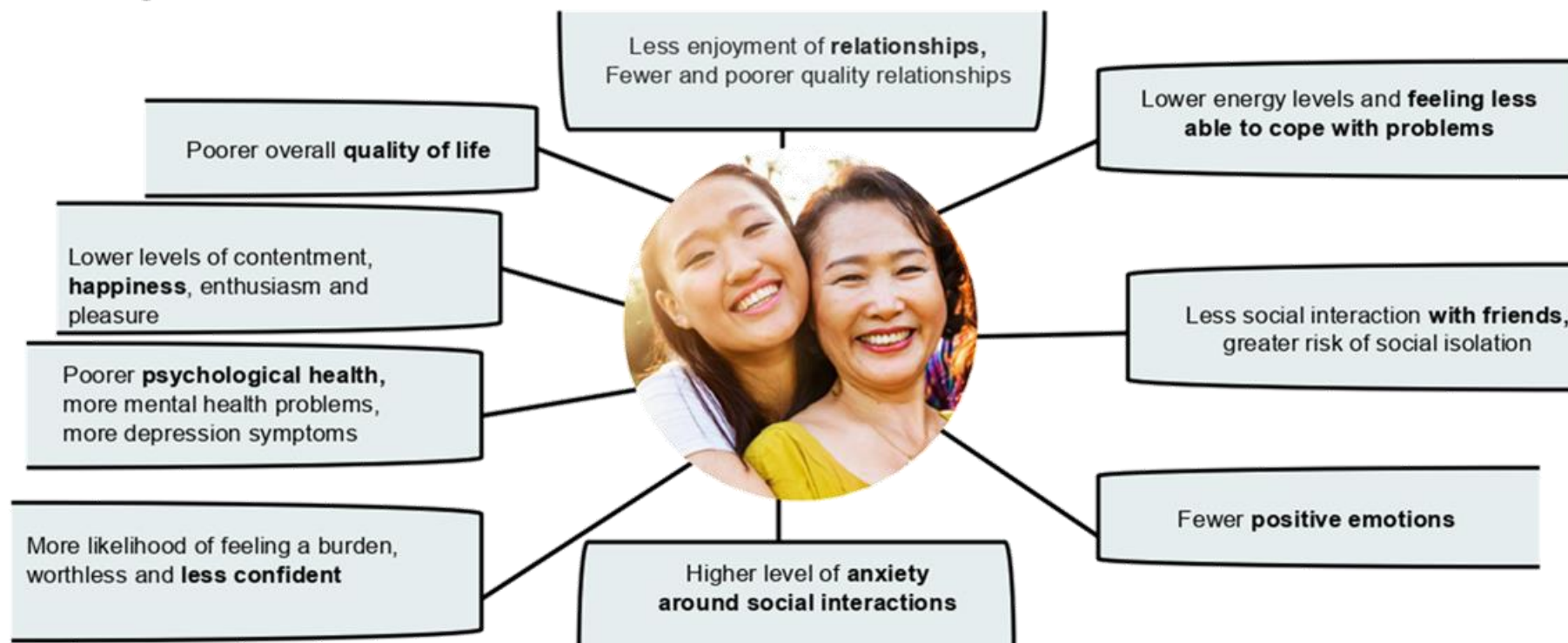
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## What factors are associated with loneliness?

Higher levels of loneliness are associated with...



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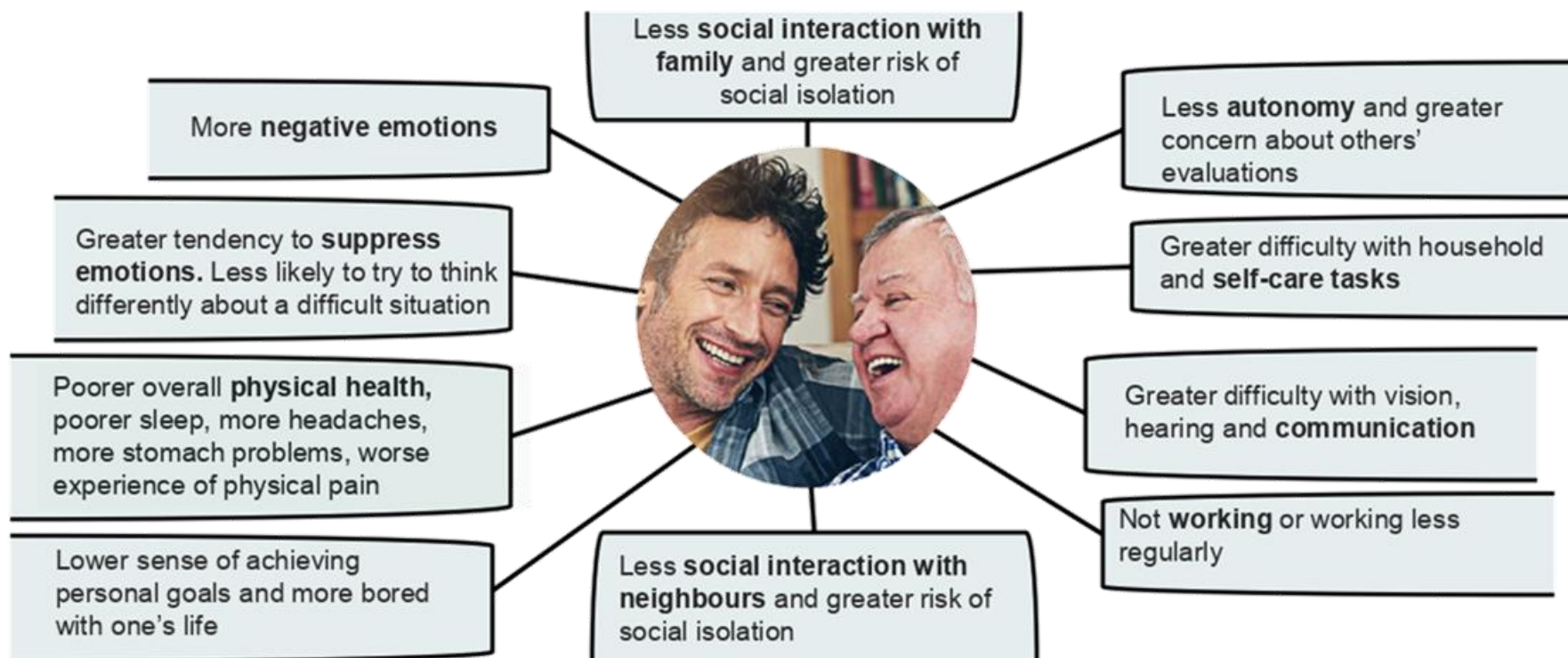
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## What factors are associated with loneliness?

Higher levels of loneliness are associated with...



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## AUSTRALIANS' LEVELS OF ANXIETY ABOUT SOCIAL INTERACTIONS

Anxiety about social interactions is common among Australian adults. The most challenging social situations include meeting people at parties, talking to unfamiliar people and speaking with someone in authority.

Find out more at [psychweek.org.au](https://psychweek.org.au)

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## Are Australians anxious about social interactions?

**One in four** (24%) Australians experience high levels of social interaction anxiety. One in two (51%) report sometimes feeling shy, while 11% report that they always feel shy.

**% of Australians reporting statements as very or extremely characteristic of them<sup>1</sup>**

<b>42%</b> are <i>(not at all or only slightly)</i> at ease <b>meeting people at parties</b> .
<b>39%</b> <i>(do not at all or only slightly)</i> find it easy to <b>think of things to talk about</b>
<b>37%</b> <i>(do not at all or only slightly)</i> find it easy to <b>make friends</b> of their own age
<b>28%</b> are nervous about mixing with <b>people they don't know well</b>
<b>25%</b> become tense if they have to <b>talk about themselves</b> or their feelings
<b>24%</b> worry about <b>expressing themselves</b> in case they appear awkward
<b>23%</b> get nervous if they have to speak with someone in <b>authority</b>
<b>22%</b> find themselves worrying that they <b>won't know what to say</b> in social situations
<b>22%</b> feel uncomfortable when <b>mixing socially</b>
<b>21%</b> are tense <b>mixing in a group</b>

Q. For each statement, please indicate how often you feel the way described. Responses: Not at all, slightly, moderately, very, extremely characteristic of me.

1. "Very or extremely characteristic" except the first three listed, for which percentages indicate proportion reporting the statements were not at all or only slightly characteristic of them.

Find out more at [psychweek.org.au](https://psychweek.org.au)

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## Are Australians anxious about social interactions?

The most challenging social situations for Australians include meeting people at parties, mixing with people one doesn't know well, speaking with someone in authority, mixing in a group and talking to attractive persons. The easiest social situations are being alone with just one person, general talking and eye contact and meeting an acquaintance on the street.

### % of Australians reporting statements as very or extremely characteristic of them

21% have difficulty talking to **attractive persons** of the sex they are interested in

21% feel they will **say something embarrassing** when talking

21%, worry **they will be ignored** when mixing in a group

18% are unsure whether to **greet someone** they know only slightly

15% find it difficult to mix comfortably with the **people they work with**

15% find it **difficult to disagree** with another's point of view

15% tense up if they meet an **acquaintance on the street**

13% have difficulty making **eye contact** with others

12% have difficulty **talking with other people**

9% feel tense if they are alone with **just one person**

Q. For each statement, please indicate how often you feel the way described. Responses: Not at all, slightly, moderately, very, extremely characteristic of me.

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## AUSTRALIANS' INTERACTIONS WITH FAMILY, FRIENDS AND NEIGHBOURS

Most Australians regularly see friends and family and can lean on them for support. However, Australians are not well connected to their neighbours.

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## How connected are Australians to their family?

Over a third of Australians (34%) hear from or see 3 to 4 relatives at least once a month, while a small number (8%) don't hear from any relatives on a monthly basis.

Nearly a third of people (32%) say they have 3 to 4 relatives they can call for help and/or talk to about private matters (29%). Others don't have close relationships: 13% say there is no relative they can call for help, while 17% say there is no relative they can talk to about private matters.

By number of relatives	Proportion of Australians that hear from relatives at least once a month	Proportion of Australians who have relatives they can talk to about private matters	Proportion of Australians who have relatives they can call on for help
None	7.6%	17.1%	12.5%
One	11.2%	20.4%	16.6%
Two	17.5%	22.4%	20.5%
Three to four	33.8%	29.1%	32.2%
Five to eight	22.5%	8.4%	12.6%
Nine or more	7.5%	2.6%	5.7%

- One in four (23%) hear from or see a relative daily or a few times a week
- 19% hear from or see a relative weekly, while 14% hear from or see a relative a few times a month
- A small number hear from or see a relative monthly (9%) or less often than monthly (12%)

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## How connected are Australians to their family?

Members of Australian families generally talk to each other about important decisions. About 3 in 5 (59%) Australians frequently have a relative available to talk to about important decisions, while 37% say their relatives frequently speak with them about important decisions.

A smaller number (21%) never or seldom have a relative available to talk to and their relatives rarely or never consult with them (29%) about important decisions.

How often?	Proportion of Australians who have relatives available to talk to when they have an important decision to make	Proportion of Australians who have relatives who talk to them when they have an important decision to make
Never	11.0%	13.9%
Seldom	9.6%	14.7%
Sometimes	20.0%	34.0%
Often	23.1%	19.7%
Very often	14.3%	11.9%
Always	22.0%	5.8%

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## How connected are Australians to their friends?

Most Australians (92%) have at least one friend that they see at least once a month, and they can talk to about private matters (88%) or get help from (88%). Only 1 in 10 (11%) have a large friendship group that they see at least once a month.

A small number of Australians don't see any friends regularly (8%), have anyone to talk to about private matters (12%) or anyone to call for help (12%). One in four (25%) have at least two friends they can call for help. Nearly a third (29%) have 3 to 4 friends they can call for help.

By number of friends	Proportion of Australians who hear from friends at least once a month	Proportion of Australians who can talk to friends about private matters	Proportion of Australians with friends they could call on for help
None	8.1%	11.8%	12.3%
One	12.1%	17.1%	17.0%
Two	18.5%	23.2%	25.2%
Three to four	30.8%	32.5%	28.9%
Five to eight	19.2%	10.4%	11.6%
Nine or more	11.3%	5.0%	5.1%

- One in five (20%) see their closest friend a few times a week, while similar numbers see a friend weekly (23%) or a few times a month (22%)
- A small number (9%) see their closest friend daily
- 1 in 4 Australians see their closest friend only monthly (12%) to less than once a month (14%)

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## How connected are Australians to their friends?

Australian friends generally talk to each other about important decisions. About half (51%) of Australians frequently have a friend available to talk to about important decisions, while 29% say their friends frequently speak with them about important decisions.

A smaller number (22%) never or seldom have a friend available to talk to and their friends rarely or never consult with them (27%) about important decisions.

How often?	Proportion of Australians with friends available to talk to when they have an important decision to make	Proportion of Australians who have friends who talk to them about an important decision
Never	10.5%	12.9%
Seldom	11.5%	14.2%
Sometimes	27.5%	34.4%
Often	23.6%	21.4%
Very often	14.0%	12.4%
Always	12.9%	4.7%

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## How connected are Australians to their neighbours?

A third of Australians (34%) have no neighbours they see or hear from on a monthly basis. Nearly half of Australians (47%) have no neighbours they can call for help.

Our relationships with our neighbours are not close, with 70% of people saying they have no neighbours they would talk to about private matters.

However, those with close neighbour relationships see neighbours regularly – a third of Australians (30%) see a neighbour at least a few times a week or weekly.

By number of neighbours	Proportion of Australians with neighbours they hear from at least once a month	Proportion of Australians with neighbours they can talk to about private matters	Proportion of Australians with neighbours they could call on for help
None	34.1%	69.8%	46.7%
One	21.7%	13.9%	22.2%
Two	21.1%	9.2%	18.4%
Three to four	15.9%	5.7%	10.4%
Five to eight	4.9%	1.1%	2.0%
Nine or more	2.4%	0.3%	0.3%

- Two in five (40%) see their closest neighbour less than once a month
- One in four see their closest neighbour monthly (11%) or a few times a month (17%)
- Smaller numbers see their closest neighbour weekly (16%), a few times a week (14%) or daily (2%)

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## How connected are Australians to their neighbours?

Australians rarely talk to their neighbours about important decisions. Only 10% of Australians frequently have a neighbour available to talk to about important decisions, while 5% say their neighbours frequently speak with them about important decisions.

Three quarters of Australians (75%) never or seldom have a neighbour available to talk to and their neighbours rarely or never consult with them (82%) about important decisions.

How often?	Proportion of Australians with neighbours available to talk to when they have an important decision to make	Proportion of Australians with neighbours who talk to them when they have an important decision to make
Never	63.6%	68.6%
Seldom	11.4%	13.8%
Sometimes	14.6%	12.2%
Often	6%	3.8%
Very often	2.3%	1.1%
Always	2.1%	0.5%

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## APPENDICES

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## About social interaction anxiety

**Social interaction anxiety** is anxiety that arises from social interactions, in particular, a fear of being judged negatively by others or of feeling embarrassed.

It can lead people to avoid a range of situations. In its extreme, where people experience high anxiety and are unable to operate in many typical situations, it may be classified as **social anxiety disorder**.

### References

Mattick, R. P., & Clarke, J. C. (1998). Development and validation of measures of social phobia scrutiny fear and social interaction anxiety. *Behaviour Research and Therapy*, 36(4), 455-470.

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## Detailed methodology: Sample and timeframe

**Who/What:** Swinburne University (led by Dr Michelle Lim) and the Australian Psychological Society, with assistance from a market research agency, Pureprofile, conducted an online survey of a representative sample of Australian adults supplemented by recruitment by the research partner networks, community organisations, social media and advertising.

**How:** *Sampling approach:* An ISO-accredited sampling partner, Pureprofile, recruited a nationally-representative cohort of 570 (500 who completed the whole questionnaire), based on the 2016 census demographic profile. Adults in their panel lists were invited to start the survey and were screened out when quotas on completers were met until they reached 500 fully completed survey responses. The remaining sample of adults (1103) was recruited through networks of Swinburne University and the Australian Psychological Society, community organisations, social media and advertising. Ethics approval was obtained for all aspects of the research.

**When:** Data were collected over a period of 4 months, from 29 May 2018 to 1 October 2018. The survey continues to be open for recruitment (via <https://bit.ly/2w2ltS7>) until mid 2019 as part of a larger study run by Swinburne University. It will provide longitudinal data to track loneliness and wellbeing over time.

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## Detailed methodology: Psychological measures

The full survey covered questions relating to demographics, physical and mental health, social interaction anxiety, degree of social interaction, depression symptoms, coping style, experience of positive/negative emotions and quality of life. Several psychological and behavioural scales were employed, including the following:

- ❖ **Demographics:** Standard demographic questions were included.
- ❖ **Health history:** A measure was developed for this study to assess history of physical health problems.
- ❖ **UCLA Loneliness Scale – Version 3 (UCLA-LS, 1996):** A 20-item measure of subjective feelings of loneliness, scored on a 4-point Likert scale, 1 (never) to 4 (always).
- ❖ **Centre for Epidemiological Studies - Depression (CES-D, 1977):** A 20-item measure of depressive symptoms, scored on a 4-point Likert scale, 0 (less than 1 day) to 3 (5-7 days).
- ❖ **Social Interaction Anxiety Scale (SIAS, 1998):** A 20-item measure of social interaction anxiety, scored on a 5-point Likert scale, ranging from 0 (not at all characteristic or true of me) to 4 (extremely characteristic or true of me). A modified non-heteronormative version (Lidner et al. 2013) was used.

### References

- **UCLA-LS:** Russell, D. W. (1996). UCLA Loneliness Scale (Version 3): Reliability, validity, and factor structure. *Journal of Personality Assessment*, 66(1), 20-40.
- **CES-D:** Radloff, L. S. (1977). The CES-D scale: A self-report depression scale for research in the general population. *Applied Psychological Measurement*, 1(3), 385-401.
- **SIAS:** Mattick, R. P., & Clarke, J. C. (1998). Development and validation of measures of social phobia scrutiny fear and social interaction anxiety. *Behaviour Research and Therapy*, 36(4), 455-470. Lindner, P., Martell, C., Bergström, J., Andersson, G., & Carlbring, P. (2013). Clinical validation of a non-heteronormative version of the Social Interaction Anxiety Scale (SIAS). *Health and Quality of Life Outcomes*, 11(1), 209.

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## Detailed methodology: Psychological measures

- ❖ **Expanded Lubben Social Network Scale (LSNS-18, 2003):** An 18-item measure of the size, closeness and frequency of contacts in an individual's network, including family, neighbours and friends. There are three subscales for connections with family, friends and neighbours, each containing six 6-point Likert scales (with various scale anchors).
- ❖ **Assessment of Quality of Life – 8 Dimensions (AQoL-8D, 2011):** A 35-item measure of health-related quality of life, including wellbeing and life satisfaction. There are 8 dimensions of quality of life (independent living, happiness, mental health, coping, relationships, self-worth, pain and senses), each measured on different Likert scales.
- ❖ **Positive and Negative Affect Scale – Short Form (PANAS-SF, 1988):** A 10-item measure of the level of positive (e.g., excited) and negative (e.g., scared) emotions experienced. It is made up of 2 subscales for positive and negative emotions, each scored on a 5-point Likert scale, from 1 (very slightly or not at all) to 5 (extremely).
- ❖ **Physical Health Questionnaire (PHQ, 2005):** A 14-item measure of the frequency of experiencing physical health symptoms (sleeping difficulties, headaches, stomach complaints, nausea, minor colds, respiratory infections, bad cold/flu). Each item is scored on a 7-point Likert scale, ranging from 1 (not at all) to 7 (all of the time).

### References

- **LSNS-18:** Lubben, J., & Gironde, M. (2003). Centrality of social ties to the health and well-being of older adults. *Social Work and Health Care in an Aging Society*, 319-350.
- **AQoL-8D:** Richardson, J., & Iezzi, A. (2011). Psychometric validity and the AQoL-8D multi attribute utility instrument. *Melbourne Australia: Centre for Health Economics Monash University*, 13
- **PANAS-SF:** Watson, D., Clark, L. A., & Tellegen, A. (1988). Development and validation of brief measures of positive and negative affect: the PANAS scales. *Journal of Personality and Social Psychology*, 54(6), 1063.
- **PHQ:** Schat, A. C., Kelloway, E. K., & Desmarais, S. (2005). The Physical Health Questionnaire (PHQ): construct validation of a self-report scale of somatic symptoms. *Journal of Occupational Health Psychology*, 10(4), 363.

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## Detailed methodology: Psychological measures

- ❖ **General Health Questionnaire – Short Form (GHQ-SF, 1998):** A 12-item measure of poor psychological health including social dysfunction, anxiety and loss of confidence. It is scored on a 4 point Likert scale (various scale anchors).
- ❖ **Emotion Regulation Questionnaire (ERQ, 2003):** A 10-item measure of respondents' tendency to regulate their emotions in two ways: Cognitive Reappraisal (e.g., reframing a difficult situation) and Expressive Suppression (e.g., trying not to think about/talk about emotional feelings). Each subscale is scored on a 7-point Likert scale, ranging from 1 (strongly disagree) through to 7 (strongly agree).
- ❖ **Psychological Well-Being Scale (PWB, 1989):** A 42-item measure of psychological well-being across six dimensions: autonomy, positive relations with others, environmental mastery, personal growth, purpose in life and self-acceptance. Items are scored on a 6-point Likert scale from strongly disagree (1) to strongly agree (6).

### References

- **GHQ-SF:** Goldberg DP, Williams P. (1998). *A user's guide to the General Health Questionnaire*. Basingstoke NFER-Nelson.
- **ERQ:** Gross, J. J., & John, O. P. (2003). Individual differences in two emotion regulation processes: implications for affect, relationships, and well-being. *Journal of Personality and Social Psychology*, 85(2), 348.
- **PWB:** Ryff, C. D. (1989). Happiness is everything, or is it? Explorations on the meaning of psychological well-being. *Journal of Personality and Social Psychology*, 57(6), 1069.

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## Detailed methodology: Data analyses

**Scoring/Grouping:** For some of the analyses respondents were grouped into categories of high level of loneliness (score on UCLA-LS of 52 or more), moderate level of loneliness (UCLA-LS score of 41-51) and low level of loneliness (UCLA-LS score of 20-40) based on the “Visual Binning” approach in the statistical software used, which groups people into even sized groups based on their score on a continuous variable. Loneliness prevalence was based on those in the high level of loneliness category (score on UCLA-LS of 52 or more).

**Group comparisons:** Analyses were run for the total sample across all key demographic variables and where sub-sample sizes permitted. When comparing groups one-way Analyses of Variance were used in conjunction with Tukey’s post-hoc tests to look at differences in sub-groups and Bonferroni adjustments to *p*-values.

**Findings:** The results presented in this report have been selected based on issues or trends currently of interest in relation to loneliness, and any findings that were deemed noteworthy. All significance testing has been conducted at the 5% significance level. Where no significant findings were uncovered for given groups or demographic variables, results were omitted from this report.

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## Demographics of survey sample

		Percentage of respondents
AGE	18 - 25	13.2%
	26 - 35	21.1%
	36 - 45	17.8%
	46-55	17.6%
	56-65	16.9%
	Over 65	13.4%
GENDER	Male	27.4%
	Female	72.4%
	Other (please specify)	0.4%
STATE	Australian Capital Territory	2.6%
	New South Wales	23.0%
	Northern Territory	0.7%
	Queensland	18.5%
	South Australia	7.7%
	Tasmania	2.2%
	Victoria	35.9%
	Western Australia	9.0%
RELATIONSHIP STATUS	Single/never married	20.5%
	In a relationship	22.4%
	Married	43.1%
	Separated	3.3%
	Divorced	8.3%
	Widowed	2.4%
WORK STATUS	Part-time employment	22.3%
	Full-time employment	34.6%
	Casual employment	11.4%
	Not working	31.6%
	<b>Total respondents</b>	<b>1673</b>

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## Demographics of survey sample

		Percentage of respondents
HOUSEHOLD STATUS	Living alone	17.4%
	Living with housemates	7.5%
	Living at home with family/partner	70%
	Living with relatives/extended family	4.6%
	Living in college	0.4%
SEXUAL ORIENTATION	Heterosexual	84.6%
	Homosexual	4.9%
	Bisexual	5.1%
RELIGIOUS AFFILIATION	Roman Catholicism	13.6%
	Protestant	14.0%
	Nonreligious/secular	33.6%
	Judaism	1.1%
	Islam	1.3%
	Buddhism	2.4%
	Agnostic	5.9%
	Atheist	13.8%
	Hinduism	1.1%
ETHNICITY	Not listed	13.2%
	Aboriginal or Torres Strait Islander	1.2%
	Asian Australian or Asian (including Indian)	8.1%
	African Australian	0.7%
	Hispanic	0.4%
	Multiracial, biracial	2.4%
	White (including Caucasian, European Australian)	84.2%
	Pacific Islander	0.3%
	Total respondents	1673

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## Associations between loneliness and other factors

High levels of loneliness were associated with:	Pearson's R correlation <sup>1</sup>
Less enjoyment of relationships	-0.81
Poorer overall quality of life	-0.73
Lower levels of contentment, happiness, enthusiasm and pleasure	-0.69
Poorer psychological health	-0.66
Fewer and poorer quality relationships	-0.64
More likelihood of feeling a burden, worthless and less confident	-0.64
Higher level of anxiety around social interactions	0.63
More mental health problems	-0.63
Lower energy levels and feeling less able to cope with problems	-0.60
More depression symptoms	0.58
Less social interaction with friends, greater risk of social isolation	-0.51
Fewer positive emotions	-0.51
More negative emotions	0.48
Less social interaction with family and greater risk of social isolation	-0.43
Greater tendency to suppress emotions	0.42
Poorer overall physical health	-0.41
Poorer sleep	-0.40
Lower sense of achieving personal goals and more bored with one's life	-0.37
Less likely to try to think differently about a difficult situation	-0.35
Greater difficulty with household and self-care tasks	-0.35
Greater difficulty with vision, hearing and communication	-0.35
More headaches	-0.33
More stomach problems	-0.31
Worse experience of physical pain	-0.27
Less social interaction with neighbours and greater risk of social isolation	-0.27
Less autonomy and greater concern about others' evaluations	-0.23
Not working or working less regularly	0.08

1. All associations/correlations were significant at the  $p < .01$  level..

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## Tips to connect with others

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Social relationships support good mental and physical health. These tips will help you to enjoy better interactions with the people you encounter, so you can feel the benefits of positive connection.

### 1 Think positive

Worries about social situations can make you overthink your interactions. Don't dwell on worries about how you are perceived - shift your focus to the other person or the topic of conversation.

### 2 Forget comparison

Don't be concerned if others appear to have more or better friends than you. Quality and enjoyment matter more than quantity. Savour the moments of connection, wherever you can find them.

### 3 Expect change

Circumstances can leave us vulnerable to a sense of isolation. Relationships shift over time and we may lose touch with friends who were once important. Accepting change as normal can help you adjust.

### 4 Tolerate discomfort

Anxiety may cause you to avoid socialising. Understand that awkwardness does not mean you are doing anything wrong. Reach out to others and your skills will improve with time.

### 5 Listen well

Practice listening. Ask questions and really listen to the answers, rather than just waiting for a turn to talk. Respond warmly to people's experiences through your posture, facial expressions and words.

### 6 Rehearse

Out of practice with chat? Spend some time thinking about questions you can use when conversation stalls. You might ask if the other person has travelled far, visits this museum often, or liked the show.

### 7 Say names

Using someone's name when you know it demonstrates caring. Offer yours. Ask after their loved ones, or pick up a previous conversation topic, such as their pet, to show you have paid attention.

### 8 Go offline

Social media helps many people, but it can also increase disconnection. Ensure you have a healthy offline life. Perhaps invite trusted online friends to an offline meeting to build your relationship.

### 9 Chat to strangers

Unexpected moments of connection greatly improve your mood. Share a smile and eye contact with a stranger, or chat to a fellow commuter. Rise to the challenge of finding common ground with strangers.

### 10 Help

Helping someone gives a feel-good rush. Create a bond with someone by offering help, or asking for it. Something as little as assistance with a bag or holding a lift can help people feel seen and cared for.

### 11 Join in

Embrace opportunities to join, volunteer or participate. This connects you to other people, unites you in a shared activity, and provides an easy way to get to know people better.

### 12 Reconnect

Reach out to friends from your past. Many people welcome such efforts and the feeling that you care. If you plan a catchup, why not revisit a place or experience where you shared happy memories?

### 13 Manage stress

Everybody has some social situations they dread. Practice simple stress management techniques, such as breathing deeply and slowly, to help keep your stress in check through awkward moments.

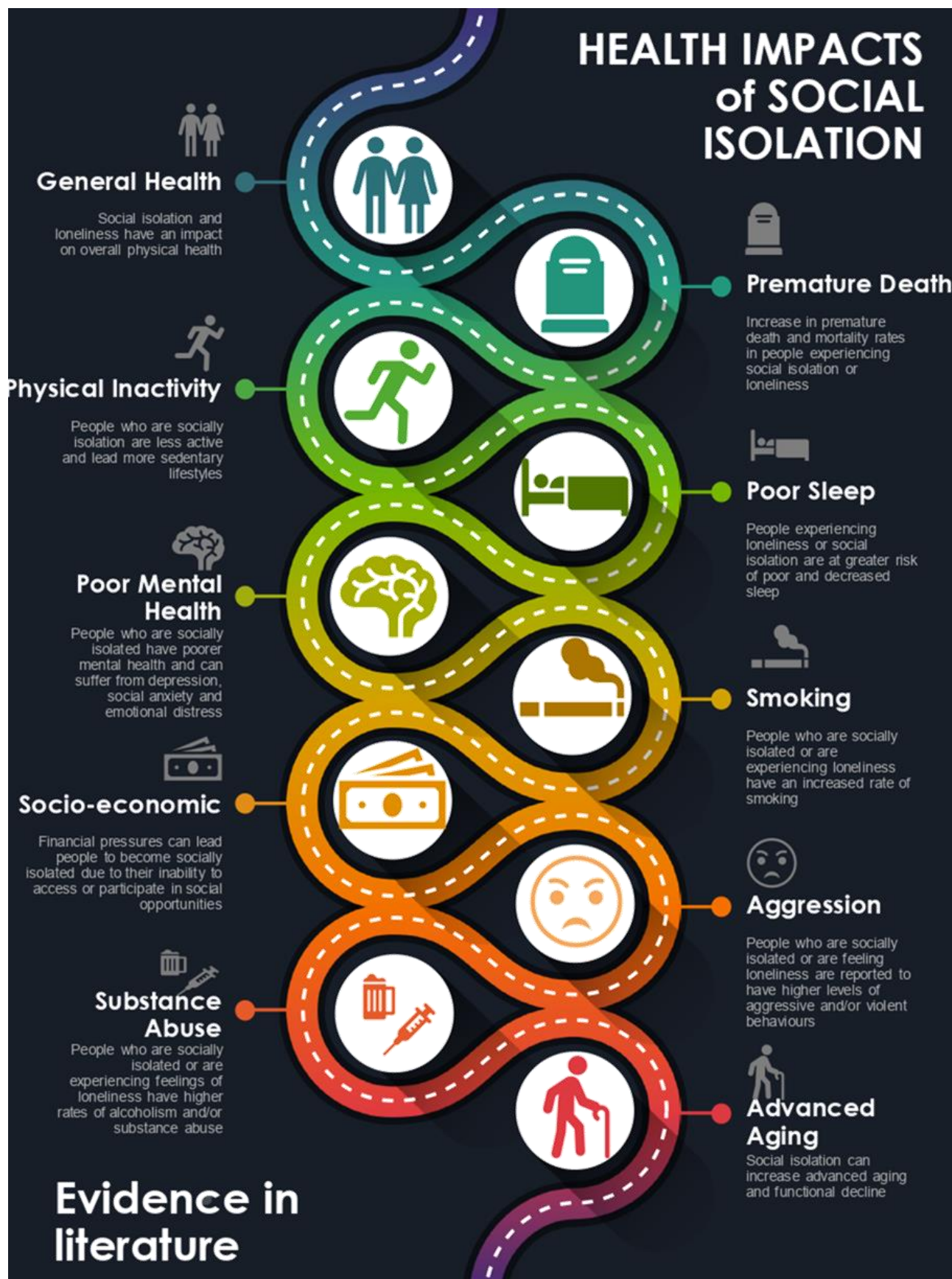
### 14 Practice, practice, practice

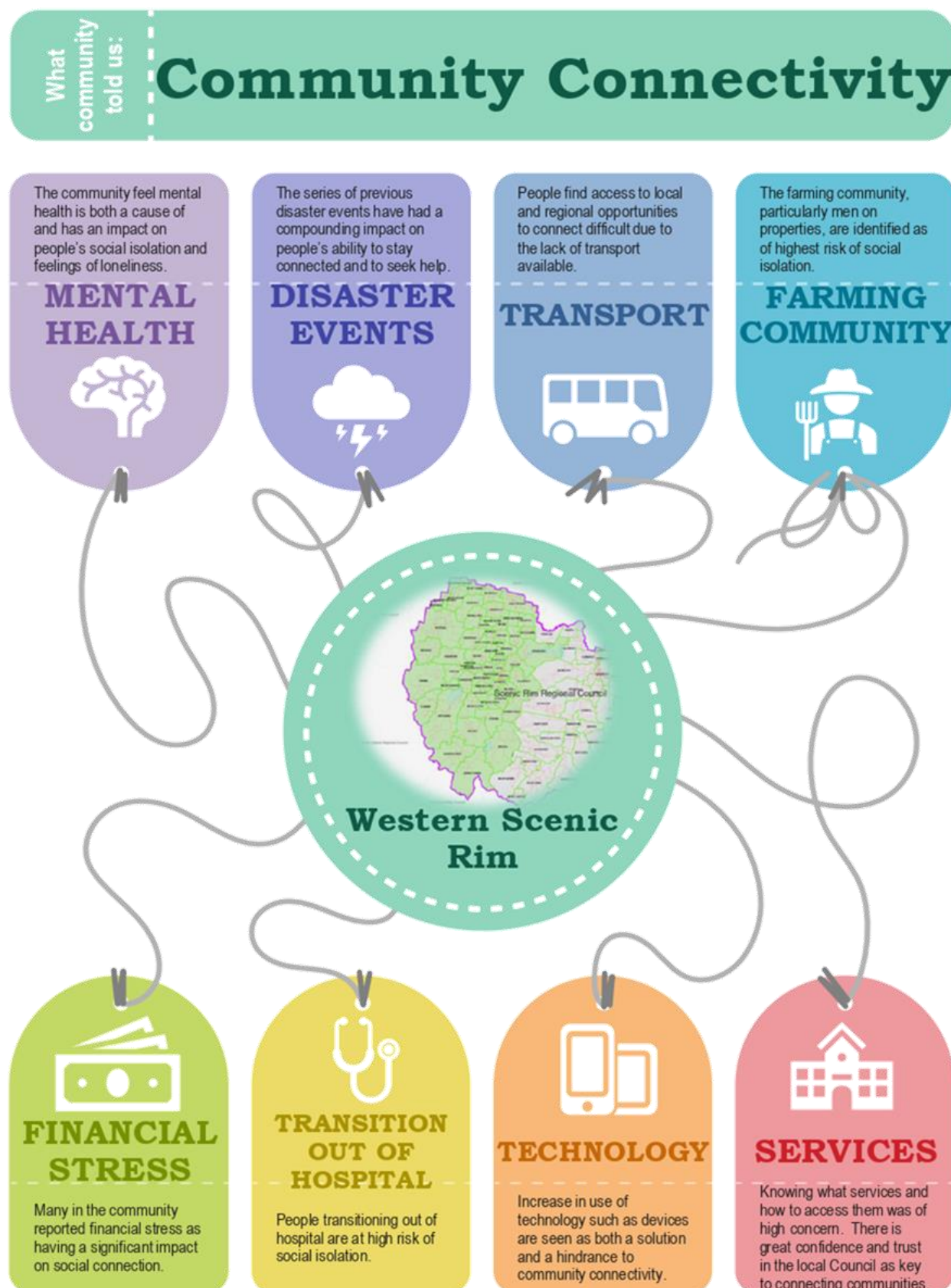
Relationship skills can be learnt. Don't be discouraged. Remember that social connections are good for you. If you feel like you need support to build better connections skills, a psychologist can help.

Psychologists are experts in emotion, wellbeing and behavior. They can help you address relationship issues and learn practical skills and strategies that enhance your interactions with other people and your sense of life satisfaction. To find a psychologist who can work with you to build relationship skills, visit [findapsychologist.org.au](https://findapsychologist.org.au)

Find out more at [psychweek.org.au](https://psychweek.org.au)
















### 10.3 Scenic Rim Tourism Advisory Committee Update

**Executive Officer:** General Manager Customer and Regional Prosperity

**Item Author:** Economic Development Officer - Tourism

**Attachments:**

1. Tourism Advisory Committee Minutes 26 November 2020 [↓](#) 
2. Tourism Advisory Committee Minutes 17 May 2021 [↓](#) 
3. Tamborine Mountain Chamber of Commerce Letter to Tourism Advisory Committee regarding change in committee member representation [↓](#) 
4. Destination Scenic Rim letter to Tourism Advisory Committee 5 March 2021 [↓](#) 
5. Scenic Rim Tourism Advisory Committee Terms of Reference [↓](#) 

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#### Executive Summary

This report presents the Scenic Rim Tourism Advisory Committee (TAC) Minutes from the meetings held on 26 November 2020 (refer Attachment 1), and 17 May 2021 (refer Attachment 2), and an update on deliberations of the TAC.

The TAC is a Committee of Council that meets quarterly and provides open communication and collaboration between Council and the Scenic Rim tourism industry and its key representatives and stakeholder organisations.

The TAC agenda concentrates on issues and opportunities for the tourism industry in the Scenic Rim. Updates are received from each of the stakeholder organisations - Destination Scenic Rim (DSR) and the Tamborine Mountain Chamber of Commerce and Industry (TMCCI), Brisbane Economic Development Agency (Brisbane EDA - formerly Brisbane Marketing) and Tourism and Events Queensland (TEQ).

At the TAC meetings, Council also provides an update of activities undertaken and information relevant to the tourism industry. The TAC also pursues an agenda of other tourism-related projects and issues.

This report also acknowledges changes of industry representation on the TAC, and considers the growth in the capacity of the Scenic Rim's tourism industry since the inception of the TAC, including the strategic focus of the newly unified Local Tourism Organisation, Destination Scenic Rim.

The delay between meetings and reporting to Council is associated with the timeframe provided to industry to work through the formation of the new industry-led, unified Local Tourism Organisation, Destination Scenic Rim.



**Recommendation**

That:

1. Council endorse the Scenic Rim Tourism Advisory Committee Meeting Minutes for November 2020 and May 2021, and acknowledge the activities and initiatives undertaken by the Committee;
2. Council note the change in Tamborine Mountain Chamber of Commerce and Industry Management Committee representation on the Tourism Advisory Committee;
3. Council endorse the Scenic Rim Tourism Advisory Committee's unanimous recommendation that the Tourism Advisory Committee be disbanded, and that the relevant functions of the Tourism Advisory Committee be transitioned to Destination Scenic Rim, through support of Council's Regional Prosperity team; and
4. Council acknowledge that the intention is for a Memorandum of Understanding to be established between Destination Scenic Rim and Council, which will clarify the various roles and responsibilities of both organisations, and honour Council's commitment to empower the tourism industry through a genuine partnership and industry-led approach.

**Previous Council Considerations / Resolutions**

After a review of Councillor Representation on Internal and External Committees and Forums was conducted at the Ordinary Meeting held on 25 May 2021, Cr Jeff McConnell was appointed to join Crs Virginia West and Michael Enright.

At the Ordinary Meeting held on 23 November 2020 (Item 11.3), Council resolved to extend the tenure of the General Manager Customer and Regional Prosperity as Interim Chair of the Scenic Rim Tourism Advisory Committee for a further term until 31 December 2021 to provide continuity and enable a review of the Tourism Advisory Committee operating structure.

At the Ordinary Meeting held on 9 March 2020, (Item 13.2 - Confidential Report), Council resolved to endorse an update on Meeting Minutes from the Scenic Rim TAC Meeting held on 19 November 2019.

At the Ordinary Meeting held on 3 February 2020, (Item 13.3 - Confidential Report), Council resolved to:

1. Endorse the Scenic Rim TAC Meeting Minutes for September 2019 and acknowledge the activities and initiatives being undertaken by the Committee;
2. Endorse the establishment of the TAC Sub-Committee and note the Terms of Reference and the Meeting Minutes for October 2019;
3. Note the resignation of the TAC Chair and appoint Council's General Manager Customer and Regional Prosperity as an interim Chair for the TAC up until December 2020, to provide continuity and enable a review of the TAC operating structure; and
4. Extend its gratitude in writing to Mr Gary Pemberton for his stewardship during term as Chair of the TAC in support of the Scenic Rim tourism industry.

At the Ordinary Meeting held on 9 December 2019 (Item 13.4), Council endorsed a confidential report which included an update on Meeting Minutes from the Scenic Rim TAC meetings held on 7 August 2018, 21 November 2018; 5 February 2019 and 27 June 2019.

**Report / Background**

Tourism is one of the Scenic Rim's two biggest industry sectors, delivering over \$200 million to Gross Regional Product and over 2,000 jobs. It has been a key growth opportunity over the last decade and this growth can continue with additional investment into attractions, commissionable product, accommodation and other supporting infrastructure.

The TAC was established in 2010 and is a Committee of Council that meets quarterly. It consists of representatives from the tourism industry, local tourism organisations Destination Scenic Rim, Tamborine Mountain Chamber of Commerce and Industry - Tourism Sub-committee, Brisbane EDA (formerly Brisbane Marketing) and TEQ. Councillors West, Enright and Swanborough were Council's appointed representatives on the TAC up to the last meeting of TAC held on 17 May 2021.

After a review of Councillor Representation on Internal and External Committees and Forums was conducted at the Ordinary Meeting held on 25 May 2021, Cr Jeff McConnell was appointed to join Crs West and Enright.

In recent times, due to the TAC independent chair's appointment concluding, Council appointed the General Manager Customer and Regional Prosperity as Interim Chair for the duration of the timeframe afforded to industry to work through the formation of the new industry-led, unified Local Tourism Organisation, Destination Scenic Rim.

Alterations to industry representation on TAC have also occurred as a result of changes to the TMCCI Management Committee (refer Attachment 3).

As at the time of writing this report, the TAC consisted of the following:

**Members:**

- Judi Minnikin, DSR
- Denby Browning, DSR
- Kay Tommerup, DSR
- Nathan Overell, DSR
- Pam Hardgrave, DSR
- Cr Virginia West, Council
- Cr Michael Enright, Council
- Cr Jeff McConnell, Council
- Interim Chair - Debra Howe, Council

Additional Council officers, industry representatives and guests are invited as required.

**Ex-Officio Members:**

- Gemma Haskings, Brisbane EDA
- Laura Jones, Destination Director Southern QLD - Partnerships, TEQ
- Brenda Walker, Council
- Sue-Anne Chapman, Council
- Deanne Bowd, Council

The information in this report is provided to ensure appropriate governance of the TAC and to ensure Council is aware of the functions and operations of the TAC by providing the Minutes of each of the TAC Meetings (refer Attachments 1 and 2), which take into consideration sensitive content or commercial-in-confidence information.

Request for disbandment of TAC by the newly Unified Industry-led Local Tourism Organisation

With the success of long term work to rationalise Scenic Rim's destination marketing structure by moving to a unified industry-led Local Tourism Organisation, it was considered timely to review the structure of the Tourism Advisory Committee's 'advisory' role. As such, the newly formed Destination Scenic Rim wrote to the Tourism Advisory Committee to request the disbandment of TAC (refer Attachment 4).

This request to disband TAC was discussed at length at the TAC meeting held on 17 May 2021, with Councillors congratulating industry on maturing to a point where it is proposed that TAC is no longer required.

Councillors in attendance, Crs West and Enright indicated that there is value in continuing to be provided with opportunities to be updated on the tourism industry progress and strategic issues. It is proposed that ongoing engagement and Council briefing requirements will be included in a Memorandum of Understanding (partnership agreement) between Destination Scenic Rim and Council, which is currently under development and will be presented to Council along with a business plan and formal request for support.

The Mission Statement of TAC as provided in the Terms of Reference (refer Attachment 5), states that 'The TAC represents the interests and needs of the Scenic Rim tourism industry. It provides a conduit between Council and operators; facilitates co-operation and joint marketing activities; and informs direction for the implementation of the Scenic Rim Regional Tourism Strategy 2017-2021.'

This Destination Scenic Rim request follows an immense amount of work and co-operation between previously two segregated tourism organisations that represented the industry across the greater region, along with their memberships of tourism operators representing a large proportion of businesses that make up Scenic Rim's tourism sector. The request is timely considering the timeframe of the Council's Tourism Strategy and the new strategies being developed in conjunction with industry, such as the Scenic Rim Adventure and Nature-based Tourism Strategy.

It has taken more than 18 months to achieve the tourism industry unification. The process was assisted and supported by Council's General Manager Customer and Regional Prosperity and the Regional Prosperity team, in conjunction with an independent facilitator, James Corvan, and was led by a passionate group of tourism operators who could see the opportunity inherent in a united industry approach to the sector - for both operators and potential visitors. After many years of striving to achieve a unified Local Tourism Organisation, the new Destination Scenic Rim has now been established.

Council achieved Tourism Recovery funding, which incorporates funds specifically directed towards the development of the new Local Tourism Organisation. This will bring the region to a new level of maturity and ability for industry to continue driving this mission of unification and collaboration forward.

The newly established Destination Scenic Rim Management Committee has appointed James Corvan as an independent Chair. The Tourism Recovery funds have allowed for Destination Scenic Rim to recruit for the first time a fulltime Chief Executive Officer, Jessica Greenaway, who commenced on Monday, 7 June 2021 and will work with the DSR Management Committee and Council, to further develop priorities and plans and deliver them for the organisation.

The official structure of tourism hierarchy in Queensland and Australia will continue to see the region's Regional Tourism Organisation for Scenic Rim, Brisbane Economic Development Agency (BEDA), continue to work in partnership directly with Council, as is required by agreements with Tourism and Events Queensland.

In the absence of the TAC, BEDA will continue its productive working relationship with, and reporting to, Council. The Regional Prosperity team will continue to disseminate relevant information onto Destination Scenic Rim, as required.

At the TAC meeting held on 17 May 2021, the TAC unanimously agreed to recommend to Council that the Tourism Advisory Committee be disbanded, and that the relevant functions of the TAC be transitioned into Destination Scenic Rim, through support provided by Council's Regional Prosperity team. The intention is for a Memorandum of Understanding to be established between Destination Scenic Rim and Council, which will clarify the various roles and responsibilities of both organisations, and honour Council's commitment to empower the tourism industry through a genuine partnership and industry-led approach.

Disbanding the TAC will mean Councillor representation is no longer required on the Committee and the role of Interim Chair will be relinquished by the General Manager Customer and Regional Prosperity.

### **Budget / Financial Implications**

Costs associated with operating the TAC are contained within the Regional Prosperity adopted 2020-2021 operational budget, and include officer time, some catering (from time-to-time) for meetings and some (minor) administrative support.

### **Strategic Implications**

#### *Operational Plan*

Theme: 2. Sustainable and Prosperous Economy

Key Area of Focus: 2.1.2 Develop and maximise the value derived from vibrant and sustainable tourism and genuine visitor experience

#### *Legal / Statutory Implications*

Not applicable.

### **Risks**

#### Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

SR53 Inadequate sustainable economic growth plans in place to appropriately maximise opportunities, resulting in increased pressures on Council and State infrastructure and social environmental cohesiveness.

Risk Assessment

Category	Consequence	Likelihood	Inherent Risk Rating	Treatment of risks	Residual Risk Rating
Reputation, Community & Civic Leadership  With the disbandment of the TAC, Council may not receive constant updates relating to industry or the activities of the LTO	4 Major	Possible	Medium	Develop MOU between Council and LTO and Council Officer representation on LTO Management Committee	Low

**Consultation**

The Scenic Rim Tourism Advisory Committee, Destination Scenic Rim Management Committee, Brisbane Economic Development Agency, Tourism and Events Queensland, General Manager Customer and Regional Prosperity have been consulted.

During the protracted negotiations with the tourism industry on the formation of the new unified Local Tourism Organisation, the tourism industry sought a commitment from Council that the TAC be disbanded and the functions transitioned to DSR, in order to empower the tourism industry through a genuine partnership with Council and industry-led approach to its representation.

It was also noted that tourism operators have limited time to attend meetings outside of their normal business operations, and to have two organisations essentially doing the same thing, was considered superfluous.

Councillors who are members of TAC have also participated in the discussions about disbanding TAC, and indicated their support of the notion.

Through the establishment of an MOU between Destination Scenic Rim and Council, regular briefings will be provided to Council to update on the activities of the LTO, industry progress and strategic issues, which essentially replaces the discussions held as part of TAC.

**Conclusion**

The information in this report is provided to ensure appropriate governance of the TAC and to ensure Council is aware of the functions and operations of the Committee by providing Minutes of each of the TAC Meetings.

In this case, the report gives consideration to the request from the tourism industry, represented by the newly formed unified Destination Scenic Rim, and recommendation from the Tourism Advisory Committee, to disband TAC and to empower the industry-led representation in partnership with Council.

It is noted that disbanding the TAC will mean Councillor representation on this particular Committee is no longer required and the role of Interim Chair will be relinquished by the General Manager Customer and Regional Prosperity.



**SCENIC RIM REGIONAL COUNCIL**

# **Tourism Advisory Committee Meeting Minutes**

Meeting held in The Centre

82 Brisbane Street

Beaudesert

Thursday 26 November, commencing at 9.00am



## ATTENDEES

### Members:

- Alison Rip, TMCCI (Tamborine Mountain Chamber of Commerce & Industry)
- Judi Minnikin, TMCCI - Tourism Sub-Committee
- Kay Tommerup, Destination Scenic Rim
- Nathan Overell, Destination Scenic Rim
- Pam Hardgrave, Destination Scenic Rim
- Cr Virginia West, Scenic Rim Regional Council
- Cr Michael Enright, Scenic Rim Regional Council
- Cr Derek Swanborough, Scenic Rim Regional Council
- Chair - Debra Howe, Scenic Rim Regional Council

### Ex-Officio Members:

Gemma Haskings, Brisbane EDA

- Andrea Burgess, Destination Leader Southern QLD - Partnerships, TEQ
- Brenda Walker, Scenic Rim Regional Council
- Sue-Anne Chapman, Scenic Rim Regional Council
- Deanne Bowd, Scenic Rim Regional Council

### Guests:

- Jaap Vogel, TMCCI representative
- Susan Packer, Scenic Rim Regional Council Tourism Recovery Officer
- Jonathon Betros (10.30am arrival), Ikon Communications

## APOLOGIES

- Cr Derek Swanborough, Scenic Rim Regional Council
- Gemma Haskings, Brisbane EDA
- Judi Minnikin, TMCCI - Tourism Sub-Committee
- Jaap Vogel, TMCCI representative
- Allison Rip, TMCCI

## 1. WELCOME – CHAIR WELCOME

### 1.1 Welcome and introductions

- Councillors West and Enright, appointed TAC representatives
- Susan Packer, Scenic Rim Regional Council Tourism Recovery Officer
- Jonathon Betros, Ikon Communications (10.30am arrival)

## 2. ADOPTION OF MINUTES OF PREVIOUS MEETING

DEBRA HOWE

### 2.1 Minutes of the Meeting held on 31 August 2020

- Debra informed attendees that there has been a change in legislation on how Council meetings can report in relation to confidential items. However, TAC minutes do not fit the criteria of being exempt from this requirement, and therefore full minutes of TAC meetings must be presented to Council Ordinary Meetings

2.2 Business Arising – 31 AUGUST 2020  
DEBRA HOWE

DEBRA

<b>Actions and recommendations</b>	<b>Who by?</b>	<b>Progress</b>
1.Scenic Rim Unified LTO	LTOs	<b>Action:</b> The meeting agreed to keeping forging ahead with the Single LTO <b>Ongoing</b>
2. Scenic Rim Short Term Accommodation Approach	Council	<b>Action:</b> Report updated and resubmitted as final report to Council <b>Action:</b> Source Accommodation Fact Sheet and submit to subcommittee for attaching to revised report <b>Ongoing</b> <b>Action:</b> TEQ to review paper
3. Scarecrow Festival to be included in the Event Mentoring Program.	Scott McDuff	An Events Skills and Capability Workshop to be held 28 March in Boonah, with open numbers for attendees. A mentor will be engaged to support organisations' growth in events management. <b>Action:</b> Workshop postponed due to COVID-19 restrictions <b>Pending</b>
4. Brisbane EDA update		<b>Action:</b> SRRC do an audit of images and see where the gaps are and work out what images meet the BEDA requirements for images, same for TEQ (Tourism Events Queensland) (Tourism and Events Queensland). <b>Ongoing</b>
5. Richest Place on Earth campaign	IKON + Deanne Bowd	<b>Action:</b> IKON provide breakdown of specific campaign components that had the highest levels of engagement <b>Completed</b>
6. Update on Current ATDW Scenic Rim Listings	Deanne Bowd	<b>Action:</b> Deanne to send out updated list of all businesses listed with ATDW <b>Completed</b> <b>Action:</b> Andrea to provide update on deals that are listed on ATDW <b>Completed</b> <b>Action:</b> to be removed from actions and stand as ongoing reporting in Council's TAC update.
7.Covid Economic Impact on Tourism	Brenda Walker	<b>Action:</b> Send out Covid Economic Impact on Scenic Rim economy report (includes reference to tourism and hospitality impacts) <b>Completed</b>
8.Media and Communication Outcomes	Deanne Bowd	<b>Action:</b> send out TRA report (tourism stats) and VIC (Visitor Information Centres) stats <b>Completed</b> <b>Action:</b> to be removed from actions and stand as ongoing reporting in Council's TAC update.

### 3. SHORT TERM ACCOMMODATION SUB-COMMITTEE

#### 3.1 Short-term accommodation update

PAM HARDGRAVE

- The latest version of the Short-term accommodation report was issued. David Kennedy and Pam Hardgrave plan to present this report to Council at Boonah on 15th December 2020. This report was developed in consultation with providers and the sub-committee. An update will be provided after the Council meeting.

#### 3.2 TAC Endorsement

- Chair confirmed Council officers have assessed the report and provided suggested recommendations to be included in the document. Council officers' recommendations were not included in the report presented to Council, but as an attachment to the report and it is noted David Kennedy as Chair of the Short Term Sub Committee will be talking through the report.

**ACTION:** Paper to be sent to TEQ for review

### 4. TAC MEMBERSHIP

DEBRA HOWE

- Judi Minnikin has regrettably advised Council on the 12/11/2020 that she would be resigning from TAC effective immediately. We were advised that Tamborine Mountain Chamber of Commerce Vice President Jaap Vogel will represent as a senior executive for the Tamborine Mountain LTO.
- Judi will still represent the Tourism Subcommittee of the Chamber as chair.

**DECISION:** TAC accepts Judi Minnikin's resignation.

### 5. TOURISM ORGANISATIONS PRE-READ REPORTS

#### 5.1 TOURISM AND EVENTS QUEENSLAND

ANDREA BURGESS

- Tourism Australia (TA) has been rolling out the Aussie Specialist Program (ASP) which is directed to travel agents. Historically the program has included only international markets, however, now includes a domestic focus. With Council's assistance, TEQ provided input to educating travel agents across Australia about Scenic Rim's visitor experiences.
- TEQ included Scenic Rim in an ASP webinar focused on the road less travelled and received overwhelmingly positive feedback.
- A destination spotlight page has been created on the Tourism Australia portal for translation.
- New imagery is being loaded to the TEQ content gallery for the Scenic Rim, which was recently sourced during production of international self-drive videos.

**ACTION:** share Best of Queensland comms and timeframes, Aussie Specialist webinar and trade portal, and new consumer video, blog, and image links.

5.2 BRISBANE ECONOMIC DEVELOPMENT AGENCY

GEMMA HASKINGS

- Quarterly report was supplied as pre-read.

5.3 DESTINATION SCENIC RIM  
KAY TOMMERUP

- Focused on LTO discussions.
- Currently have 80 members.

5.4 TMCCI – TOURISM SUB-COMMITTEE

- Judi Minnikin provided an update that she had worked to arrange a familiarisation for volunteers from Destination Gold Coast's Visitor Information Centre, which involved 13 separate operators on Tamborine Mountain.

**6. SCENIC RIM REGIONAL COUNCIL PRE-READ REPORTS**

6.1 BUSHFIRE RECOVERY FUNDING PROGRAM

6.1.1 TOURISM RECOVERY OFFICER

SUSAN PACKER

- Currently focused on Industry Capacity and Capability, and Destination Accreditation through Ecotourism Australia.

6.1.2 ECO DESTINATION CERTIFICATION

SUSAN PACKER

- Scenic Rim Regional Council has been selected as one of eight councils in Australia to pursue ECO Destination Certification with Ecotourism Australia through their new partnership with WWF-Australia.
- Pre-assessment report from Ecotourism Australia is due very soon.

6.2.3 RESILIENCE BUILDING PROGRAM

SUSAN PACKER

- Project is currently being scoped, giving consideration to industry needs, who to target for participation, how to target them, and how they will overcome various participation barriers around cost and time.
- Project will include a tourism industry audit.

6.2.4 INDUSTRY CAPACITY & CAPABILITY DEVELOPMENT – ATDW

SUSAN PACKER

- There are currently 161 ATDW listings.
- This project will work to increase the quantity and the quality of these listings, thereby raising the Scenic Rim's profile and opportunities for tourism businesses.
- ATDW membership is currently free of charge.
- Project will include video production, photography, content writing and defining what operator product offerings are available.

6.2.5 WINE TOURISM RECOVERY OFFICER & INDUSTRY DEVELOPMENT

JAN DOUGLAS

- Pre-read report submitted by Jan, however she was not in attendance and Brenda provided an overview.

- A survey of operators from Scenic Rim and Southern Downs has been conducted, with a very high response rate.
- Results of this survey will inform development of a strategy determining areas operators have most need for attention.
- Brenda, Susan and Debra went to Stanthorpe recently and met Southern Downs colleagues, their Tourism Recovery Officer, the Department and the RTO (Regional Tourism Organisations) and the RTO from Toowoomba and TEQ.
- Scenic Rim Regional Council will be hosting the second meeting, and this will be held at Witches Falls Winery at Tamborine Mountain to involve Kim Heslop, who is on the Wine Tourism Steering Committee.

#### 6.2.6 VISIT SCENIC RIM WEBSITE

DEANNE BOWD

- This project is well underway with an audit and development of strategic recommendations.
- A survey was distributed to approx. 250 tourism business that was developed by ROMEO and we are currently waiting for responses to come back in.
- When completed, the strategy will form the basis of a Request for Quote to go to businesses capable of building the new website, based on the strategic recommendations.

#### 6.2.7 RICHEST PLACE ON EARTH CAMPAIGN + IKON

DEANNE BOWD

- Jonathan presented the post campaign report from IKON.
- The brief was to build awareness and deliver cut through, to encourage local drive audiences to visit the Scenic Rim region.
- The campaign aim was to build awareness and website traffic.
- The campaign timing was July – September.
- Campaign delivered 289% added value to spend.
- The campaign delivered strong results across the desired target audiences.
- The recommendation for future campaigns is to layer the extend brand messaging with key product moving into the key Easter period.

**ACTION:** Deanne to follow up on billboard skins

**ACTION:** Deanne to follow up with campaign result presentation

#### 6.2.8 UNIFIED LTO

DEBRA HOWE

- Brenda provided update
- Acknowledgment that LTO discussions and negotiations were taking some time.
- Destination Scenic Rim are concerned at the length of time negotiations are taking and need to continue with delivering activities and value for their members.
- Council also needs to continue with activity and delivering projects included in the Bushfire Recovery Funding.
- Operators have been reporting extreme busyness, but that is now starting to slow down, so it is considered time to discuss next steps in terms of marketing campaign activity.
- Suggestion was made for Council and LTOs to come together to formulate a plan for marketing needs.
- Council and DSR have discussed collaborative opportunities and will include TM representation going forward.

#### 6.2.9 CANUNGRA VIC BUSINESS CASE

DEANNE BOWD

- Project is yet to begin with agreement timeline of January to March 2021.

6.2.10 SCENIC RIM EAT LOCAL WEEK 10<sup>TH</sup> ANNIVERSARY EVENT SCOTT MCDUFF

- Pre-read report submitted by Scott; however, he was not in attendance and Brenda provided an overview.
- There are quite a different range of funding sources available at the moment.
- Council have received funding to enable stall holders at the Winter Harvest Festival and people who want to run an event as part of Eat Local week to have these costs covered for 2021
- Council have received separate funding to enable inclusion of a special main stage concert event at the end of the Winter Harvest Festival, which has never been done before.

6.2.11 TACTICAL MARKETING AND BUSINESS DEVELOPMENT DEANNE BOWD

- This is a tourism bushfire recovery funding initiative, which provides a total of \$50,000.00 and will allow council to fund marketing or business development projects that are not necessarily part of a formal campaign but present opportunity for raising profile, awareness and engagement with potential visitors.
- No funds have yet been spent.

6.2.12 AGRITOURISM + SCENIC RIM FARM BOX REGIONAL PROSPERITY TEAM

- The partnership agreement with Council has been acquitted.
- Council nominated the initiative in the Local Government category at the Queensland chapter of the 2020 Resilient Australia Awards conducted by the Australian Institute for Disaster Resilience and won that category.
- We have been advised Council's entry is subsequently a finalist in the National Resilience Awards to be awarded in Canberra on 4 December.

**ACTION:** include Regionality on next TAC agenda

**ACTION:** provide further Farm Box statistics

6.3 MEDIA AND COMMUNICATIONS OUTCOMES SUSIE CUNNINGHAM

- Susie provided a report with high level highlights from this reporting period including:
  - strategically leveraging the planned activity in our content schedule for PR outcomes
  - engaging industry for up-to-date offers and availability for our campaign content
  - commissioning press photography to underpin our campaign activity and get PR outcomes
  - seeing Escape in *The Sunday Mail* and the 100 Greatest Holidays feature in *Australian Traveller* continue to leverage Scenic Rim content. Provided as part of ongoing bushfire recovery marketing efforts.
  - Social media engagement shows that the Richest Place on Earth campaign delivered strong results in terms of reach engagement and conversion to searching for information and bookings. Significant drop off in engagement since then. It is heartening to see we have continued to organically grow our audience, despite not having a big campaign in market this reporting period.

6.4 EVENTS SCOTT MCDUFF

- Council have engaged Everi to create one single point of truth for Scenic Rim's events.
- This platform will be called, What's on Scenic Rim?
- The platform aggregates events by postcode from various other websites including Facebook and ATDW.



- People will be able to go to What's on Scenic Rim and see all events that are marketed and on in the Scenic Rim.
- Operators will be able to go on themselves and load their events.

#### 6.5 VISITOR INFORMATION CENTRES

DEANNE BOWD

- Visitor stats are a bit unreliable as the centres have been closed throughout the year due to COVID.
- Council has aggregated five years of VIC visitor data, which will be shared.
- Canungra VIC Business Case project will be an important piece of work for all Visitor Centres across the region, and will allow review of best delivery of services, locations, technology, and more.

**ACTION:** Deanne to share five-year aggregated data

VIC	2019	2018	2017	2016	2015	2014	5-year trend
Beaudesert	11,101	11,505	12,141	13,417	12,398	12,867	-13.70%
	(-3.5%)	(-5.2%)	(-9.5%)	(-8.2%)	(-3.6%)		
Boonah	11,186	12,388	14,381	15,748	9,560	10,785	-3.70%
	(-9.7%)	(-3.9%)	(-8.7%)	(+65%)	(-11.4%)		
Canungra	13,713	13,712	13,242	14,477	13,249	12,435	10.30%
	nil	(+3.5%)	(-8.5%)	(+9.2%)	(+6.5%)		
Tamborine Mountain	21,449	23,877	29,303	29,863	28,605	28,651	-25.10%
	(-10.2%)	(-8.5%)	(-1.9%)	(-4.4%)	(-0.2%)		
Rathdowney	6,349	7,213	8,458	7,389	6,600	7,391	-14%
	(-12%)	(-4.7%)	(+14%)	(+12%)	(-10.7%)		
<b>TOTAL</b>	<b>63,798</b>	<b>68,695</b>	<b>77,525</b>	<b>80,894</b>	<b>70,412</b>	<b>72,129</b>	<b>-11.50%</b>

#### 6.6 SCENIC RIM ADVENTURE/NATURE BASED STRATEGY

SUE-ANNE CHAPMAN

- Adventure based tourism strategy has stalled significantly, for a raft of reasons, but is now back on track.
- A reference group meeting is being held soon to progress the project.

#### 6.7 PARTNERSHIPS

DEANNE BOWD

- Council instigated a meeting between Destination Gold Coast, Brisbane Economic Development Agency, Tourism and Events Queensland, LTO representatives, and Council, to discuss collaboration opportunities.
- In attendance were:
  - Destination Gold Coast - Chair, Paul Donovan, Director of Marketing, Carla Anderson, Stakeholder Engagement Manager, Kate Barr, and Team Leader Membership Services, Judy Quodling.
  - Brisbane Economic Development Agency – Head of Tourism, Anne-Maree Moon.
  - Tourism and Events Queensland - Destination Director Southern Queensland Partnerships, Laura Jones.
  - SRRC – Debra Howe, Brenda Walker, Sue-Anne Chapman and Deanne Bowd

- Scenic Rim LTO's - Judi Minnikin from Tamborine Mountain Chamber of Commerce and Industry Tourism Sub-committee, and Mike Webster from Destination Scenic Rim.
- This was an extremely positive and productive meeting, with a key discussion point being all regions' keen desire to work more closely together to grow each other's visitor economies.

**ACTION:** Deanne to provide update on new Destination Gold Coast CEO

**ACTION:** RTO membership offers to be distributed

## 6.8. ECONOMIC STIMULUS

REGIONAL PROSPERITY TEAM

- The Scenic Rim Façade Improvement Scheme is well underway, and Scenic Rim property owners can apply for funding to aid shopfront facelifts.
- Scenic Rim Digital and e-Commerce Grant Program is aimed at sole traders and small-to medium-sized businesses, who are encouraged to access digital technologies and services to help them work smarter, engage with the global economy, and make the most of online business opportunities arising from digital disruption.
- Scenic Rim Business Resilience and Mentoring Program is a 12-week program designed to provide businesses with tools to assess, grow and understand the workings of their current business, and to source new and innovative opportunities that present growth.

## 6.9. TRA DATA

DEANNE BOWD

- The main takeout from this data is:
  - Total number of visitors to Scenic Rim dropped by 17.6%, however when viewed in comparison to whole of Queensland and most of our competitor set, we have not been impacted as heavily, especially considering our region's direct bushfire impacts.
  - Length of stay for overnight visitors remained stable despite bushfire and Covid impacts.
  - Total expenditure of overnight visitors increased by 11% on a 4yr average, however Brisbane and Gold Coast saw drops of 17.5% and 27% respectively.
  - Any drops to Scenic Rim results in the 12 months to June 2020 will continue to be spread across a rolling 4yr period due to smaller sample sizes, so TRA data will not directly show the true impacts of bushfires and Covid.
  - Although the region's large day-tripper market dropped by 13.3% in visitors, expenditure from these visitors only dropped by 1%.

## 6.10. OTHER MARKETING

DEANNE BOWD

- UPDATE
  - Visit Scenic Rim Visitor Guide reprint
  - A3 Visitor Maps reprint
  - Planning Summer Digital Campaign in collaboration with LTOs
  - Drink Queensland Cellar Door Festival

## 7. WORKSHOPS

### 7.1 RICHEST PLACE ON EARTH CAMPAIGN - PHASE 2 + IKON

DEANNE BOWD

- Discussion held around what industry see as priorities
- Campaign timing preference is Jan through to March. This will help build the slower period and also lead in to building peak shoulders.

- Preference for stronger tactical inclusions, as well as continued brand awareness.
- Industry preference for TV, Weekender segments, and digital inclusions.
- Budget is significantly less than for the first phase, and not enough to include TV for second phase.

**ACTION:** Deanne to develop campaign brief for Ikon and share with industry. Operator co-op opportunity, and media plan now also available.

## 7.2 INDUSTRY CAPACITY & CAPABILITY DEVELOPMENT – ATDW SUSAN PACKER

- Discussed as part of meeting

## 8. GENERAL BUSINESS (SUBMITTED PRIOR TO MEETING)

### 8.1 NATIONAL PARK ACCESS VIA GAZETTED ROADS IN THE SCENIC RIM

NATHAN OVERELL

- There are many gazetted roads across the Scenic Rim and the proposal is that Council look to supply a clear indication of the legal access to National Parks via gazetted roads which will alleviate confusion, provide better access, and spread visitation to our National Parks.

**ACTION:** Sue-Anne to engage with Council Asset and Environmental Services team, National Parks, Council Planning, and progress with TAC via flying minute if required.

## 9. OTHER BUSINESS

- The group extended Debra Howe's tenure as interim chair of the TAC through to December 2021. That enables us to work through the LTO process because there was always an intent that we would review what this committee is and how it operates, and what it looks like moving forward. So instead of trying to bring someone fresh in as an independent chair, the rationale is to just maintain as is for now. When an outcome regarding the one LTO is resolved, there will be an opportunity to review this then.
- Debra Howe will be on leave for the next TAC meeting in February, so Brenda Walker will chair that meeting.
- Council and TAC members confirmed that the new process of pre-read reports allowing time for engaging in workshops on topics of importance to industry was a great step in the right direction. TAC members are encouraged to provide input on topics to be included as workshops going forward.

## 10. NEXT MEETINGS AND CLOSE

DEBRA HOWE

### 10.1 2021 MEETING SCHEDULE

- Chair thanked TAC members for the past 12 months and for their support of the TAC, the tourism industry, and of Council.
- Chair wished attendees a very Merry Christmas, commenting that she looked forward to 2021 and hoped that it would be very prosperous.
- Chair thanked the Council officers for their incredible dedication for the last 12 months.

### 10.2 NOMINATE NEXT MEETING WORKSHOP TOPICS + AGENDA ITEMS

- To be determined prior to next meeting



**SCENIC RIM REGIONAL COUNCIL**

# **Tourism Advisory Committee Meeting Minutes**

Meeting held in The Centre

82 Brisbane Street, Beaudesert

Monday 17 May, commencing at 12:30pm

## ATTENDEES

### Members:

- Judi Minnikin, Destination Scenic Rim
- Denby Browning, Destination Scenic Rim
- Nathan Overell, Destination Scenic Rim
- Cr Virginia West, Scenic Rim Regional Council
- Cr Michael Enright, Scenic Rim Regional Council
- Chair - Debra Howe, Scenic Rim Regional Council

### Ex-Officio Members:

- Gemma Haskings, Brisbane EDA
- Brenda Walker, Scenic Rim Regional Council
- Sue-Anne Chapman, Scenic Rim Regional Council
- Deanne Bowd, Scenic Rim Regional Council

## APOLOGIES

- Cr Derek Swanborough, Scenic Rim Regional Council
- Pam Hardgrave, Destination Scenic Rim
- Kay Tommerup, Destination Scenic Rim
- Laura Jones, Destination Director Southern Queensland, TEQ

## 1. WELCOME – CHAIR WELCOME

### 1.1 Welcome and introductions

- Meeting opened 12:37pm
- Councillors West and Enright, appointed TAC representatives.

## 2. INWARD CORRESPONDENCE

DEBRA HOWE

### 2.1 TMCCI Letter

Requests change in representation in line with change in Chamber management committee.

- Accepted resignation of Alison Rip
- Accepted nomination of Judi Minnikin and Denby Browning
- Welcome Judi and Denby

### 2.2 DSR Letter

- Addressed at agenda item 4.

## 3. ADOPTION OF MINUTES OF PREVIOUS MEETING

DEBRA HOWE

### 3.1 Minutes of the Meeting held on 26 November 2020.

- Accepted by Judi Minnikin
- Seconded by Nathan Overell

3.2 Business Arising – 26 November 2020

DEBRA HOWE

Actions and recommendations	Who by?	Progress
1.Scenic Rim Unified LTO - Ongoing – 26 November 2020	LTOs	<b>Action:</b> The meeting agreed to keeping forging ahead with the Single LTO <b>Closed</b>
2. Scenic Rim Short Term Accommodation Approach - 26 November 2020	Council	<p>* Advised that the subcommittee report had been presented to Cr and Exec Workshop late November.</p> <p>* Compliance has continued work to make sure that all issues raised have be addressed.</p> <p>* Discussed the report and the recommendation for a regulatory or new local law, which could be managed by LTO.</p> <p>* Discussed potential to meet with Airbnb and other service providers to build relations and update on regulations of our LGA in short term stay space.</p> <p>* QTIC, TEQ could they come back with what they are doing in this space - especially in approvals and quality.</p> <p>* Possible did you know piece in budget/rates notice.</p> <p>* Discuss with LTO what options they might have, especially to get new members?</p> <p><b>Ongoing</b></p>
3. Scarecrow Festival to be included in the Event Mentoring Program. - 28 February 2020	Scott McDuff	<p>An Events Skills and Capability Workshop to be held 28 March in Boonah, with open numbers for attendees. A mentor will be engaged following to support organisations' growth in events management.</p> <p><b>Action:</b> Workshop postponed due to COVID-19 restrictions <b>Closed</b></p>
4. TEQ programs update	TEQ + Deanne	<p><b>Action:</b> share <a href="#">Best of Queensland comms</a> and <a href="#">timeframes</a>, <a href="#">Aussie Specialist webinar</a> and <a href="#">trade portal</a>, and new <a href="#">consumer video</a>, <a href="#">blog</a>, and <a href="#">image links</a>. <b>Closed</b></p>
5. IKON campaign follow up	IKON + Deanne Bowdskins	<p><b>Action:</b> Deanne to follow up on billboard skins <b>Closed</b></p> <p><b>Action:</b> Deanne to follow up with <a href="#">campaign result presentation</a> <b>Closed</b></p> <p><b>Action:</b> Deanne to develop <a href="#">campaign brief for Ikon</a> and share with industry. <a href="#">Operator co-op opportunity</a>, and <a href="#">media plan</a> now also available. <b>Closed</b></p>



6. Update on Current ATDW Scenic Rim Listings	Deanne Bowd	<p><b>Action:</b> Deanne to send out updated list of all businesses listed with ATDW</p> <p><b>Closed</b></p> <p><b>Action:</b> TEQ to provide update on deals that are listed on ATDW</p> <p><b>Pending</b></p>
7. Covid Economic Impact on Tourism	Brenda Walker	<p><b>Action:</b> Send out Covid Economic Impact on Scenic Rim economy report (includes reference to tourism and hospitality impacts). Needs to be authored for public release.</p> <p><b>Pending</b></p>
8. Media and Communication Outcomes	Deanne Bowd	<p><b>Action:</b> send out TRA report (tourism stats) and VIC stats</p> <p><b>Ongoing</b></p>
9. Agritourism	Council	<p><b>Action:</b> include Regionality on next TAC agenda</p> <p><b>Closed</b></p> <p><b>Action:</b> provide further Farm Box statistics</p> <p><b>Closed</b></p>
10. Visitor Information Centres	Deanne Bowd	<p><b>Action:</b> Deanne to share five-year aggregated data</p> <p><b>Closed</b></p>
11. Partnerships	Deanne Bowd	<p><b>Action:</b> Deanne to provide update on <a href="#">new Destination Gold Coast CEO</a></p> <p><b>Closed</b></p> <p><b>Action:</b> RTO membership offers to be distributed</p> <p><b>Closed</b></p> <p><b>Action:</b> Share DGC famil itinerary</p> <p><b>Action:</b> Drafting of MOU between Bne, GC, SR. To mention importance of DSR, with Mayors as signatories.</p> <p><b>Pending</b></p>
12. NP access via gazetted roads	Council	<p><b>Action:</b> DSR sub-committee/working group to be put together, including Jane O'Reilly, Nathan Overell, Lisa Groom, Abi Chaloupka, Deanne Bowd. Also invite Cathie Johnstone BEDA, Wil Buch QPWS, Josh Baker SRRC Environment team to participate.</p> <p><b>Ongoing</b></p>

#### 4. DSR CORRESPONDENCE

DEBRA HOWE

- Request to disband Tourism Advisory Committee.
- Councillors congratulate industry to have matured to a point where it is proposed that TAC is no longer needed.
- Councillors indicated there is value in continuing to keep across the tourism agenda, however, acknowledge reporting should not be onerous.
- DSR are preparing a MOU (partnership agreement) to present to Council and would include the reporting cycle back to Council.
- DSR are preparing a business plan and anticipate presenting a formal request for support to Council.
- Priority for reporting to be to all of Council to ensure all Councillors are aware of progress and delivery on potential MOU and support.
- Regular reporting to Council will occur as part of the standard tourism report practices in place.

Discussion about BEDA – RTO relationship with Council and LTO

- BEDA - remit is to work in partnership directly with Council, as is required by agreements with TEQ. In the absence of TAC, BEDA will continue its productive working relationship with, and reporting to, Council. The Regional Prosperity team will disseminate relevant information onto the LTO, Destination Scenic Rim, as required.

**Action:** Unanimous recommendation to Council that the Tourism Advisory Committee be disbanded, and that the relevant functions of TAC be transitioned in to Destination Scenic Rim, through support of Council's Regional Prosperity team. Acknowledging that the intention is for a Memorandum of Understanding to be established between Destination Scenic Rim and Council, which will clarify the various roles and responsibilities of both organisations.

#### 5. INDUSTRY UPDATES

##### 5.1 BRISBANE EDA

GEMMA HASKINGS

- Brisbane Holiday Dollars update – currently have 22 Scenic Rim operators registered.
- Tourism Australia content creation – BEDA is working with TEQ and TA to deliver a product led recovery through development of new content. Scenic Rim operators have been selected to benefit from this program.
- Gondwana Festival – attendance was positive. Over \$600,000 in publicity value, reaching 1.9 million people. Park Tours' Arthurs Trek was a great success and is already being extended due to high demand.
  - SR Council will be advocating for further funding to continue with Gondwana Festival.
- Interstate campaign – phase 1 March/April, phase 2 May/June. First tier focus on Sydney, regional NSW, Melbourne. Second tier is SEQ (minus Bne), Adelaide, Canberra, Hobart, and national where possible. Campaign will build destination awareness and increase consideration in key markets now that borders are open. NZ campaign in market is driving flight and accommodation bookings, OVE, and maximising length of stay.

**5.2 DESTINATION SCENIC RIM**

NATHAN OVERELL

- Have been successful in a \$45,000 funding application. Details to be advised once Queensland Government make an official announcement.
- Another funding application is yet to be determined for a research project.

**5.3 TAMBORINE MOUNTAIN CHAMBER**

JUDI MINNIKIN

- Visitor Guide out by the end of this month. 80,000 print run to take them through to end of year and release of first whole of region brochures.

**6. COUNCIL UPDATES**

DEBRA HOWE

- Bushfire Recovery Funding payment relating to the one LTO project will be processed through Council for DSR.
- Canungra VIC Business Case is about to go up to Council.
- Nature and Adventure Tourism Strategy will soon go out for industry and public consultation.
- Leases and funding arrangements for Visitor Information Centres are up for renewal, with funding figures to be decided as part of Council budget deliberations.
- Top Tourism Towns are announced on Thursday 20 May.
- Queensland Tourism Awards nominations close Friday 21 May.

**Action:** Council to share Queensland Tourism Awards information along with Showcase invite.

**7. GENERAL BUSINESS (SUBMITTED PRIOR TO MEETING)**

**8. OTHER BUSINESS**

- If Council agrees with the recommendation to disband TAC, Council proposes a morning tea be held with all those who were associated with the committee throughout its lifetime.

**9. NEXT MEETINGS AND CLOSE**

- To be determined prior to next meeting
- Meeting closed 1:55pm

**Tamborine Mountain Chamber of Commerce & Industry Inc**

All correspondence to  
The Secretary  
PO Box 68  
North Tamborine QLD 4272  
ABN 49 834 636 195

Telephone (07) 5545 0944  
Email [memberships@tamborinemtncc.org.au](mailto:memberships@tamborinemtncc.org.au)  
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Web Site [www.VisitTamborineMountain.com.au](http://www.VisitTamborineMountain.com.au)

Monday, January 18, 2021

Brenda Walker  
Manager, Regional Prosperity and Communications  
Scenic Rim Regional Council  
82 Brisbane Street, Beaudesert Qld 4285

Dear Brenda,

Following the resignations of Alison Rip and Jaap Vogel from the Management Committee of Tamborine Mountain Chamber of Commerce and Industry, their positions on the Tourism Advisory Committee therefore became vacant.

I am pleased to inform you that the Management Committee has voted to appoint Management Committee members Judi Minnikin and Denby Browning to fill these vacancies.

Denby will also replace Alison Rip on the Web Working Group.

Kind regards

Geoff Baldwin  
President  
Tamborine Mountain Chamber of Commerce and Industry



Debra Howe  
Acting Chair  
Tourism Advisory Committee  
Scenic Rim Regional Council  
82 Brisbane Street  
Beaudesert QLD 4235

Destination Scenic Rim  
P O Box 184  
Boonah QLD 4310  
5 March 2021

Dear Debra

**Re: Tourism Advisory Committee**

We are writing to you to recommend disbanding Council's Tourism Advisory Committee (TAC). The Committee has served its originally intended purpose and Council is to be congratulated on forming and running it for many years.

However, times have changed and you will be aware that Destination Scenic Rim (DSR) is now the unified, industry-led Local Tourism Association for the Scenic Rim. The DSR Management Committee is reviewing how it will operate and believes that the operation of a TAC in addition to an LTO represents an unnecessary duplication. This is particularly so due to the securing of bushfire recovery funding that will enable the imminent hire of an Executive Officer for our LTO and the crafting and pursuit of a proactive strategy for the organisation and the tourism sector.

Four of the industry members of the TAC (Kay Tommerup, Nathan Overell, Judi Minnikin and Denby Browning) are also Management Committee members of the new DSR and will be meeting monthly to progress the LTO's agenda. For the TAC to meet quarterly in addition to that, no doubt with a similar agenda, seems superfluous.

We do, however, wish to reiterate our desire to continue working closely with Scenic Rim Regional Council, both through DSR's Management Committee and also through DSR's soon to be appointed Executive Officer. DSR has appointed a senior Council staff member (Brenda Walker, Manager Regional Prosperity and Communications) as a member of its Management Committee. We also intend to regularly invite Council officers, as appropriate to attend DSR Management Committee meetings, to share views and information relevant to our agenda and projects. This forum will provide a strong link between the tourism industry and Council.



In addition to this link to Council officers, we also very much wish to retain our organisation's linkage to elected Councillors. Previously Councillors have attended the TAC meetings, and DSR would be pleased to discuss with Council alternative arrangements to keep Councillors informed and hopefully engaged. That could be by DSR presenting to Council several times a year, or by inviting Councillors to selected DSR Management Committee meetings. We are open to whatever is preferred.

Representatives of TEQ and Brisbane Economic Development Agency have also been involved in TAC and we will seek to continue those linkages through inviting representatives to selected DSR Management Committee meetings. We intend to add representatives from Destination Gold Coast to this list as well, in acknowledgement of the opportunity for our two organisations and two regions to work more closely together.

This request is unanimously supported by DSR Management Committee members and we would appreciate Council giving it your due consideration.

Regards

Mike Webster

Kay Tommerup

Nathan Overell

Judi Minnikin

Abigail Chaloupka

James Corvan



**Terms of Reference**  
**For**  
**Scenic Rim**  
**Tourism Advisory Committee**

**Scenic Rim Regional Council**  
**February 2018**

## Scenic Rim Tourism Advisory Committee

### 1. INTRODUCTION

Recognising the importance of tourism as an economic driver for the region, Scenic Rim Regional Council has adopted a Tourism Strategy for 2017 to 2021, following on from the achievements of the 2011-2016 Tourism Strategy. The purpose of this strategy is to serve as a guide for tourism development and destination management for the next five years, to help ensure the long-term viability and sustainability of this vital sector.

An effective and proactive Tourism Advisory Committee (TAC) is crucial in achieving the objectives of destination management in the Scenic Rim. One of the catalyst projects highlighted in the tourism strategy is to "align the efforts of the three local tourism organisations to create a seamless message pre-trip and en route". TAC will play a lead role in the delivery of this and other projects and outcomes of the tourism strategy.

These Terms of Reference provide the framework for how the TAC will function, and are designed to provide clear direction on the role and responsibility of TAC in providing advice and direction and in working with Council to deliver priorities for the region as identified within the strategy.

### 2. CHARTER

#### 2.1 Mission Statement

**The TAC represents the interests and needs of the Scenic Rim tourism industry. It provides a conduit between Council and operators; facilitates co-operation and joint marketing activities; and informs direction for the implementation of the *Scenic Rim Regional Tourism Strategy 2017-2021*.**

#### 2.2 Objectives

The key objectives of the Tourism Advisory Committee (TAC) are:

- to provide Scenic Rim Regional Council with advice; and
- to inform direction on issues, opportunities and action items that will assist the development of the region's tourism industry.

This will be based on achieving the identified destination goals in tourism development, destination management and destination marketing. The goals are:

- Goal 1: Increasing the value of tourism
- Goal 2: Increasing market share in key segments
- Goal 3: Growing off-peak visitation
- Goal 4: Dispersing visitors across the region

The TAC will focus on the following:

- Reviewing and guiding the implementation of the *Scenic Rim Regional Tourism Strategy 2017-2021*.

<u>Tourism Advisory Committee</u>	<u>Terms of Reference</u>
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- Encouraging a collaborative approach to the development of the tourism industry in the Scenic Rim.
- Acting as a conduit between the Scenic Rim tourism Industry and Council, and in turn back to industry.
- Providing advice on the direction of the tourism Industry in the Scenic Rim region.
- Acting as an advocate for the activities implemented through the TAC.
- To actively work with all stakeholders to ensure Scenic Rim maintains a strong and competitive position in the tourism market.
- Ensuring that the priorities identified by the TAC are outcome-focused and deliver a value added proposition.
- Encouraging activities that lead the industry in an innovative manner.
- Developing strategic partnerships with key stakeholders such as
  - Tourism and Events Queensland
  - Brisbane Marketing
  - Gold Coast Tourism
  - Southern Queensland Country Tourism
  - Destination Tweed
  - Ipswich City Council
  - Logan City Council
  - Southern Downs Regional Council
  - Kyogle Council
  - Other relevant industry groups on an 'as needs' basis.

**3. OPERATIONS**

**3.1 Operating Procedures**

- The Scenic Rim TAC is an advisory committee with primary contact with the Economic Development & Tourism section of Council through the Tourism Development Officer.
- In addition to their advisory role, members of TAC are also expected to play a proactive role in sharing information about their respective bodies with the other representatives, to enhance understanding and collaboration.
- The Chair of TAC will be appointed by Scenic Rim Regional Council and will be appointed externally. The Chair will be appointed for a one year term. A Chair may be re-appointed for a subsequent term or terms.
- The Economic Development & Tourism office will communicate recommendations made by the TAC to Council via the Tourism Development Officer.
- The TAC is encouraged to initiate matters for examination which fall within its Terms of Reference.
- The role of the TAC (as an advisory body only) precludes it or its members from directing Council officers on any matter. Additionally, Council officers are not

3

## Tourism Advisory Committee

## Terms of Reference

bound by any advice put forward by the TAC. Council officers are bound, however, to submit relevant TAC recommendations to Council for its consideration and determination.

- Whilst the TAC may provide advice to Council officers in respect of the tourism budget, it does not determine the budget development process or allocation of this funding. However Council officers in the course of developing the annual tourism budget program will incorporate advice from the TAC relating to funding of projects or initiatives.
- Where the TAC considers it necessary, the Committee will form project based sub-Committees (known as Working Parties) from its own membership as well as other external expertise as required.
- The TAC will meet a minimum of four (4) times per annum.
- At the most relevant time within Council's budget planning process, the TAC will discuss its program for the following year, recommending appropriate allowances for inclusion in Council's annual budget.
- Agendas and minutes of the TAC will be serviced by Scenic Rim Regional Council, through the Economic Development & Tourism section.

**3.2 Membership**

- The committee membership should reflect a diversity of professional interests.
- The TAC will consist of representatives from the following sectors/groups:
  - Chair
  - Scenic Rim Escapes x 2
  - Scenic Rim Tourism x 2
  - Tamborine Mountain Chamber of Commerce x 2
  - Tourism and Events Queensland representative x 1
  - Brisbane Marketing representative x 1
  - Scenic Rim Regional Council (elected members) x 2
- Scenic Rim Escapes and Scenic Rim Tourism are formally amalgamating in 2018 into Destination Scenic Rim and it is proposed that the TAC retain 4 representatives from the newly amalgamated Local Tourism Authority throughout 2018, after which time the composition of the committee and number of representatives from the combined entity will be re-examined.
- In the situation where the above-mentioned organisations cease to exist, then representatives of those organisations will no longer hold a position on the TAC.
- In the situation where the above-mentioned organisations change name but maintain the same constitution, then the TAC Terms of Reference will be adjusted to reflect the name change, and the representatives will maintain their position on the TAC.
- The TAC will consist of no more than 12 members with representation by invitation and based on experience and representing a number of priority areas.
- Membership will be adopted by Council. Membership decisions thereafter will be recommended by the TAC, with Council to make the final decision.
- Each member is permitted to nominate a proxy that can attend meetings in their place where necessary. It is important to note that this person represents the sector/group identified, not an individual operator.
- Sub-Committees to meet as required and to feed into the main TAC meeting via minutes/reports prepared by the group. Membership of these groups will be by

Tourism Advisory Committee

Terms of Reference

nomination from within the TAC, and can also include non-members for the life of the project.

- Representatives from Tourism Organisations will be kept informed via minutes and agendas and invited on an as needs/availability basis. These include Tourism Queensland, Gold Coast Tourism and Brisbane Marketing. These representatives will have 'observer' status.
- In addition to the above, Council representation may include:
  - Tourism Development Officer (Facilitator)
  - Visitor Information Centre & Events Officer
  - Coordinator Regional Marketing & Economic Development
  - Other officers may be invited to participate on an 'as needs' basis.
- The abovementioned Council officers will be encouraged to contribute items and information for consideration by TAC, but will not have voting rights and will essentially have 'observer' status.

**3.3 Quorum**

The quorum for the TAC shall be the majority of the members of the Committee.

**3.4 Meeting Protocol**

- The Chair of TAC will be appointed by Scenic Rim Regional Council and will be appointed as an independent, external appointment. The Chair will be appointed for a one year term. A Chair may be re-appointed for a subsequent term or terms.
- The Tourism Development Officer is the administrator of the TAC.
- TAC members that do not attend three (3) consecutive TAC meetings will be required to provide evidence to support their continued membership of the TAC. If suitable evidence is not provided then that individual will forfeit their membership.
- Meetings will be held principally at the Scenic Rim Regional Council office in Beaudesert but may rotate as required by the TAC around the region.
- Member voting to be consensus based.

**4. MEMBER PROTOCOL & EXPECTATIONS**

- Committee members will have a demonstrated interest in the tourism industry.
- Committee members should have a strong service orientation.
- Committee members will have a willingness to contribute and be capable of informing and motivating others. A sense of humour and enjoyment of people is important.
- Committee members must act honestly and in good faith; not make improper use of information or their position; and avoid any conflict of interest by declaring any interest prior to the commencement of any meeting.
- Committee members may at times be exposed to confidential information, and as a result must not disclose any confidential information unless specifically authorised to do so.
- Committee members must not engage in any conduct or behave in any manner that may discredit the TAC.
- Members will share a desire to assist the Tourism Development Officer to present programs and services of quality and relevance to the community.
- It is desirable that Committee members enjoy a significant profile in the community to enable effective advocacy for the region's tourism priorities.

Tourism Advisory CommitteeTerms of Reference

- Members must have a passion for the industry, the region and for the continued development of the tourism industry.
- Members will have ability and readiness to act solely in the best interests of the Scenic Rim tourism industry, without regard to personal interest or benefit.
- Members will bring their personal knowledge and experience to bear on issues of relevance.
- Members will have an ability and willingness to be an ambassador for the Scenic Rim region and to represent the region positively to media, tourism organisations and visitors.
- Breaches of these protocols may result in membership for that individual or organization being cancelled.






## 10.4 Regional Skills Investment Strategy Project Completion Report

**Executive Officer:** General Manager Customer and Regional Prosperity

**Item Author:** Principal Specialist Regional Prosperity

**Attachments:**

1. Regional Skills Investment Strategy Reference Group August 2020 Minutes [↓](#) 
2. Regional Skills Investment Strategy Reference Group January 2021 Minutes [↓](#) 
3. Regional Skills Investment Strategy Reference Group May 2021 Minutes [↓](#) 

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### Executive Summary

In 2019, Council received funding from the Queensland Government's Department of Employment, Small Business and Training (DESBT) for the Regional Skills Investment Strategy (RSIS) Project, for a two-year period ending June 2021, which included the employment of a Coordinator charged specifically with coordinating the project and helping local businesses to find, train and upskill the workers they need to prosper and grow.

The RSIS Coordinator was charged specifically with helping local businesses to find, train and upskill the workers they need to prosper and grow.

The RSIS Project works collaboratively with local industry and community stakeholders to develop specialised solutions to address local workforce issues related to skilling and training within three focus industries, which are:

- Agriculture and agri-business;
- Health and allied services; and
- Tourism and hospitality.

The report presents the Minutes of the 2020-2021 Meetings of the RSIS Reference Group including August 2020 (refer Attachment 1), January 2021 (refer Attachment 2) and May 2021 (refer Attachment 3) and brings the Regional Skills Investment Strategy project to its natural conclusion.

### Recommendation

That:

1. Council acknowledge the activities, initiatives and outcomes delivered as part of the Regional Skills Investment Strategy project since it was established in 2019 and concluded in June 2021;
2. Council endorse the Regional Skills Investment Strategy Reference Group Minutes of the Meetings held in August 2020, January 2021 and May 2021;
4. Council acknowledge and thank the Queensland Government's Minister and Department of Employment, Small Business and Training for the two-year funding contribution of the Regional Skills Investment Strategy, that provided some immediate and tangible outcomes for the Scenic Rim region;
5. Council extend its thanks to the members of business, industry and community organisations who actively participated in the Scenic Rim Regional Skills Investment Strategy Reference Group, and the project Coordinator Mitch Ryan and the Regional Prosperity team for their efforts in delivering this project; and
6. Council note the intention is to transition the Scenic Rim Regional Skills Investment Strategy Reference Group to a body with a broader remit, potentially renamed as the Scenic Rim Leadership Alliance, which is yet to be established as an action of the Scenic Rim Regional Prosperity Strategy 2020-2025, under new terms of reference to be adopted by Council.

**Previous Council Considerations / Resolutions**

At the Ordinary Meeting held on 26 October 2021 (Item 11.3), Council resolved to:

1. Acknowledge the Quarter 3 and Quarter 4 activities, initiatives and outcomes delivered as part of the Regional Skills Investment Strategy project;
2. Endorse the Regional Skills Investment Strategy Reference Group Minutes of the Meetings held in 2019-2020 - February, April, May and June;
4. Acknowledge the Queensland Government's Department of Employment, Small Business and Training two-year funding contribution of the Regional Skills Investment Strategy, ending June 2021, and
5. Extend its thanks to the members of business and industry and community organisations who actively participate in the Scenic Rim Regional Skills Investment Strategy Reference Group.

At the Ordinary Meeting held on 11 May 2020 (Item 11.3), Council:

1. Noted the launch of the online Scenic Rim Jobs Talent Community hosted at [www.scenicrimjobs.com.au](http://www.scenicrimjobs.com.au), an initiative of the Regional Skills Investment Strategy Project and an outcome of the Scenic Rim Regional Prosperity Strategy 2020-2025; and
2. Acknowledged the Queensland Government's Department of Employment, Small Business and Training funding for the Regional Skills Investment Strategy Project, which had enabled this initiative to be established.

At the Ordinary Meeting held on 3 February 2020 (Item 3.1), Council resolved to:

1. Adopt the Scenic Rim Regional Prosperity Strategy 2020-2025 and approved publishing it on Council's website and the Invest Scenic Rim website;
2. Noted that a limited number of A4 hard copies of the full Strategy document would be produced and distributed to key stakeholders involved in its development;
3. Acknowledged an A5 16-page Summary of the Scenic Rim Regional Prosperity Strategy 2020-2025 would also be produced to enable dissemination at key locations and via industry partners and at networking events;
4. Noted the intention to establish a new Scenic Rim Regional Prosperity Leadership Alliance; and
5. Acknowledged and thanked Lucid Economics, and all the businesses, key stakeholders, Chambers of Commerce, relevant government agencies, and Council's Regional Prosperity and Communications team for their contributions which resulted in the development of Scenic Rim's first strategic economic development plan.

At the Ordinary Meeting held on 25 February 2019, Council endorsed the application to the Queensland Government's Department of Employment, Small Business and Training to secure two years of funding for the Regional Skills Investment Strategy, an engagement and collaboration project, ending June 2021.

**Report / Background**

The fundamental aims of the Scenic Rim RSIS project, an engagement and collaboration project, which aligns with a key pillar of the Scenic Rim Regional Prosperity Strategy 2020-2025, is to drive significant economic outcomes, job containment and lifestyle and liveability outcomes for the Scenic Rim.

The RSIS project is a \$9 million initiative, funded over four years by DESBT, that supports selected regional communities to identify current and emerging jobs in key industries and ensures there is a supply of skilled local people to meet this demand.

Supporting local industry to meet their skilled labour needs is the focus of local RSIS projects, which are designed to drive regional collaboration to address local workforce issues related to skilling and training.

In early 2019, Council was selected as one of 18 host agencies for a Regional Skills Investment Strategy project. Council's RSIS Project covers the Scenic Rim local government area, which encompasses almost 4,000 square kilometres. With a population of 42,583 and a gross regional product (GRP) of \$1.77 billion, the region is home to approximately 15,257 jobs.

A milestone for Council's RSIS Project was the establishment of a local Reference Group and collaborative networks to provide relevant guidance and advice to the project, determining local skills priorities and training challenges (ie. Industries, population groups etc.) as well as collaborating with DESBT to develop effective training solutions.

The function of the RSIS Scenic Rim Region Reference Group is to provide advice and industry expertise on the development, implementation and evaluation of the Regional Skills Investment Strategy project from specific target sector industries. The Reference Group also increased the awareness of support available under the annual VET Investment Plan.

Cr McInnes and Cr McConnell were appointed by Council to participate in the RSIS Reference Group, along with a proxy, Cr West.

The funding including appointing a RSIS Project Coordinator for two years, who was to collaborate with local stakeholders to develop targeted training solutions that aligned with the scope of the project, building a skilled local workforce to meet skill shortages and taking advantage of upcoming opportunities. The RSIS Coordinator's employment contract concluded with Council in early July, in line with the funding concluding.

During 2020, due to the impacts of COVID-19 restrictions, the RSIS Coordinator also performed duties outside the original remit of the role to assist with economic recovery activities undertaken by the Regional Prosperity team, including business health checks. Council sought approval from DESBT to allow these additional duties to occur, which was supported.

An overview of the RSIS Project achievements over the two years are outlined below:

Program Activities	Outcomes Achieved		
Establishment of the Regional Skills Investment Strategy Reference Group which comprised of representatives from three levels of Government, industry leaders from the Health and Allied services, Tourism and Hospitality and Agricultural sectors.			
Business engagement and connections	486 met with	details of over 600 businesses added to database	
Training outcomes	257		
Employment outcomes	166		
Binna Burra Lodge employment outcomes (post bushfires)	27 supported into jobs	from 50 displaced workers	
2019 Job Fest event outcomes	188 attendees	179 job vacancies	315 referrals to jobs
2021 World of Work Business and Careers Expo outcomes	540 attendees	34 exhibitors	260 job generated
World of Work video produced	Released on YouTube in May 2021 (almost 300 views to date) - available <a href="#">here</a>		

Program Activities	Outcomes Achieved		
TAFE Business Mentoring for Growth Program	17 businesses supported	51 individuals	
Pre-employment programs funded by the Australian Government	Supported 60 new workers in the Agricultural sector with Australian Lawn Concepts (Boyland) and Kalfresh (Kalbar) being the lead employers.		
Pre-employment programs funded by the Australian Government	Supported 30 new workers in the Tourism and Hospitality sector with Cedar Creek Lodges (Tamborine Mountain) being the lead employer.		
Development of Agricultural Skills Development Program	Supporting 70 workers in skills development.		
Development and launch of the Scenic Rim Jobs portal	The jobsinscenicrim.com.au website is a one-stop shop for residents of the Scenic Rim looking for local work, and Scenic Rim based businesses wanting to fill vacancies with local skilled people.		
RSIS Coordinator	Appointed to National Youth Employment Body through the Brotherhood of St Lawrence Victoria.		
RSIS Coordinator	Appointed to the Local Jobs Program Taskforce Australian Government (Wivenhoe Employment region). This role retained within the Regional Prosperity team following departure of Co-ordinator.		
Value in training dollars provided to the region including the drought and bushfire recovery funding	<b>\$823,650</b>		

### Budget / Financial Implications

The RSIS Project was funded through a DESBT grant of \$350,000 over 2019-2020 and 2020-2021, complemented by Council contribution of \$16,500 in each of the 2019-2020 and 2020-2021 Economic Development operational budgets.

Council's contribution was required to cover the cost of items in excess of the allowable 5% of total allocated funds which are able to be expended on overheads or operating costs associated with the position.

The two-years of funding returned a range of benefits, some intangible and harder to track and quantify, and others more tangible outcomes as outlined in the table above, with an estimated return on investment of \$823,650 in training outcomes and other sourced funding.

The harder to quantify outcomes include local businesses' exposure to training ethos, access to programs and opportunities, new networks built, participation to expos and the reference group, and uncovering some excellent local talent are incalculable.

The project will leave a lasting legacy to the Scenic Rim region, as was intended under the purpose of the funding and the Scenic Rim Regional Prosperity Strategy 2020-2025.

## Strategic Implications

### Operational Plan

Theme: 2. Sustainable and Prosperous Economy

Key Area of Focus: 2.1.1 Guide and optimise the future economic prosperity of the region

### Legal / Statutory Implications

Council has been required to adhere to all obligations and milestones under the Queensland Government's RSIS Project funding agreement. All relevant reports were submitted to the Department on time including the final acquittal report for the grant funding.

## Risks

### Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

SR52 Ineffective and/or unrealistic strategic plans which are not appropriately scoped or resourced, resulting in missed opportunities, re-work, failure to deliver objectives and loss of confidence by community.

SR53 Inadequate sustainable economic growth plans in place to appropriately maximise opportunities, resulting in increased pressures on Council and State infrastructure and social environmental cohesiveness.

### Risk Assessment

Category	Consequence	Likelihood	Inherent Risk Rating	Treatment of risks	Residual Risk Rating
Financial/Economic  Failure to deliver against the agreement with DESBT	3 Moderate	Unlikely	Low	Manage the project plan and report against deliverables. A robust process which charts progress and reports regularly	Low
Reputation, Community & Civic Leadership  Failure to deliver to perceived value because of the Initiative	3 Moderate	Unlikely	Low	Ensure a suitably qualified and experienced candidate is recruited. Manage the delivery of the project through Council's Economic Development team, ensuring a project plan is prepared and implemented	Low

## Consultation

Council engaged and partnered with the following organisations to develop and deliver the initiatives associated with the RSIS Project:

- Queensland Department of Employment, Small Business and Training;
- Australian Department of Employment, Skills, Small and Family Business;
- Various Chambers of Commerce;
- Brotherhood of St Lawrence and Yourtown;
- Local businesses and various job service agencies; and
- Council Business Units - Regional Prosperity and Communications, Community and Culture and Human Resources.

Development of the Scenic Rim Jobs Fest and World of Work Business and Career Expo was a collaboration of the following bodies, including:

- Scenic Rim Regional Council
- The Department of Employment Small Business and Training (State Government)
- The Department of Education Skills and Employment (Australian Government)
- Local Community Organisations and Chambers of Commerce
- Business Community and
- Education Sector

Councillors and the Executive Leadership Team have been regularly briefed throughout the duration of the RSIS project.

## Conclusion

The securing of funding for the Scenic Rim Region RSIS Project and appointment of the coordinator has assisted Council to pursue a definitive strategy targeted at priority industry sectors of agriculture and agri-business; health and allied services; and tourism and hospitality, as was required under the Funding Agreement.

This project has delivered immediate and tangible benefits to the region's residents and business community, as envisaged in the 'workforce development' pillar within the Scenic Rim Regional Prosperity Strategy 2020-2025.

Actions to assist displaced employees from Binna Burra Lodge, the Scenic Rim Jobs Fest and World of Work events, the creation of the RSIS Reference Group and identification of other opportunities such as the launch of the Scenic Rim Jobs portal have proved successful.

Future opportunities to assist the business community and Council's engagement under the Small Business Friendly Council initiative will be explored via ongoing skills development projects which will support industry growth and create more local jobs for local people. As such, this program of work will merge seamlessly under the 'workforce development' pillar and initiatives and opportunities highlighted in the Scenic Rim Regional Prosperity Strategy 2020-2025.

It is intended that the RSIS Reference Group will be maintained and will transition to a body with a broader remit, proposed to be renamed as the Scenic Rim Leadership Alliance, which is yet to be established as an action of the Scenic Rim Regional Prosperity Strategy 2020-2025, with new terms of reference (currently under development for adoption by Council).

The Queensland Government's DESBT provided the funding to establish the RSIS project that will leave a lasting legacy to the Scenic Rim region, as was intended under the purpose of the funding, and that goes beyond the completion of the project.



**Regional Skills Investment Strategy  
Reference Group  
Agenda 27 August 2020**

**Date:** 27 August 2020 - Beaudesert

**Time:** 10.00 AM -12.00 PM

**Locations:** Skype Meeting

**Guests:**

- Sandee Harris Industry Officer Department of Jobs (Australian Government)

**Members/  
Participants:**

- Debra Howe - General Manager Customer and Regional Prosperity, Council - Chair
- Duncan McInnes, Deputy Mayor and Division 6 Councillor
- Virginia West, Division 3 Councillor
- Jeff McConnell, Division 2 Councillor
- Mitch Ryan - RSIS Coordinator, Council
- Sue-Anne Chapman – Principal Specialist Regional Prosperity
- Brett Haagsma - Regional Director, South East Region (DESBT)
- Brad Roberts- Principal Beaudesert High School
- Tamara Gray – General Manager Cedar Creek Lodges
- John Keleher - Managing Director, Australian Turf Concepts.
- Kathy Forrest - Community Development Coordinator, Council

**Apologies:**

- Mike Webster
- Donna Simpson- Director Discount Drug Store
- Louise Dwyer - General Manager. Beau Care Health Services
- Sarai Tuuga - National Manager Yourtown
- David Kassulke - General Manager, A J Bush

Item	Topic	Presenters
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11.00 am	Registration and Networking	
1	Welcome and introduction of guests, framing intent of session	<ul style="list-style-type: none"> <li>Debra Howe introduced Sue Anne Chapman - Principal specialist Economic Development and noted that Sue Anne will be replacing Brenda Walker as the representative from Regional prosperity team</li> </ul>
2	Welcome to New Members of the reference Group <ul style="list-style-type: none"> <li>Brad Roberts - Principal Beaudesert High School.</li> </ul>	Debra Howe welcomed Brad Roberts- Principal of Beaudesert State High School and noted that the RSIS reference group appreciate the representation and support from the Education sector and look forward to working with Brad and the Beaudesert State High School.
3	Minutes of the Previous Minutes Business/Actions Arising from the Minutes	Mitch Ryan mentioned that the actions from the last meeting were that all information supplied by the Department of Employment small business and training relating to small business grants and business support opportunities.
4	RSIS program outcomes for the past 12 months	Mitch Ryan provided and overview of the Regional Skills Investment strategy activities delivered over the past 12 months . Overview <ul style="list-style-type: none"> <li>2 years of government funding through Department Education, Small Business and Training</li> <li>\$350k over 2 years</li> <li>One of 18 LGAs in Qld provided with this opportunity</li> <li>Full recruitment process – Mitch Ryan hired &amp; commenced July 2019 – embedded in Regional Prosperity team</li> <li>Agreed 3 focus industries:                             <ul style="list-style-type: none"> <li>Tourism &amp; hospitality</li> </ul> </li> </ul>

		<ul style="list-style-type: none"><li>• Agriculture &amp; agribusiness</li><li>• Health &amp; allied services</li></ul>																				
		<table><tr><th>Program Update</th><th>Employer Engagement</th><th>Employment Outcomes</th><th>Training Outcomes</th></tr><tr><td>Jul-Oct 2019</td><td>167</td><td>40</td><td>49</td></tr><tr><td>Nov-Jan 2020</td><td>28</td><td>67</td><td>69</td></tr><tr><td>Feb-Jun 2020</td><td>143</td><td>32</td><td>58</td></tr><tr><td><b>Total YDT</b></td><td><b>338</b></td><td><b>139</b></td><td><b>176</b></td></tr></table>	Program Update	Employer Engagement	Employment Outcomes	Training Outcomes	Jul-Oct 2019	167	40	49	Nov-Jan 2020	28	67	69	Feb-Jun 2020	143	32	58	<b>Total YDT</b>	<b>338</b>	<b>139</b>	<b>176</b>
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		<p>Activities Delivered</p> <ul style="list-style-type: none"><li>• <b>Establishment of the RSIS Reference Group</b> (3 levels of government, 7 industry leaders and NFPs supporting youth)</li><li>• <b>Held Scenic Rim Jobs Fest</b> – 188 attendees, 32 employers, 179 jobs vacancies raised, 315 applications</li><li>• <b>Follow up event World of Work planned</b> – aiming for up to 500 attendees and over 50 exhibitors – ideally late October</li><li>• <b>Business resilience training for businesses</b> affected by fires - 30 businesses supported</li><li>• <b>Face to face contact with 175 businesses</b> in Q3/Q4 and details of <b>over 600 businesses</b> into engagement database</li><li>• <b>Created partnerships with the National Youth Employment Body</b> (The Brotherhood of St Lawrence)</li><li>• <b>Establishment of pilot programs</b> to assist with training to support new/existing workers in Health/allied services and Hospitality/Agricultural sector</li></ul>																				

		<p><b>Activities Delivered</b></p> <ul style="list-style-type: none"> <li>• Partnered with community organisations to deliver Skilling Queenslanders for Work (SQW) programs - community engagement and training/employment outcomes</li> <li>• Created partnership with ARTC (Inland Rail) and Your Town to develop training and employment programs re works that create community benefit (Boonah Rail Station Building , Beaudesert Town Revitalisation program)</li> <li>• Launched Scenic Rim Jobs talent community:             <ul style="list-style-type: none"> <li>• Over 200 jobs listed since April launch</li> <li>• 40 x Beaudesert</li> <li>• 18 x Boonah/Kalbar</li> <li>• 86 x Tamborine/Tamborine Mountain/Eagle Heights</li> <li>• 13 x Canungra</li> <li>• 12 employers and 84 job seekers permanently registered with the site as members</li> </ul> </li> <li>• Established indigenous and non indigenous skills development programs with Downs Group Training, Your Town and State/Federal government</li> <li>• Councillor Mc Innes commented on the results of the RSIS coordinator and the benefits of the role to the business and broader community.</li> <li>• Cr McInnes had mentioned that it would be shame to stop the activities of the RSIS program particular in the current economic climate which has been caused by drought, fires, floods, and now COVID -19.</li> <li>• Debra Howe had referred the question to Brett Haagsma re the opportunity to continue the funding to support the officer in the future.</li> </ul>
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		<ul style="list-style-type: none"><li>• Brett Haagsma had mentioned that due to the announcement that the government will be going into caretaker mode in the coming weeks he does not believe there will be any decision and announcements made. But had mentioned that there has been a review of the RSIS program and once the results have been distributed there could be potential to support the program.</li><li>• Debra Howe had also mentioned that there is some funding under the Local economic recovery program which could assist in the placement of the RSIS officer.</li></ul>
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5	Industry update from representatives from the Health and Community Services sectors	<p>Louise Dwyer sends her apologies but has provided an update for Mitch Ryan to present to the group.</p> <ul style="list-style-type: none"> <li>• Beaucare are continuing to employ workers on the health services teams within Baucare with 8 new staff being engaged form July 2020</li> <li>• Changes to the Aged care since Covid has increased to opportunity for aged care centre to form partnerships to support each facility if there are cases of Covid within each or any provider in the region. The partnership is formed between Beaucare , Whiddon Star Wonga Burra and Jymbilum aged care organisation. This partnership will assist in staffing, supporting of meal preparation and transport for the elderly.</li> <li>• Beaucare have now opened a site on Tamborine Mountain which will support the community on a full time basis..</li> <li>• Beaucare are also delivering support services to young males at the school in the delivery of the being respectful program which is designed to open conversation on domestic violence and bullying in society.</li> </ul>
6	<p>Industry update from representatives from the Agricultural sector on current situation of business and the effects of COVID 19. Pilot projects that can assist new entrants into the Agricultural sector.</p> <p>Discussion on the PaTH program to engage youth into the Agri- sector.</p>	<p>John Keleher opened discussion by noting that business has been very good throughout covid and sales for commercial and residential markets is very strong. This in turn will support more workers in the sector.</p> <p>John Keleher had mentioned that he is in discussion with Mitch Ryan to develop a pilot program to support new workers into the sector. The program will be supported by the Jobs Council which is an initiative whereby one Job Active provider becomes the lead agent who becomes the central point of contact for the employer. The Jobs Council lead supports the program by promoting to other Job Active providers in the region to refer candidates from there caseloads that fit the criterial set out by</p>



		the employer, the employer also has the choice of who is engaged in the program and the units of competency that are to be delivered. The pilot program will be delivered on site ie a turf farm and for a period of 2 weeks. The funding for the delivery will come from the job active employment fund.
7	Industry update from representatives from the Tourism and Hospitality sectors on current situation of business and the effects of COVID 19. Pilot projects that can assist new entrants into the Tourism and Hospitality Sector. Discussion on the PaTH and additional programs that can be supported by the Australian Government.	<p>Tamara Gray had opened the discussion by mentioning that Cedar Creek lodges have seen a jump in business with weddings and function being booked out until December and beyond.</p> <p>Tamara had mentioned that they currently have 14 available positions within there business. Tamara had also mentioned that the management of cedar creek lodges are excited in participating in a training and employment program which has been initiated by Mitch Ryan. The training program is designed to train new workers for the sector and is supported by funding under the State Government Skilling Queenslanders for work Initiative as well as funding under Australian Government Job Active programs .</p> <p>The initiative will be delivered over 12 weeks consisting of 4 days per week which will including work experience in all areas of the business . ie Kitchen operations, housekeeping , reception, Restaurant, events etc. It is envisaged that the program will create skilled workers to support the short fall on Tamborine Mountain.</p>
8	Industry Update from Brad Roberts, Education sector regarding the engagement of year 10 11, 12, and 13 students into employment programs	Brad Roberts had noted that there has been a new position created within the school system to deliver the Link and Launch program which is designed to assist year 12 and 13 students gain access to support services before and after they leave the school system. The Link and Launch manager is Belinda Brown and Belinda is keen to work with employers in the region to connect year 13 students with employers to secure employment .

		Brad Roberts is keen to continue to represent the RSIS program
9	Update from the Department of Employment Small Business and Training regarding funding and business support on offer	<p>Brett Haagsma opened discussion on the Skilling Queenslanders for work funding that has opened and information session are being delivered across the region and the Beaudesert session will be held on the 9<sup>th</sup> September at the Centre.</p> <p>There will be a virtual awards presentation for the Qld Training awards on the 11<sup>th</sup> September. All nominees will engage in the virtual event to hear who the winners will be.</p>
10	Update from the Australian Government on funding and business support on offer	<p>Sandee Harris had mentioned that Downs Group Training have been awarded an extension of contract for the PaTH program which will include the Scenic Rim and South east region of Qld. Sandee had noted that the PaTH program is designed to support 17 to 24 year old youth in engagement into an intern ship which will lead to an apprenticeship and or Traineeship</p> <p>Sandee Harris had also mentioned that there were reports that large employers in the Agricultural sector ie Kalfresh and Moffatts had reported that they are struggling to source workers in the Covid period as majority of the previous labour came from the back packer and overseas cohort.</p> <p>It has also been reported that Kalfresh have 70 positions available which have to be source and filled by October . Mitch Ryan had mentioned that he would touch base with Kalfresh and Moffatts to see how he can assist with the engagement of the Jobs Council supported by DESBT</p>

11	Response from Scenic Rim Regional Council	<p>Debra Howe had mentioned that SRRC have been very busy with the delivery of funding that has been awarded under the Vibrant and active towns program and the local economic recovery program which will assist business across the region in infrastructure and business development programs</p> <p>Councillor Mc Connell had raise that there should be further connection with the Chambers of Commerce which could support opportunities for employment.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
12	Kathy Forest	<p>Kathy had mentioned that there were opportunity to develop training and employment programs to support the redevelopment of sporting grounds and facilities projects such as Skilling Queenslanders. Kathy and Mitch will continue to work on such initiatives to support community groups and employment opportunities.</p>
13	World of Work Expo	<p>Mitch Ryan had mentioned that the World of work program is still on the table to be delivered . This could change if Covid restrictions increase.</p>
14	Open Forum for Reference Group Members	All
15	Meeting Closed	Debra Howe
	Next Meeting – 22 October 2020	
		Update on Community Projects that can assist in Skills Development and employment outcomes

**Regional Skills Investment Strategy  
Reference Group  
Minutes 28 January 2021**

**Date:** 28 January 2021 - Beaudesert

**Time:** 1.00 PM -3.00 PM

**Locations:** Skype Meeting and Face to Face

**Guests:**

- Kathy Forest- Community Development Coordinator, Council
- Mike Webster - Managing Director, Scenic Rim Brewery
- Tamara Gray – General Manager, Cedar Creek Lodges

**Members/  
Participants:**

- Debra Howe - General Manager Customer and Regional Prosperity, Council - Chair
- Councillor McInnes – Division 6, Council
- Councillor McConnell – Division 2, Council
- Councillor West – Division 3 Council (Proxy)
- Brett Haagsma – Regional Director, South East Region, DESBT
- Brad Roberts – Principal Beaudesert High School
- Louise Dwyer – General Manager, Beau Care Health Services
- John Keleher – Managing Director, Australian Turf Concepts
- Sue Anne Chapman – Principal Specialist Regional Prosperity, Council
- Mitch Ryan – RSIS Coordinator, Council

**Apologies:**

- Kathy Forest- Community Development Coordinator, Council (Withdrawn from the reference group)
- Mike Webster - Managing Director, Scenic Rim Brewery (Withdrawn from reference group)
- Tamara Gray – General Manager, Cedar Creek Lodges
- David Kassulke - General Manager A J Bush

Item	Topic	Presenters
1.00 pm	Registration and Networking	
1	Welcome and introduction of guests, framing intent of session	<ul style="list-style-type: none"> <li>• Debra Howe opened the meeting by welcoming everyone to the meeting and thanked everyone for their attendance.</li> </ul>
2	Welcome to New Members of the reference Group Louanne Byrnes	Debra Howe noted that Mike Webster has resigned from the reference group due to business commitments . Debra Howe had welcomed Louanne Byrnes HR Manager Binna Burra Lodges as a the representative for the tourism and hospitality sector.

3	Minutes of the Previous Minutes Business/Actions Arising from the Minutes	Debra Howe noted that the minutes from the last meeting where supplied to reference group members for review and that there were no actions required
4.	Report / Louise Dwyer GM Beaucare	<p>Louse Dwyer noted that increased compliance has been enforced across the sector regarding staff in areas of Yellow card to support disability and Blue Cards for youth and family services.</p> <ul style="list-style-type: none"> <li>• There is a Royal commission into aged care and disability services highlighting workforce issues.</li> <li>• There has been an agreement that rural and remote services struggles re staff.</li> <li>• Payable long service leave commenced 1<sup>st</sup> January 2021</li> <li>• In home child care educators and independent contractors to be engaged but need super payments made.</li> <li>• Covid has made students placements within the health sector more difficult.</li> <li>• Beaucare' s Tamborine office in now 5 days per week.</li> <li>• Beaucare have created a partnership with Whiddon Star aged care Centacare and Jymbulum. There has been no further work since August 2020.</li> </ul>
5.	Report and update from the Agriculture sector by John Keleher	<p>John Keleher has noted that there has been a 40 % increase in trade compared to the same time last year.</p> <ul style="list-style-type: none"> <li>• mentioned that his business and industry as a whole struggle with staffing of qualified and skilled workers.</li> <li>• mentioned that even though he is involved in pilot programs established by the RSIS officer and the federal government with the engagement of unskilled labour this does not fill the immediate need for staff.</li> <li>• Mentioned that his business has moved away from employing back packers as there was no consistency in the quality of the workers.</li> </ul> <p>Debra Howe had noted that Kalfresh where in a similar position and they are now moving staff from the Bowen operations to support the Kalbar plant and visa versa.</p>

6.	Report / Update from Brett Haagsma from DESBT	<p>Brett Haagsma had asked for clarification re skills issues whether it is an education or skills based.</p> <ul style="list-style-type: none"> <li>• Brett had stated that the DESBT is working on the Small Business engagement strategy which will enable small business to have a voice re issues</li> <li>• Promotion of small business</li> <li>• Minister the Honourable Di Farmer has commence the roadshow to promote small business . The roadshow will cover locations such as Gold Coast, Redlands, Cairns and Townsville</li> <li>• Promotion of the business Qld website and if members of the reference group could use the website and provide feedback it would be appreciated.</li> <li>• Online training has been expanded through the Go 1 platform and Tafe Qld</li> <li>• Areas supported are trades through the Master Plumber association Child Care and health services. Brett to provide link for the small business website.</li> <li>• Training spaces through Job Trainer have been arranged to support Full qualifications, Skills Sets and entry level pathways.</li> <li>• Health entry pathways programs to support qualifications and short courses</li> <li>• Re the RSIS funding there was no word that there is any continuation of funding for the program</li> <li>• Brett had mentioned that due the commitment of the Minister to support small business conversations could be promoted to engage workforce development projects which could support another round of funding but not confirmed.</li> </ul>
7.	Report from Federal Government agencies	<ul style="list-style-type: none"> <li>• Sandee Harris representing DESE had noted that the announcement of the local Jobs program facilitators had been made and to represent parts of the Scenic Rim in the Wivenhoe employment services region would be John Perry and to represent the Scenic rim Mitch Ryan will play an active part as a member of the Taskforce.</li> <li>• Sandee Harris had also mentioned that the representative for the Gold Coast Employment Services region will be Jody Brackenbury and the RSIS officer is working with Jodi to support programs in the Canungra and Tamborine regions.</li> <li>• Revised Initiatives, PaTH Business Placement Partnerships (Business Partnerships) trial co-design between industry and government of pre-employment pathways to help young job seekers into identified jobs. The pathways will use elements of the Youth Jobs PaTH, existing employment and training</li> </ul>

		<p>services, combined with other supports to develop tailored recruitment solutions.</p> <ul style="list-style-type: none"> <li>• There has been a panel of industry representative established to assist in the design of pre employment programs to support industries such as the Meat, National Retailers association , The Motor Trades Industry , Master Builders, The National Disability Insurance Scheme. This pane will assist in the design of programs that can increase the numbers of entry level roles within the particular sectors. This Initiative will support participants aged between 17 and 24.</li> <li>• Additional programs to support employment is the Job Maker Hiring Credits Scheme Program that will support participants aged between 16 and 35.</li> <li>• See attached Link. <a href="https://www.ato.gov.au/General/JobMaker-Hiring-Credit/">https://www.ato.gov.au/General/JobMaker-Hiring-Credit/</a></li> <li>• Unemployment rates for Logan ESA which Beaudesert is located as of December 2020 was 8.1% and Youth unemployment was 18.4%. The National Average is 6.6%.</li> <li>• The return of mutual obligation has seen caseloads drop in Job Active sites due to eligibility</li> </ul>
8.	Update from the Tourism sector from Louanne Byrnes from Binna Burra Lodges	<ul style="list-style-type: none"> <li>• Louanne had made mentioned that the current staffing levels at Binna Burra now stand to 32 which was almost half compared to pre the Bush fires. There are issues with securing staff due to challenges such as Travel, Accommodation with current vacancies such as Head Chef , Sous Chef and casual staff .</li> <li>• The management of Binna Burra are working with local Real Estate Agents and home owners to source accommodation for workers.</li> <li>• Louanne had noted that all staff are cross trained so all staff become multiskilled across all departments of the retreat.</li> <li>• Noted that the RSIS officer from Scenic Rim Regional Council has been very supportive in the support to source funding for upskilling of workers.</li> <li>• Noted that Binna Burra are working with local providers to purchase produce and services.</li> <li>• Debra Howe had mentioned that the Tourism industry is struggling to increase trade.</li> </ul>
9.	Update for Sue Anne on the Regional Prosperity	<ul style="list-style-type: none"> <li>• Sue Anne mentioned that the Regional Prosperity team is focussed on connection with businesses across the region to support growth.</li> <li>• The Regional Prosperity team have supported council in the role out of the Façade improvement and E - commerce grants that have supported 40 businesses across the region tenders closed 31<sup>st</sup> December</li> </ul>



		<ul style="list-style-type: none"> <li>Sue Anne had mentioned that there is approximately 1.5 million workers on Job Keeper which will finish on the 23<sup>rd</sup></li> <li>Cr Mc Connell raised that there will be businesses that are affected by the removal of the Job Keeper and that support should be offered in the form of sourcing additional funds that may be on offer to support staff retention.</li> <li>Cr Mc Connell also raised that the back packers and other overseas tourist/workers are drying up and the opportunity to support industries such as the Agriculture sector in sourcing local workers should be a priority.</li> </ul>
10.	Update from the RSIS Officer	<p>Mitch Ryan provided an overview of the Regional Skills Investment strategy activities delivered for the last quarter.</p> <p>Overview</p> <ul style="list-style-type: none"> <li>The RSIS officer has supported three organisations across the region in connecting with the Local Jobs Facilitator in Wivenhoe and the Gold Coast in the development of pilot programs to support training and employment outcomes. These pilot programs will be funded by the Federal government and the overview of the projects is that there will be 3 groups of 10 participants engaged in the activity over a 3 month period supporting 90 new workers across the region.</li> <li>The Three organisations are Kalfresh which will support workers in the agricultural sector across the western part of the region, Australian Lawn Concepts which will support new workers enter the Turf industry across the eastern part of the region and Cedar Creek Lodges will support new workers enter the tourism and hospitality sector across Tamborine Mountain.</li> <li>The ongoing development of the World of Work Business and Careers expo which will take place on the 18<sup>th</sup> March and held at the Beaudesert show grounds. The World of Work event will engage approximately 450 students for 5 schools across the region and 30 to 40 exhibitors.</li> <li>The development of the Scenic Rim Business breakfast which will also take place on the morning of the 18<sup>th</sup> March and held at the Centre Beaudesert</li> <li>The Signing of the Small Business Friendly Charter in conjunction with the Qld Commissioners of Small Business Office took place at an event at Boonah council chambers on the 9<sup>th</sup> February 2021.</li> <li>Ongoing connection with local businesses to assist in upskilling of existing workers and sourcing of new workers.</li> </ul>

		<div>Scenic Rim Jobs Reports</div> <div>November 2020</div> <table><tr><td>Employers</td><td>21</td></tr><tr><td>Job Seekers</td><td>149</td></tr><tr><td>Jobs By Location</td><td>107 Jobs / 19 Locations</td></tr><tr><td>Jobs by Industry</td><td>608 Jobs / 25 Industries</td></tr><tr><td>Jobs Viewed</td><td>2783</td></tr></table> <div>December 2020</div> <table><tr><td>Employers</td><td>21</td></tr><tr><td>Job Seekers</td><td>152</td></tr><tr><td>Jobs by Location</td><td>105 Jobs / 14 Locations</td></tr><tr><td>Jobs by Industry</td><td>424 Jobs / 23 Industries</td></tr><tr><td>Jobs Viewed</td><td>1729</td></tr></table> <div>January 2020</div> <table><tr><td>Employers</td><td>21</td></tr><tr><td>Job Seekers</td><td>159</td></tr><tr><td>Jobs by Location</td><td>165 Jobs / 16 Locations</td></tr><tr><td>Jobs by Industry</td><td>600 Jobs / 23 Industries</td></tr><tr><td>Jobs Viewed</td><td>1556</td></tr></table>	Employers	21	Job Seekers	149	Jobs By Location	107 Jobs / 19 Locations	Jobs by Industry	608 Jobs / 25 Industries	Jobs Viewed	2783	Employers	21	Job Seekers	152	Jobs by Location	105 Jobs / 14 Locations	Jobs by Industry	424 Jobs / 23 Industries	Jobs Viewed	1729	Employers	21	Job Seekers	159	Jobs by Location	165 Jobs / 16 Locations	Jobs by Industry	600 Jobs / 23 Industries	Jobs Viewed	1556
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Jobs Viewed	1556																															
11.	Open Forum for Reference Group Members	RSIS Officer had noted that the opportunity to engage the Director of Care from Whiddon Star Aged Care Deb Waters to represent the health sector is currently being reviewed																														
12.	Meeting Closed  Next Meeting – 15 April 2021	Debra Howe 2.30pm.  15 <sup>th</sup> April 2021																														

**Regional Skills Investment Strategy  
Reference Group  
Minutes 14 MAY 2021**

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<b>Date:</b>	14 May 2021 - Cedar Creek Lodges
<b>Time:</b>	2.00PM - 4.00PM
<b>Locations:</b>	Cedar Creek Lodges
<b>Guests:</b>	<ul style="list-style-type: none"> <li>Jo Fry Department of Employment Skills and Education (DESE)</li> </ul>
<b>Members/ Participants:</b>	<ul style="list-style-type: none"> <li>Debra Howe - General Manager Customer and Regional Prosperity, Council - Chair</li> <li>Councillor West – Division 3, Council</li> <li>Councillor McConnell – Division 2, Council</li> <li>John Keleher – Managing Director, Australian Turf Concepts</li> <li>Sue Anne Chapman – Principal Specialist Regional Prosperity, Council</li> <li>Mitch Ryan – RSIS Coordinator, Council</li> <li>Deidre Young - Principal, McAuley College</li> <li>Kym Hudson- Regional Programs Manager (DESBT)</li> <li>David Kassulke - AJ Bush &amp; Sons</li> </ul>
<b>Apologies:</b>	<ul style="list-style-type: none"> <li>Councillor Mc Innes Division 6, Council</li> <li>Brad Roberts – Principal Beaudesert High School</li> <li>Louise Dwyer – General Manager, Beau Care Health Services</li> <li>Brett Haagsma – Regional Director, South East Region, DESBT</li> <li>Deb Waters - Director of Cared Services, Whiddon Star Aged Care</li> </ul>

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Item	Topic	Presenters
1	Welcome and introduction of guests, framing intent of session	Debra Howe opened the meeting by welcoming everyone to the meeting and thanked everyone for their attendance.
2	Welcome to New Members of the Reference Group and other member movements	Debra Howe welcomed new members to the reference group and thanked Deidre Young Principal of McAuley College, Deb Waters Director of Cared Services Whiddon Star Aged Care and Jo Fry Programs Manager from the Department of Employment Skills and Education and noted that Jo Fry will be the replacement of Sandee Harris who has moved on to special projects.
3	Minutes of the Previous Minutes Business/Actions Arising from the Minutes	Debra Howe noted that the minutes from the last meeting were supplied to Reference Group members for review and that there were no actions required.
4.	Health Sector Report	<p>Mitch Ryan presented on behalf of the Health Services representatives.</p> <p>The Health services sector is under stress with the announcement of new legislation placed on the aged care and community services sector. The industry is also struggling to engage new workers either qualified or non-qualified.</p>

		<p>Deb Waters from Whiddon Star Aged Care is investigating the establishment of pilot programs that can assist new workers into the industry and will participate in an open day promoting the Whiddon Star organisation and career pathways within the industry. This event is scheduled for the 16 June 2021 at The Centre Beaudesert.</p> <p>The pilot program will support skills development in the ancillary services as well as placement of applicants that have completed a Certificate 111 in Individual Support but require work placement of 120 hours. Deb Waters had also mentioned that they are also interested in sponsoring Registered Nurses who come from overseas and are requiring placement within the Health sector to support the visa.</p>
5.	Report / Update Agriculture	<p>John Keleher and David Kassulke had noted that the agricultural industry is very buoyant, John Keleher had mentioned that the industry is in a fast paced growth pattern with his retail and commercial sales performing very strongly.</p> <p>John had noted that the support from the RSIS officer has been very positive with the connection of members of State and Australian government agencies and service providers that can assist in the delivery of agriculture programs and labour hire options, and the opportunity for his organisation to be a lead in a skills development program is exciting. There has been a submission sent to Canberra for review and possible funding to deliver skills development and employment programs that will support 30 new entrants into the industry.</p> <p>Mitch Ryan had also mentioned that Scenic Rim Regional Council will also be delivering agricultural skills development program being delivered that will support new and existing workers enter the industry or support upskilling of existing workers. Mitch Ryan also commented on a similar program that will support workers in the food production with Kalfresh.</p>
6.	Report / Update - Department of Employment Small Business and Training	<p>Kym Hudson representing Department of Employment Small Business and Training (DESBT) had mentioned there are a multitude of program available through DESBT that can support small business which include step by step guides to give businesses the best chance of success</p> <p>Programs such as</p> <ul style="list-style-type: none"> <li>• Launch PAD See attached <a href="https://www.business.qld.gov.au/starting-business/planning/launchpad">https://www.business.qld.gov.au/starting-business/planning/launchpad</a></li> <li>• Covid Safe Business Recovery <a href="https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses">https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses</a></li> <li>• Mentoring for Growth <a href="https://www.business.qld.gov.au/running-">https://www.business.qld.gov.au/running-</a></li> </ul>

		<p><a href="#">business/growing-business/business-mentoring/mentoring-growth</a></p> <ul style="list-style-type: none"> <li>• Training support in access to the VET investment plan and Free training through TAFE</li> <li>• Small Business Grants ranging up to \$50,000 to support the purchase of new technology or machinery to increase productivity.</li> <li>• Business Basic Grants up to \$5,000</li> <li>• Business Boost Grants up to \$15,000</li> </ul> <p>These and additional programs are available through the office of the Commissioner of Small Business.</p>
7.	Report / Update Department of Employment Skills and Education	<p>Jo Fry representing the Department of Employment Skills and Education (DESE) had mentioned that Australian Government will be opening the tenders for the local jobs program facilitator roles for certain areas throughout Queensland.</p> <p>The NEIS Program which supports out of work entrepreneurs  <a href="https://www.employment.gov.au/self-employment-new-business-assistance-neis">https://www.employment.gov.au/self-employment-new-business-assistance-neis</a></p> <p>Skills for Education and Employment (SEE)  <a href="https://www.dese.gov.au/skills-education-and-employment">https://www.dese.gov.au/skills-education-and-employment</a></p> <p>Apprenticeships and Trainees  <a href="https://www.dese.gov.au/employment/becoming-apprentice-or-trainee">https://www.dese.gov.au/employment/becoming-apprentice-or-trainee</a></p> <p>Support for over 45 years and older  <a href="https://www.dese.gov.au/skills-and-training/skills-support-45-years-and-older">https://www.dese.gov.au/skills-and-training/skills-support-45-years-and-older</a></p> <p>Link for Job Seekers  <a href="https://www.dese.gov.au/employment">https://www.dese.gov.au/employment</a></p> <p>Links for Employers  <a href="https://www.dese.gov.au/employment/hiring-staff">https://www.dese.gov.au/employment/hiring-staff</a></p>
8.	Update from the Tourism sector	<p>Tamara Gray from Cedar Creek Lodges mentioned that current trading is very strong and the team at Cedar Creek lodges are at capacity and will be looking for new staff in the future. Tamara had also mentioned that the RSIS officer has been working with the Federal government and service providers to establish skills and employment programs which will assist the development of new workers for the Tourism and Hospitality sector on Tamborine mountain and surrounding areas.</p>

		The RSIS officer has been working closely with the Local Job Facilitator on the Gold Coast and a submission to support 30 workers has been prepared and sent to Canberra for consideration.
9.	Report / Update Scenic Rim Regional Council - Regional Prosperity	<p>Sue Anne mentioned that the Regional Prosperity team is focussed on connection with businesses across the region to support growth.</p> <p>Sue Anne had highlighted the Regional Prosperity team will be delivering 18 workshops through the month of May to support local business and will be delivering a combined Chambers of Commerce Business breakfast on Friday 28 May to close off the Small Business Month.</p>
10.	Report / Update Education sector	Deidre Young noted that it was a pleasure to be associated with the RSIS Reference Group and feels that it will assist in the development of programs that will support children transition from the school system into career Pathways and long term employment . Deidre Young mentioned that having an understanding of what the employers of the region are looking for in a future workforce will enable her to develop program to support her students to be job ready when it is time to leave the school system.
11.	Report / update RSIS Program	<p>Mitch Ryan provided an overview of the Regional Skills Investment and the activities achieved over the past 2 years and provided a video of the World of Work Expo.</p> <p>See attached Link of the Video and power point presentation.</p> <p>  RSIS Presentation  2021.pptx</p> <p>Video for the World of Work  <a href="https://youtu.be/qeMC5bk3OHQ">https://youtu.be/qeMC5bk3OHQ</a></p>
12.	Open Forum for Reference Group Members	No specific notes recorded.
13.	Meeting closed 4.30pm	Debra Howe Next Meeting – TBA





**10.5 2021 Northern Rivers Joint Organisation Board Meetings Update**

**Executive Officer:** General Manager Customer and Regional Prosperity

**Item Author:** Economic Development Officer - Business and Industry

**Attachments:**

1. Northern Rivers Joint Organisation Ordinary Board Meeting Minutes 12 February 2021 [↓](#) 
2. Northern Rivers Joint Organisation Ordinary Board Meeting Minutes 7 May 2021 [↓](#) 

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**Executive Summary**

The Northern Rivers Joint Organisation (NRJO), formed in June 2018, is the peak representative group for the six local government areas of the Northern Rivers region in Northern NSW. It aims to address matters of regional significance through collaboration with its members and six associate members, of which Scenic Rim Regional Council is one.

In May 2020, Cr Derek Swanborough was appointed as Council's representative on the NRJO Board, replacing Cr Virginia West.

On 25 May 2021, Cr Jeff McConnell was appointed as Council's representative on the NRJO Board, replacing Cr Swanborough.

This report serves to provide copies of the business and activities of the NRJO and presents the Minutes from the Ordinary Board Meetings held on 12 February and 7 May 2021 (refer to Attachments 1 and 2).

The most recent meeting was held on 30 July 2021, attended by Cr McConnell, with Minutes, once adopted by the NRJO will be presented to Council at a future Ordinary meeting.

**Recommendation**

That:

1. Council acknowledge the Northern Rivers Joint Organisation Ordinary Board Meeting Minutes for meetings held in February and May 2021; and
2. Council acknowledge the activities and initiatives being undertaken by the Northern Rivers Joint Organisation as they pertain to the Scenic Rim region.

**Previous Council Considerations / Resolutions**

At the Ordinary Meeting held on 25 May 2021 (Item 10.1), Cr McConnell was appointed as representative on the Northern Rivers Joint Organisation, such nomination being included in the resolution which recommended that:

1. In accordance with the respective nominations list above, the Councillors be appointed Council's representatives on the internal and external committees and forums;
2. Council endorse the amendment of the schedule of Councillors' Representation on Committees and Forums (Attachment 1 to this report) for the Ordinary Minutes, to include the duly nominated Councillor representatives;
3. Council acknowledge that these appointments will be reviewed annually in accordance with Council's resolution from the Ordinary Meeting held on 25 May 2020; and
4. Council advise the organisations of the respective appointed Councillor representatives.



At the Ordinary Meeting held on 25 May 2020 (Item 11.1), it was recommended that Cr Derek Swanborough be appointed to represent Council on the Northern Rivers Joint Organisation.

The 2020 NRJO activities were provided in a briefing to Council on 15 December 2020 and subsequently endorsed by Council at the Ordinary Meeting held on 19 January 2021 (Item 11.3).

### **Report / Background**

The NRJO is the peak representative group for the six local government areas of the Northern Rivers region in Northern NSW. It aims to address matters of regional significance through collaboration with its members and associate members.

The NRJO was formed on 22 June 2018 and consists of six Member Councils (Ballina Shire Council, Byron Shire Council, Kyogle Council, Lismore City Council, Richmond Valley Council and Tweed Shire Council) and six Associate Member Organisations (New South Wales Office of Local Government, New South Wales Department of Premier and Cabinet, Regional Development Australia Northern Rivers, Rous County Council, Scenic Rim Regional Council and Destination North Coast New South Wales). Initially, Cr Virginia West was Council's appointed representative to the NRJO.

The NRJO Board generally meets quarterly, however has been meeting more frequently in recent times. In 2021, Cr Derek Swanborough and later Cr Jeff McConnell, as an appointed representative of Council, has been charged with attending meeting, either in person or via teleconference as necessary, depending on the location and purpose of the meeting and COVID restrictions.

The organisation aims to address matters of regional significance and identifies the following five priorities:

- biodiverse natural environments;
- improved community wellbeing;
- a connected region;
- sustainable energy, water and waste; and
- a diverse regional economy.

The majority of agenda items discussed at these meetings pertain to the business, activities and initiatives being undertaken in northern New South Wales, however Council's continued participation in the NRJO ensures that activities and initiatives being undertaken in, or relevant to, the Scenic Rim are included in discussions.

To assist Councillors with their duty, the Regional Prosperity team prepare a report on a range of activities and initiatives being undertaken by Scenic Rim Regional Council, as they pertain to the NRJO.

### **Budget / Financial Implications**

Council's participation in the NRJO is at an Associate Member Organisation level and does not incur any membership fees.

NRJO meetings are held at various locations across northern New South Wales, and due to the distance of some locations and COVID-19 restrictions, the Councillor's attendance at the Ordinary Board Meetings is usually via teleconference. On occasion, the Councillor or the appointed Council representative may attend meetings in person, which will incur some travel costs.

## Strategic Implications

### Operational Plan

Theme: 1. Spectacular Scenery and Healthy Environment

Key Area of Focus: 1.1.2 Partner and collaborate with agencies, community groups and private landholders to provide a coordinated approach to protecting biodiversity within the region

### Legal / Statutory Implications

Not applicable.

## Risks

### Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

SR50 Failure to manage Environmental Sustainability (including climate change) through inappropriate and/or inadequate planning and operational considerations of impacts to the natural environment.

SR51 Ineffective, inaccurate and/or inappropriate communication and relationship/stakeholder management impacting Council's ability to fulfil its strategic objectives.

### Risk Assessment

Category	Consequence	Likelihood	Inherent Risk Rating	Treatment of risks	Residual Risk Rating
Reputation  Cross-border relationship with neighbouring local government authorities to progress the Scenic Rim region and maintain the integrity of Council.	Insignificant	Unlikely	Low	Active participation with our neighbouring regions ensures Council's reputation is not adversely affected and the regional partnerships are productive.	Low

## Consultation

Generally, after the Councillor representative attends the NRJO Ordinary Board Meetings it has been customary for the Councillor to provide an update to the Chief Executive Officer and, if required, to the General Manager Customer and Regional Prosperity and General Manager Asset and Environmental Sustainability, where the content is relevant to their portfolios.

Presenting the Minutes of the NRJO to an Ordinary Meeting, provides the Councillor with an opportunity to report back to Council.

**Conclusion**

The NRJO is the peak representative group for the six Member Councils (local government areas) of the Northern Rivers region in Northern NSW which aims to address matters of regional significance through collaboration with its members and six Associate Members, of which Council is one.

This information is provided to ensure that Councillors and the Executive Leadership Team are apprised of the business, activities, functions and initiatives being undertaken by the NRJO Board and are informed of Council's continued collaboration with the organisation.

This report serves to provide copies of Minutes confirmed at the Ordinary Meeting of the Northern Rivers Joint Organisation, for meetings held in February and May 2021, where Cr Swanborough was Council's appointed representative, and endeavours to report back to Council as an Associate Member of the NRJO.

The most recent meeting was held on 30 July 2021, attended by new Councillor representative, Cr Jeff McConnell. The next NRJO Board Meeting is scheduled for 12 November 2021.

**MINUTES OF THE ORDINARY MEETING OF  
THE NORTHERN RIVERS JOINT ORGANISATION  
HELD VIA ZOOM  
FRIDAY 12 FEBRUARY 2021**

**ATTENDANCE**

Crs Danielle Mulholland (Chair), Vanessa Ekins, David Wright, Simon Richardson, Robert Mustow, Chris Cherry

General Managers Graham Kennett, Mark Arnold, Paul Hickey, Vaughan Macdonald, Troy Green, Michael Donnelly

Tim Williamson (RDA Northern Rivers), Anita Gambhir (OLG) Louise McMeeking (Dept of Regional NSW); Ashley Lindsay (CVC), Cr Derek Swanborough (Scenic Rim Regional Council) joined the meeting at 11.45am

Nicole Reeve Donna McIntyre (minute taker)

**1. ACKNOWLEDGEMENT OF COUNTRY**

In opening the meeting, the Chair provided an Acknowledgement of Country.

**2. APOLOGIES**

Apologies have been received from Cr Jim Simmons (Clarence Valley Council); Michael Thurston (Destination North Coast)

***12022021/1 RESOLVED***

**MOVED: S Richardson/D Wright**

*THAT the apologies for the 12 February 2021 Board meeting be noted*

**CARRIED**

**FOR VOTE** – All Councillors voted unanimously.

**3. DECLARATIONS OF INTEREST**

NIL

**4. ADDRESS BY OFFICIAL VISITORS**

**5. CONFIRMATION OF MINUTES and BUSINESS ARISING**

**5.1 CONFIRMATION OF MINUTES OF THE ORDINARY MEETING OF THE NORTHERN RIVERS JOINT ORGANISATION HELD 20 NOVEMBER 2020**

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***12022021/2 RESOLVED***

**MOVED: D Wright/R Mustow**

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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

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*THAT the Minutes of the Ordinary Meeting of the Northern Rivers Joint Organisation held Friday 20 November 2020 be adopted as a true and accurate record of proceedings of that meeting.*

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously.

## **6. NOTICES OF MOTION**

**NIL received**

## **7. REPORTS**

### **7.1 ASSOCIATE MEMBER REPORT - DESTINATION NORTH COAST**

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**12022021/3 RESOLVED**

**MOVED: S Richardson/R Mustow**

*THAT the report from Destination North Coast be received and noted.*

**CARRIED**

**FOR VOTE** – All Councillors voted unanimously.

### **7.2 ASSOCIATE MEMBER REPORT – RDA NORTHERN RIVERS**

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**12022021/4 RESOLVED**

**MOVED: S Richardson/D Mulholland**

*THAT the report from RDA Northern Rivers be received and noted.*

Cr Cherry moved an amendment:

**Amendment:**

*THAT the report from RDA Northern Rivers be received and noted*

*THAT the Executive Officer circulate potential topics for advocacy at RDA Ministerial teleconferences*

**12022021/4 RESOLVED**

**MOVED: C Cherry/D Mulholland**

**CARRIED**

**FOR VOTE** – All Councillors voted unanimously.

### **7.3 ASSOCIATE MEMBER REPORT – ROUS COUNTY COUNCIL**

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**12022021/5 RESOLVED**

**MOVED: V Ekins/C Cherry**

*THAT the report from Rous County Council be received and noted.*

Page | 2

12 February 2021

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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

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Cr Ekins moved an amendment

**Amendment**

*THAT the Northern Rivers Joint Organisation note the update and status of actions related to nature-based flood mitigation in the Richmond and Tweed River catchments*

*THAT the NRJO provide a letter of support for Rous County Council's funding application*

**12022021/6 RESOLVED**

**MOVED: V Ekins/C Cherry**

**CARRIED**

**FOR VOTE** – All Councillors voted unanimously

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**7.4 ASSOCIATE MEMBER REPORT – SCENIC RIM REGIONAL COUNCIL**

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**12022021/7**

**MOVED: D Mulholland/C Cherry**

*THAT the report from Scenic Rim Regional Council be received and noted.*

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously.

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**7.5 ELECTION OF DEPUTY CHAIR**

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**12022021/8**

**MOVED: D Mulholland/S Richardson**

*THAT Executive Officer Nicole Reeve, as Returning Officer conduct the election of a Deputy Chair for the NRJO.*

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously.

Voting representatives for the election of Deputy Chairperson are the Mayors of the member councils as listed in the Proclamation.

These are:

- Cr Danielle Mulholland      Mayor Kyogle Council
- Cr Robert Mustow          Mayor Richmond Valley Council
- Cr Vanessa Ekins          Interim Mayor Lismore City Council
- Cr Simon Richardson      Mayor Byron Shire Council

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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

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- Cr David Wright Mayor Ballina Shire Council
- Cr Chris Cherry Mayor Tweed Shire Council

Only one nomination for the position of Deputy Chair was received. A further call for nominations was made by the Returning Officer and no additional nominations were received. There being only one nomination, the Returning Officer declared Cr Chris Cherry, Mayor of Tweed Shire Council to be elected to the role of Deputy Chair of the Northern Rivers Joint Organisation

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously.

Cr Mulholland resumed the role of Chair

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**7.6 EXECUTIVE OFFICER'S REPORT**

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**12022021/9 RESOLVED**

**MOVED: C Cherry/R Mustow**

*THAT the Board ratify the acceptance of the RDA Northern Rivers Service Agreement to 30 June 2021*

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously

**12022021/10**

**MOVED: S Richardson/C Cherry**

*THAT the Board receive and note the Executive Officer's report*

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously

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**7.7 JO CAPACITY BUILDING PROJECT**

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**12022021/10 RESOLVED**

**MOVED: D Mulholland/C Cherry**

*THAT the Board recommend the following alternative Capacity Building Projects be pursued: Investigation into the development of a Biosphere for Northern NSW and development of a Renewable Energy Prospectus*

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously.

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**7.8 JOINT ORGANISATION MONITORING AND EVALUATION PROJECT**

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**12022021/11**

**MOVED: C Cherry/D Mulholland**



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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

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*THAT the Board note the Terms of Reference and provide input into the review via a workshop on 26 March 2021*

**CARRIED**

**FOR VOTE - All Councillors voted unanimously.**

**7.9 FINANCIAL REPORTS**

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**12022021/12**

**MOVED: S Richardson/C Cherry**

*THAT the financial reports for period ending 31 January 2021 be accepted*

**CARRIED**

**FOR VOTE - All Councillors voted unanimously.**

**8. URGENT BUSINESS**

NIL RECEIVED

**9. CONFIDENTIAL REPORTS**

**10. CORRESPONDENCE**

**12022021/13**

**MOVED : D Wright/R Mustow**

*THAT the correspondence report be received and noted*

**CARRIED**

**FOR VOTE - All Councillors voted unanimously.**

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MEETING CLOSED 12.06pm

**Next meeting - workshop**

**26 March 2021**

**Lismore City Council**

MINUTES APPROVED

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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

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Cr Danielle Mulholland

Chair

**MINUTES OF THE ORDINARY MEETING OF  
THE NORTHERN RIVERS JOINT ORGANISATION  
HELD VIA ZOOM  
FRIDAY 7 May 2021**

**ATTENDANCE**

Crs Danielle Mulholland (Chair), Chris Cherry (Deputy Chair), Vanessa Ekins, David Wright, Michael Lyon, Robert Mustow

General Managers Graham Kennett, Mark Arnold, Paul Hickey, Vaughan Macdonald, Troy Green, Michael Donnelly

Jillian Fryer (Dept of Regional NSW); Ashley Lindsay, Cr Jim Simmons (CVC)

Nicole Reeve Donna McIntyre (minute taker)

**1. ACKNOWLEDGEMENT OF COUNTRY**

In opening the meeting, the Chair provided an Acknowledgement of Country.

**2. APOLOGIES**

Apologies have been received from Tim Williamson (RDA Northern Rivers), Anita Gambhir (OLG)

**07052021/01 RESOLVED**

**MOVED: C Cherry/ D Wright**

*THAT the apologies for the 7 May 2021 Board meeting be noted*

**CARRIED**

**FOR VOTE** – All Councillors voted unanimously.

**3. DECLARATIONS OF INTEREST**

NIL

**4. ADDRESS BY OFFICIAL VISITORS**

The Chair welcomed Cr Michael Lyon, Acting Mayor, Byron Shire Council to the meeting

**5. CONFIRMATION OF MINUTES and BUSINESS ARISING**

**5.1 CONFIRMATION OF MINUTES OF THE ORDINARY MEETING OF THE NORTHERN RIVERS JOINT ORGANISATION HELD 12 FEBRUARY 2021**

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**07052021/2 RESOLVED**

**MOVED: C Cherry/ D Wright**

*THAT the Minutes of the Ordinary Meeting of the Northern Rivers Joint Organisation held Friday 12 February 2021 be adopted as a true and accurate record of proceedings of that meeting.*

**CARRIED**

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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

---

**FOR VOTE** - All Councillors voted unanimously.

**6. NOTICES OF MOTION**

**NIL received**

**7. REPORTS**

**7.1 ASSOCIATE MEMBER REPORT - DESTINATION NORTH COAST**

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**07052021/3 RESOLVED**

**MOVED: R Mustow/D Wright**

*THAT the report from Destination North Coast be received and noted.*

**CARRIED**

**FOR VOTE** – All Councillors voted unanimously.

**7.2 ASSOCIATE MEMBER REPORT – RDA NORTHERN RIVERS**

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**07052021/4 RESOLVED**

**MOVED: D Wright/ R Mustow**

*THAT the report from RDA Northern Rivers be received and noted.*

**CARRIED**

**FOR VOTE** – All Councillors voted unanimously

**7.3 ASSOCIATE MEMBER REPORT – ROUS COUNTY COUNCIL**

---

**07052021/5 RESOLVED**

**MOVED: V Ekins/C Cherry**

*THAT the report from Rous County Council be received and noted.*

**CARRIED**

**FOR VOTE** – All Councillors voted unanimously

**7.4 ASSOCIATE MEMBER REPORT – SCENIC RIM REGIONAL COUNCIL**

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**07052021/6 RESOLVED**

**MOVED: C Cherry/ D Wright**

*THAT the report from Scenic Rim Regional Council be received and noted.*

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Page | 2

7 May 2021

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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

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**CARRIED**

**FOR VOTE** - All Councillors voted unanimously.

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**7.5 RDA NORTHERN RIVERS SERVICE AGREEMENT**

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**07052021/7**

**MOVED: R Mustow/ C Cherry**

*THAT the Board renew the RDA Northern Rivers Service Agreement to 31 December 2021*

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously.

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**7.6 EXECUTIVE OFFICER'S REPORT**

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**07052021/8 RESOLVED**

**MOVED: C Cherry/R Mustow**

*THAT the Board receive and note the Executive Officer's report*

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously

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**7.7 REGIONAL ISSUES**

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Compliance Levies and Funding Review

A presentation from Vince Connell (Tweed Shire Council) and Shannon Burt (Byron Shire Council) representing the NRJO Planning Committee was made

**07052021/9 RESOLVED**

**MOVED: C Cherry/ D Wright**

*That the Northern Rivers Joint Organisation endorse that a submission based on this report be made to the NSW Minister for Planning and Public Spaces, the Hon. Rob Stokes, seeking the deferral of the proposed changes to compliance levies and fees, to allow for more detailed consultation with NSW Councils, in order to provide more time to consider and plan for any resulting impacts on the funding of essential planning, certification and environmental compliance services.*

**CARRIED**

**FOR VOTE** - All Councillors voted unanimously.

Housing Shortage

**07052021/10 RESOLVED**

**MOVED: D Mulholland/ D Wright**

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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

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*The Board acknowledge the steps being undertaken and discuss any further initiatives that could be taken to alleviate this issue.*

**Cr Mulholland moved an amendment**

**MOVED: D Mulholland/ D Wright**

*THAT the Board acknowledge the steps being undertaken and schedule a housing workshop to discuss any further initiatives that could be taken to alleviate this issue.*

**07052021/11 RESOLVED**

**MOVED: D Mulholland/ Wright**

**CARRIED**

**FOR VOTE - All Councillors voted unanimously.**

The amendment became the motion

**MOVED: D Mulholland/ Wright**

**CARRIED**

**FOR VOTE - All Councillors voted unanimously.**

A further motion was offered from Cr Cherry

**MOVED: C Cherry/V Ekins**

*THAT the NRJO to join with MNCJO and CRJO to be part of a delegation to discuss community housing trusts with the Premier*

**07052021/12 RESOLVED**

**MOVED: C Cherry/V Ekins**

**CARRIED**

**FOR VOTE - All Councillors voted unanimously.**

Jillian Fryer from Regional NSW advised that a new unit within Regional NSW has been established to look at regional housing. It is headed up by Ashley Albury and will include regional representation at the Director level. Details will be sent via the Executive Officer as soon as it comes available.

The Executive Officer reported that the JO's are working collaboratively on this and that she is compiling a list of issues across the regions to create a state-wide snapshot and the proposed solutions will be compiled to create a toolbox of ideas to be roadtested with various ministers and planners to see what options may be viable

Emergency Services Levy

**07052021/13 RESOLVED**

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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

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**MOVED: C Cherry/ D Wright**

*THAT the Northern Rivers Joint Organisation begins local advocacy on the ESL issue and bring it to the attention of all local members of parliament. Further that it supports the broader JO network in their attempts to highlight the increases to the NSW State Government.*

**CARRIED**

**FOR VOTE - All Councillors voted unanimously.**

**7.8 FINANCIAL REPORTS**

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**07052021/14**

**MOVED: D Wright/R Mustow**

*THAT the financial reports for period ending 31 March 2021 be accepted*

**CARRIED**

**FOR VOTE - All Councillors voted unanimously.**

**8. URGENT BUSINESS**

NIL RECEIVED

**9. CONFIDENTIAL REPORTS**

**10. CORRESPONDENCE**

**07052021/15**

**MOVED : R Mustow/ D Wright**

*THAT the correspondence report be received and noted*

**CARRIED**

**FOR VOTE - All Councillors voted unanimously.**

Copy of letter of Support sent to Rous County Council is attached as it was omitted from Meeting Papers

To be attached when finalised

MEETING CLOSED 12.18pm

**Next meeting - workshop**

**Friday 18 June 2021**

**Tweed Shire Council**



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MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

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MINUTES APPROVED



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Cr Danielle Mulholland

Chair

**10.6 2021 Scenic Rim Business Excellence Awards**

**Executive Officer:** General Manager Customer and Regional Prosperity

**Item Author:** Economic Development Officer - Business and Industry

**Attachments:** Nil

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**Executive Summary**

This report is to provide details on the planning of the 2021 Scenic Rim Business Excellence Awards and the proposed categories, nomination process and judging of the Awards and the Awards Ceremony.

The 2021 Scenic Rim Business Excellence Awards are proposed to be launched on 20 August 2021 for nominations up until 17 September 2021, with an award presentation ceremony planned for the evening of 5 November 2021 at The Cultural Centre in Boonah (pending COVID-19 restrictions).

The Scenic Rim Business Excellence Awards aim to showcase, promote and unite businesses within the Scenic Rim by recognising excellence in innovation, productivity and customer service. The nomination process provides an opportunity for employers to acknowledge and reward their employees. It also provides a chance for business owners to examine their business by evaluating core strengths, strategic focus, performance and achievements. In essence, the Business Awards celebrates the business excellence in the Scenic Rim.

Council intends to continue to partner with relevant organisations such as the region's five Chambers of Commerce (all of who supported the event in 2019), and the region's Local Tourism Organisation, Destination Scenic Rim, to support the Awards. And it is also the intention to seek sponsorship from other individual businesses or interested parties for the 2021 Scenic Rim Business Excellence Awards, as was the case for the 2019 Awards.

Designed versions of the promotional flyer and nomination kit will be available at the Ordinary Meeting and released on Council's website once the Business Excellence Awards are launched.

**Recommendation**

That:

1. Council endorse the 2021 Scenic Rim Business Excellence Awards being launched on in August 2021, with nominations open for four weeks from launch; and
2. Council endorse the 2021 Scenic Rim Business Excellence Awards Ceremony being held on Friday, 5 November 2021 in the Boonah Culture Centre.

**Previous Council Considerations / Resolutions**

In November 2019, Councillors and the Executive Leadership Team were debriefed on the outcomes of the 2019 Scenic Rim Business Excellence Awards.

In May 2020, Councillors and the Executive Leadership Team were provided an overview of the proposed program for the 2021 Scenic Rim Business Excellence Awards.

## Report / Background

The Scenic Rim Business Excellence Awards were held annually between 2011 and 2015, however, were not held in 2016, 2017 or 2018. Council brought back the initiative in 2019. The Scenic Rim Business Excellence Awards relaunched on 6 December 2018 with nominations closing on 18 February 2019 and the Awards Ceremony was held on Friday, 29 March 2019.

The 2020 Awards were proposed to launch on 10 July 2020 with the nomination period running from then through to 12 October 2020. The Awards Ceremony was due to be held on 20 November 2020, however due to COVID-19 and various associated restrictions and lockdowns, the 2020 Business Excellence Awards had to be cancelled. A 2021 event was originally considered for March 2021 however due to ongoing COVID-19 impacts was postponed to the new date in November.

The aim of the Awards is to showcase, promote and unite businesses within the Scenic Rim, by recognising excellence in innovation, productivity and customer service. The Awards seek to highlight local businesses' ideals and aspirations while applauding their achievements and endeavours to succeed, whether they be a small, medium or large business.

Council received an overwhelming number of responses for the 2019 Awards. A new format saw 51 individual businesses provide 71 nominations across six categories, with an additional six nominations for the category of Trainee/Apprentice of the Year.

The Awards Ceremony was attended by 220 people, with a significant amount of positive feedback on, and post the night, including a number of winners, finalists and attendees utilising this platform to promote their business on social media and other mediums.

Given the success of the Awards in 2019, a similar format will be executed in 2021.

The proposed nomination categories for 2021 are:

- *Excellence in Tourism and Accommodation*  
This award is designed to recognise an outstanding operator that delivers an exceptional offering and experience to visitors to the Scenic Rim, promoting to and attracting people to the region and enhancing the reputation of our region as a spectacular destination with much to offer.

A focus of this award category will be how operators altered or implemented new offerings, campaigns and business operations, due to the impacts of COVID-19 which involved restrictions that significantly impacted the 'business as usual'.

- *Excellence in Hospitality - Food and Dining*  
This award is designed to recognise outstanding pubs, cafes or restaurants offering an all-round enjoyable dining experience for patrons and maintaining a solid all-round business. Applicants for this category should show particular focus on offering a unique customer experience, a well-crafted and signature product, provide employee training and display a strong understanding of customer service.

A focus of this award category will be how operators pivoted during COVID-19 to still run a successful business during this period which involved restrictions that significantly impacted the 'business as usual'.

- *Excellence in Retail*  
The Excellence in Retail award acknowledges businesses that stand out in this sector as customer demands and expectations keep rapidly evolving. Applicants should be able to demonstrate that they provide exceptional customer service. If an online retailer, they should provide customers with a quality shopping experience, deliver employee satisfaction and demonstrate a solid understanding of their business and industry. If 'bricks and mortar' they should, in addition to all for the above, also demonstrate a strong focus on efficient and effective store fit out.
- *Excellence in Trades and Construction*  
Designed to recognise businesses that go above and beyond in their field to offer an exceptional end-to-end service for customers. Applicants should highlight the quality of the business's attention to detail in finishing and overall craftsmanship. The business should demonstrate innovative techniques and solutions.
- *Excellence in Agriculture*  
This award is open to primary industry enterprises engaged in agriculture, horticulture, agribusiness or agricultural services. Applicants should be able to demonstrate exceptional practices, innovations and advancements in the industry.
- *Excellence in Transport, Logistics, Manufacturing and Mining*  
This award recognises businesses engaged in transport, logistics, manufacturing or mining that are able to demonstrate best practice, continuous improvement, creativity and innovation in their sector.
- *Excellence in Professional and Community Services*  
Designed to recognise professional services offering business-to-business solutions and customised, knowledge-based services. This category is also open to those groups who make a positive difference to people, families and communities through their innovative and creative ideas.
- *Excellence in Workplace Skills Development*  
Designed to recognise a business that has excelled in supporting and developing the skills of its employees. This business demonstrates the value and benefits of upskilling staff, or how it embeds training and development programs in the business.
- *Most Outstanding New Business*  
This category recognises a business that has been operating for less than two years that delivers a product/service/idea/invention with credible potential. This award recognises early-stage start-ups that have a solid chance of market success, and strongly displays the entrepreneurial spirit.
- *Excellence in Business (20+ Staff)*  
The Excellence in Business award recognises a business with 20 or more staff, that has attained significant growth and is able to demonstrate the specific strategies and processes implemented to achieve sustainable growth over the previous 12 months.
- *Trainee/Apprentice of the Year*  
Designed to recognise individuals who are currently completing an apprenticeship or traineeship and are demonstrating excellence in all areas of their training, approach to the job and skills growth.

- *Regional Prosperity Award*

The Regional Prosperity award is awarded to the most outstanding category winner. It recognises a business that has achieved outstanding results, exhibited sound management and demonstrated all-round excellence.

Key dates and milestones for planning of the 2021 Awards are outlined below:

Item	Proposed Due Date
Nominations open	20 August 2021
Nominations close	17 September 2021
Judging (assessing applications and site inspection)	21 September to 1 October 2021
Awards Ceremony Tickets go on sale	13 September 2021
Awards Ceremony Tickets sales close	15 October 2021
Awards Ceremony - Boonah Cultural Centre	5 November 2021

A formal nomination kit is being developed and will be available for download on Council's website, along with a promotional flyer, which will be distributed to local businesses.

Nominees will be able to submit their application online via Council's website. Once nominations close, these will be collated and shared with the external judge/s who will review the written applications and also conduct a face-to-face site visits (subject to COVID-19 restrictions this may be converted to virtual conversations).

Finalists of each award category will be announced at the Awards Ceremony to be held in Boonah at the Cultural Centre on Friday, 5 November 2021, where the category winners, and winner of the Regional Prosperity Award will also be announced.

Council intends to continue to partner with relevant organisations such as the region's five Chambers of Commerce (all of who supported the event in 2019), and the region's Local Tourism Organisation, Destination Scenic Rim, to support the Awards. And it is also the intention to seek sponsorship from other individual businesses or interested parties for the 2021 Scenic Rim Business Excellence Awards, as was the case for the 2019 Awards.

In 2019, a monetary contribution was provided from each of the Chambers, which entitled them to naming rights to an award category and the opportunity to present the award to the winner at the Awards Ceremony. While sponsorship assists in the delivery of the Awards, it is acknowledged that current times are challenging for the business climate, so the Chamber's sponsorship contribution is not expected to increase.

In regards to seeking sponsorship, ordinarily, instead of indiscriminately searching for anyone and everyone who *could* be potential partners, the key to sponsorship is to find businesses or organisations who are specifically interested in sponsoring the types of event being produced, in this case a Business Awards. It's a subtle yet significant difference. By not only focusing solely on businesses *willing* to sponsor events, the search process should be targeted to suitable sponsors and in turn yield more favourable results and return on investment for all parties. By having more intention and focus behind the sponsorship strategy, there is a better chance of securing top tier sponsors who are aligned with the ethos and intent of the Awards, which in turn will strengthen the overall outcomes for participating businesses and the Scenic Rim region.

It should be noted that the everchanging COVID restrictions will be monitored, and as such, the Awards Ceremony will go ahead depending COVID impacts. If the Awards Ceremony is affected, Council will consider other means to celebrate and recognise winners if the event cannot go ahead on the scheduled date (eg. live stream a virtual event), with a celebration event held when possible.

## Budget / Financial Implications

In the 2021-2022 operational budget, \$30,000 was included for the 2021 Scenic Rim Business Excellence Awards. \$60,000 had been included in the 2020-2021 operational budget, as the event had been due to be conducted in November 2020. However, due to COVID-19 and various associated restrictions and lockdowns, this had to be cancelled.

As a result, officers will be seeking approval, as part of the September budget review process, to carryover \$40,000 of this funding forward into the 2021-2022 budget to provide for budget expenditure of \$70,000 for this year's awards. This is again expected to be offset by revenue of approximately \$13,000.

Please note, in delivering the 2019 event, expenditure of \$58,370 was incurred, which was offset by income (ticket sales and sponsorship) of \$13,133, resulting in a net outlay of \$45,237.

## Strategic Implications

### *Operational Plan*

Theme: 2. Sustainable and Prosperous Economy

Key Area of Focus: 2.1.1 Guide and optimise the future economic prosperity of the region

### *Legal / Statutory Implications*

Not applicable.

## Risks

### Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

SR51 Ineffective, inaccurate and/or inappropriate communication and relationship/stakeholder management impacting Council's ability to fulfil its strategic objectives.

### Risk Assessment

Category	Consequence	Likelihood	Inherent Risk Rating	Treatment of risks	Residual Risk Rating
Reputation  Failure to deliver tourism & economic development activities	Minor	Unlikely	Low	Planning and prioritisation process and reporting process which charts progress against deliverables and objectives	Low

**Consultation**

Consultation was undertaken with the Mayor, Councillors, Executive Leadership Team and the business community, as well as previous applicants. Councillors and the Executive Leadership Team were presented with the nomination kit at the final stage of the 2019 Awards along with the debrief.

**Conclusion**

The Scenic Rim Business Excellence Awards were well received when relaunched in 2019, and it is anticipated the event will be just as successful in 2021. It was proposed that the Awards Ceremony be held later in the year based on feedback from past participants, therefore launching the Awards in August 2021 (with the Awards Ceremony on 5 November 2021) will be of benefit to businesses.

The Scenic Rim Business Excellence Awards aim to showcase, promote and unite businesses within the Scenic Rim by recognising excellence in innovation, productivity and customer service. The nomination process provides an opportunity for employers to acknowledge and reward their employees. It also provides a chance for operators to examine their business by evaluating core strengths, strategic focus, performance and achievements.

Participation in the Scenic Rim Business Excellence Awards provides an opportunity for businesses to showcase their services and products and promote the business in the Scenic Rim region to a broader audience.





**10.7 MCU20/133 Development Permit for a Material Change of Use Retirement Facility and Office LD 168 Pty Ltd c/- Tactica Planning & Development, 7-39 Finch Road, Canungra Lot 6 SP161073**

**Executive Officer:** General Manager Customer and Regional Prosperity

**Item Author:** Principal Specialist Development Assessment and Engineering

**Attachments:**

1. MCU20/133 Referral Agency Response [↓](#) 
2. MCU20/133 Plans [↓](#) 

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**Executive Summary**

Council is in receipt of application for a Development Permit for Material Change of Use for a Retirement facility for over 50s (lifestyle resort), consisting of 188 dwellings, associated communal facilities and Office at Finch Road, Canungra described as Lot 6 on SP161073.

Pursuant to the Scenic Rim Planning Scheme 2020 (Planning Scheme), an Impact Assessable application is required as the site is located within the Low-Medium Density Residential Zone and involving more than 10 bedrooms which the Table of Assessment confirms as Impact Assessable.

The applicant has submitted a comprehensive application package in support of the application including a Planning Report, Architectural Plans, Landscape Plan, Engineering Services Report, Stormwater Management Plan, Traffic Impact Assessment, Basic Ecological Site Assessment, Bushfire Hazard Assessment and Management Plan, Acoustic Report, Slope Stability Assessment and Community Engagement and Consultation Plan.

The proposed development has demonstrated compliance with the relevant Codes of the Planning Scheme through the submitted material within the application and has appropriately responded to formal information requests to resolve residual issues that were initially identified. As such, it will be recommended that Council approve the proposed development for Retirement facility and Office, subject to reasonable and relevant conditions.

**Recommendation**

1. That Council resolve to approve development application MCU20/133 for Material Change of Use in respect to the following property:

<b>Real Property Description:</b>	Lot 6 SP161073
<b>Address of property:</b>	Finch Road, Canungra
<b>Site area:</b>	230,500m <sup>2</sup>
<b>Proposal:</b>	Retirement Facility and Office

2. **Currency Period of Approval**

The currency period for this development approval is six years starting the day that this development approval takes effect. (Refer to Section 85 "Lapsing of approval at end of currency period" of the *Planning Act 2016*.)

**3. Conditions of Approval:**

- a) A Development Permit is given for Material Change of Use, subject to the following conditions:

No.	Condition	Timing																																																																
General																																																																		
1.	<div>Plans &amp; Documents</div> <div>Undertake development generally in accordance with the following plan(s) and/or document(s); except as altered by other conditions of this development approval including any amendments wherever made in red on the approved plan(s):</div> <table><tr><th>Plan Name</th><th>Drawing No.</th><th>Rev No.</th><th>Plan/Revision Date</th></tr><tr><td>4.2 Detail Master Plan</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>4.3 Staging Plan</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>4.4 Open Space and Bushfire Plan</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>4.5 Estate Fencing Plan</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>4.6 Dwelling Fencing Details</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>4.7 Movement Network</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>4.8 Plan of Development Controls</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>4.9 Plan of Development Master Plan</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>7.2 Colors and Material</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>7.3 Central Facilities (Ground Floor Plan)</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>7.4 Central Facilities (First Floor Plan)</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>7.6 Central Facilities(North and East Elevations)</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>7.7 Central Facilities (South and West Elevations)</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>7.8 Central Facilities Cross Section</td><td>492201</td><td>C</td><td>24/03/2021</td></tr><tr><td>7.12 Hobby Shed</td><td>492201</td><td>C</td><td>24/03/2021</td></tr></table>	Plan Name	Drawing No.	Rev No.	Plan/Revision Date	4.2 Detail Master Plan	492201	C	24/03/2021	4.3 Staging Plan	492201	C	24/03/2021	4.4 Open Space and Bushfire Plan	492201	C	24/03/2021	4.5 Estate Fencing Plan	492201	C	24/03/2021	4.6 Dwelling Fencing Details	492201	C	24/03/2021	4.7 Movement Network	492201	C	24/03/2021	4.8 Plan of Development Controls	492201	C	24/03/2021	4.9 Plan of Development Master Plan	492201	C	24/03/2021	7.2 Colors and Material	492201	C	24/03/2021	7.3 Central Facilities (Ground Floor Plan)	492201	C	24/03/2021	7.4 Central Facilities (First Floor Plan)	492201	C	24/03/2021	7.6 Central Facilities(North and East Elevations)	492201	C	24/03/2021	7.7 Central Facilities (South and West Elevations)	492201	C	24/03/2021	7.8 Central Facilities Cross Section	492201	C	24/03/2021	7.12 Hobby Shed	492201	C	24/03/2021	At all times.
Plan Name	Drawing No.	Rev No.	Plan/Revision Date																																																															
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4.9 Plan of Development Master Plan	492201	C	24/03/2021																																																															
7.2 Colors and Material	492201	C	24/03/2021																																																															
7.3 Central Facilities (Ground Floor Plan)	492201	C	24/03/2021																																																															
7.4 Central Facilities (First Floor Plan)	492201	C	24/03/2021																																																															
7.6 Central Facilities(North and East Elevations)	492201	C	24/03/2021																																																															
7.7 Central Facilities (South and West Elevations)	492201	C	24/03/2021																																																															
7.8 Central Facilities Cross Section	492201	C	24/03/2021																																																															
7.12 Hobby Shed	492201	C	24/03/2021																																																															

	7.13 Office Floor Plan	492201	C	24/03/2021	
	3.0 Site Landscape Plan	202054	B	March 2021	
	3.1 Detail Landscape Plan (1)	202054	B	March 2021	
	3.2 Detail Landscape Plan (2)	202054	B	March 2021	
	3.3 Detail Landscape Plan (3)	202054	B	March 2021	
	3.4 Typical Street Landscape Plan	202054	B	March 2021	
	4.0 Landscape Zones (Site Landscape Plan)	202054	B	March 2021	
	5.0 Planting Palette	202054	B	March 2021	
	5.1 Planting Palette (continued)	202054	B	March 2021	
	Associated Reports				
	Bushfire Hazard Assessment prepared by Rob Friend & Associates, Revision No. 2 dated 19 March 2021				
	Basic Ecological Site Assessment prepared by Habitat, Ver 1, dated December 2020				
	Acoustic Report prepared by CRG Acoustic, dated 21 December 2020.				
	Engineering Services Report prepared by Friends Civil Engineering, Revision A dated 18 December 2020				
	Stormwater Management plan prepared by Friends Civil Engineering, Revision A dated 18 December 2020				
	Implement the recommendations of the aforementioned reports, submitted to Council in support of the development application except as altered by other conditions of this development approval.				
	2	<b>Commencement of Use</b>  Advise Council in writing, of the commencement date of the approved land use.			
3	<b>Development in Stages</b>  The applicant is to provide an amended Staging Plan that provides for a portion of the Central Facilities complex to be completed prior to the commencement of Stage 5. The Development of the site will be in accordance with the stages identified on the amended plan with the stages to be developed in the consecutive numeric order of each stage as identified on the plan.				At all times.

	The applicant must comply with each condition of this development approval as it relates to each stage, unless otherwise specifically stated in the condition.	
<b>4</b>	<b>Conditions hierarchy</b>  In the event of any conflict between conditions of this development approval, the instrument listed highest will prevail: a) A condition of this approval; b) Any amendments or additions notated on the Plans and Documents referenced in Condition 1; c) Plans and Documents referenced in Condition 1; d) The planning scheme; e) Other supporting information provided in the application.	At all times.
<b>Amenity</b>		
<b>5</b>	<b>Fencing adjoining open space</b>  Construct and maintain fencing along the site frontage/s to a road or park, in terms of permeability, colours, materials and dimensions in accordance with the approved plans of development.	Prior to the commencement of the use and thereafter at all times.
<b>6</b>	<b>Screening of plant and utilities</b>  All service equipment, mechanical ventilation and refrigeration units associated with the use of the premises must be installed, located and screened so as not to cause nuisance or disturbance to persons outside the curtilage of the premises.	Prior to the commencement of the use and thereafter at all times.
<b>Landscaping</b>		
<b>7</b>	<b>Entry Walls or Features</b>  Entry walls or features, where provided, must be contained on private property and not on road reserves, drainage reserves or proposed parkland.	Prior to the commencement of the use and thereafter at all times
<b>8</b>	<b>Detailed landscape plan to be submitted for approval</b>  a) The applicant must submit detailed landscape design plans for Council approval. b) The detailed landscape design plans must: i. be prepared by a qualified landscape architect or similar landscape design professional; ii. be in general accordance with the Statement of Landscape Intent, being DWG 202054, Issue B (March 2021) by Byrns Lardner; iii. reflect the approved layout (including any amendments to that layout required by these conditions) and the conditions of this approval; and iv. comply with Planning Scheme requirements.  Landscaping must be installed and maintained for the life of the use in accordance with the approved detailed landscape design plans.	Prior to the commencement of the use.  To be maintained thereafter at all times.

<b>Flood Conditions</b>											
<b>9</b>	<b>Defined Flood Level</b>  Submission of a Surveyor's Certificate confirming: a) that the defined flood level of the property is 90.3m Australian Height Datum; and b) that the proposed development will not be affected by the flooding limitations.	Prior to the commencement of the use.									
<b>10</b>	<b>Filling or Excavation below the Defined Flood Level</b>  No imported filling or removal of material is permitted in the area below the defined flood level that will create an adverse impact on any property upstream or downstream unless: a) a flood study has been undertaken by a suitably qualified person for the watercourse; b) the flood study demonstrates no adverse impacts; c) all works are carried out in accordance with the flood study; and d) any filling undertaken below the defined flood level to be based on compensatory (cut/fill) earthworks basis.	Prior to the issuing of any operational works permit.									
<b>11</b>	<b>Flood resistant material</b>  All parts of the development below the defined flood level are to be constructed using materials that are capable of being submerged under water for a period of at least 24 hours without requiring their replacement. The materials must be flood resistant such as cement, masonry, tile and steel.	Prior to the commencement of the use.									
<b>Acoustic Amenity and Noise</b>											
<b>12</b>	<b>Noise Disturbance (Community Facilities only)</b>  The activities within the community facilities must not exceed the levels prescribed by Table 1 (below).  <b>Table 1</b> <table border="1"> <thead> <tr> <th>Time Period</th><th>At dwelling or othersensitive land use</th><th>At commercial premises</th></tr> </thead> <tbody> <tr> <td>Daytime (7:00am-10:00pm)</td><td>Background +5dB(A)</td><td>Background +10dB(A)</td></tr> <tr> <td>Night time (10:00pm-7:00am)</td><td>Background +3dB(A) Background=LA90</td><td>Background +8dB(A) Background=LA90</td></tr> </tbody> </table> <p><i>Note - The compliance levels are measured as the average of the maximum A-weighted sound levels adjusted for noise character measured over a 15-minute time interval. These provisions apply except where specific emission limits are otherwise provided in the Environmental Protection Act 1994 or an Environmental Authority.</i></p> <p><i>Note - A Sensitive Land Use has the meaning given in the State Planning Policy.</i></p>	Time Period	At dwelling or othersensitive land use	At commercial premises	Daytime (7:00am-10:00pm)	Background +5dB(A)	Background +10dB(A)	Night time (10:00pm-7:00am)	Background +3dB(A) Background=LA90	Background +8dB(A) Background=LA90	Prior to the commencement of the use and thereafter at all times.
Time Period	At dwelling or othersensitive land use	At commercial premises									
Daytime (7:00am-10:00pm)	Background +5dB(A)	Background +10dB(A)									
Night time (10:00pm-7:00am)	Background +3dB(A) Background=LA90	Background +8dB(A) Background=LA90									

<b>13</b>	<b>Entertainment Noise (Community Facilities)</b>  The approved use of the community facilities must not involve live and/or amplified entertainment, external of the buildings, between the hours of 10pm and 7am on any day.	At all times
<b>Outdoor Lighting and Glare</b>		
<b>14</b>	<b>External Lighting</b>  External lighting must be compliant with the technical parameters, design, installation, operation and maintenance standards of the following as applicable: a) Outdoor lighting complies with the requirements of Australian Standard (AS) AS4282-1997 Control of the Obtrusive Effects of Outdoor Lighting; and b) Sporting fields and sporting courts, comply with the requirements of Australian Standard AS4282-1997 – Control of the Obtrusive Effects of Outdoor Lighting and a compliance statement by a lighting designer in accordance with Section 4 of the Standard is provided to Council prior to the commencement of the use.	Prior to the commencement of the use and thereafter at all times.
<b>Waste Management</b>		
<b>15</b>	<b>Residential Waste Management Arrangements</b>  The applicant is to provide a Waste Management Plan that describes arrangements for the collection, storage and disposal of all waste from the development. The Waste Management Plan must include arrangements for residential premises so that: a) Ready and unobstructed access is available for waste collection service(s) for each waste container, including wheelie bins, kept at the locality. b) Provision is made to conceal waste containers, including wheelie bins, from public view from any street or roadway except when the containers are placed for collection.  For the Central Facilities (communal facilities areas) the Waste Management Plan must include provisions for the following: a) Development provides a dedicated area for refuse storage that is screened or otherwise located to avoid visual impacts on streetscapes, public spaces and adjoining properties; b) An imperviously paved area must be provided to store all waste containers. This area must be kept clean and tidy at all times; c) Waste storage within any food shop/outlet must be segregated from food preparation areas; d) The waste containers must be kept clean; and e) Ready and unobstructed access must be available for waste contractors to facilitate removal of waste.	Prior to the commencement of the use and thereafter at all times.

<b>Environment (Flora &amp; Fauna) - General</b>		
<b>16</b>	<p><b>Protection of Trees</b></p> <p>Ensure compliance with AS 4970 - 2009 Protection of Trees on development sites, including but not limited to the implementation of a 'Tree Protection Zone' where trees are to be retained onsite and undertake the following:</p> <ol style="list-style-type: none"> <li>install protective fencing to prevent any damage to areas noting the approved vegetation clearing area in general accordance with Section 4.3 of AS 4970 - 2009;</li> <li>provide signs identifying the 'Tree Protection Zone' on exclusion fencing that are clearly visible from all areas within the development site within 20 metres of the exclusion fencing; and</li> <li>ensure all trees to be retained within allotments are protected from harm during construction works on site.</li> </ol> <p>Ensure activities such as site vehicular traffic, stockpiling and compaction are excluded from areas of retained vegetation particularly within the tree protection zones of retained trees.</p>	At all times during construction.
<b>17</b>	<p><b>Vegetation Clearing and Management Plan</b></p> <p>Develop a Vegetation Clearing and Management Plan (VMP) that addresses all activities associated with construction of the development (including Building Works, Operational Works and Plumbing and Drainage Works) as they relate to existing vegetation on site.</p> <p>The VMP must comply with all other conditions of this approval and must include, but is not limited to the following items:</p> <ul style="list-style-type: none"> <li>a clear indication of all trees to be removed and retained;</li> <li>details of all operational works likely to impact on existing vegetation;</li> <li>temporary and permanent exclusion and protection fencing;</li> <li>roles and responsibilities for site contractors, the proponent, and the consultant group;</li> <li>stockpiling and reuse of cleared vegetation;</li> <li>a clearing sequencing plan showing the commencement of clearing and the direction of removal (this should be in conjunction with the Fauna Management Plan to allow the appropriate flushing of fauna to surrounding safe haven areas);</li> <li>ongoing weed management;</li> <li>a detailed ongoing rehabilitation and maintenance plan including the restoration and enhancement of disturbed areas in the post construction phase and processes to maximise survival opportunities for areas of retained vegetation and newly rehabilitated areas; and</li> <li>specific details on the removal of potential habitat trees.</li> </ul>	Prior to the commencement of any vegetation clearing.



<b>18</b>	<b>Vegetation Clearing and Management Plan Format</b>  The Vegetation Clearing and Management Plan must be: a) prepared and signed by a suitably qualified environmental consultant (or an alternative person determined by Council as being suitably qualified to prepare such a plan) as being in accordance with the Planning Scheme and this development approval; and b) submitted to Council prior to or concurrently with any application for operational works; and c) approved by Council.	As indicated in the conditions.
<b>19</b>	<b>Vegetation Clearing and Management Plan Compliance</b>  The approved Vegetation Clearing and Management Plan must be complied with. A legible copy of the approved Vegetation Clearing and Management Plan and approval conditions must be available on site.	At all times during construction of the development and thereafter at all times.
<b>20</b>	<b>Site Based Rehabilitation Plan</b>  Develop and implement a Site Based Rehabilitation Plan (SRP) that addresses rehabilitation works within the 30m waterway/fauna corridor illustrated on the approved plan. The SRP must comply with all other conditions of this approval.	At all times during construction of the development and thereafter at all times.
<b>21</b>	<b>Site Based Rehabilitation Plan Approval</b>  The Site Based Rehabilitation Plan must be: a) prepared and signed by a suitably qualified environmental consultant (or an alternative person determined by Council as being suitably qualified to prepare such a plan) as being in accordance with the planning scheme and this development approval; b) submitted to Council for approval prior to or concurrently with any application for operational works; and c) approved by Council.	Prior to the lodgement of any operational works application.
<b>22</b>	<b>Site Based Rehabilitation Plan Implementation</b>  Implement the approved Site Based Rehabilitation Plan at all times during construction of the development and for any maintenance period identified in the Site Based Rehabilitation Plan.	At all times during construction of the development and for any maintenance period identified in the Site Based Rehabilitation Plan.

Environment - Fauna Management		
<b>23</b>	<p><b>Fauna Management Plan</b></p> <p>Develop a Fauna Management Plan (FMP) that provides a strategy for the management of fauna and fauna habitat on the site. The FMP must comply with other conditions of this approval, link closely with any Vegetation Clearing and Management Plan developed for the site and include, but is not limited to, the following items:</p> <ul style="list-style-type: none"> <li>• a summary of species surveyed as using the site and which of these are likely to be impacted by works occurring in the development area;</li> <li>• a list of relevant State and Federal legalisation constraints and controls for the above listed fauna;</li> <li>• a plan showing existing habitat opportunities and locations;</li> <li>• details of the threats to existing fauna species;</li> <li>• a clearing sequencing plan from the Vegetation Clearing and Management Plan;</li> <li>• management and mitigation measures;</li> <li>• details of Spotter Catcher roles/responsibilities, contacts and certification;</li> <li>• specific fauna management procedures for potential or known habitat trees; and</li> <li>• clearing procedures in accordance with the Koala Plan guidelines and specifications.</li> </ul>	Prior to any works commencing and at all times.
<b>24</b>	<p><b>Fauna Management Plan Format</b></p> <p>The FMP must be:</p> <ol style="list-style-type: none"> <li>a) prepared and signed by a suitably qualified environmental consultant (or an alternative person determined by Council as being suitably qualified to prepare such a plan) as being in accordance with the Planning Scheme and this development approval;</li> <li>b) submitted to Council for compliance assessment under the <i>Planning Act 2016</i> prior to or concurrently with any application for operational works; and</li> <li>c) approved by Council.</li> </ol>	At all times.
<b>25</b>	<p><b>Fauna Management Plan to be Implemented</b></p> <ol style="list-style-type: none"> <li>a) Implement the approved Fauna Management Plan at all times during construction of the development; and</li> <li>b) Ensure a legible copy of the approved Fauna Management Plan and development approval conditions are available on site at all times during construction and earthworks.</li> </ol>	<ol style="list-style-type: none"> <li>a) At all times.</li> <li>b) At all times during construction.</li> </ol>

<b>Environment (Bushfire)</b>		
<b>26</b>	<p><b>Bushfire Management Plan to be submitted</b></p> <p>A bushfire management plan (BMP) must be prepared and submitted to Council for approval.</p> <p>All infrastructure, fire trails and signposting must be constructed in accordance with the approved BMP.</p> <p>The approved BMP must be complied with at all times for the life of the development and the use of the premises.</p> <p>A copy of the approved BMP must be provided to the relevant rural fire brigade for its information.</p> <p>Note - The BMP must comply with all other conditions of this approval, link closely with any Vegetation Clearing and Management Plan developed for the site and include, but is not limited to, the following items:</p> <ul style="list-style-type: none"> <li>• evidence of consultation with stakeholders (e.g. fire service, land managers);</li> <li>• evidence that the plan has addressed the whole of the site and local area constraints;</li> <li>• identification of the location and severity of all bushfire risks, such as vegetation, landforms and bushfire history;</li> <li>• identification of the fire risk reduction features including identified fire maintenance trails and firefighting facilities to be installed and their ongoing maintenance schedule;</li> <li>• identification of the ways the impact of risk reduction activities will be minimised to preserve the conservation values of the property; and</li> <li>• to scale maps of the property, proposed development and its surrounds.</li> </ul> <p>The BMP must be prepared and signed by a suitably qualified environmental consultant (or an alternative person determined by Council as being suitably qualified to prepare such a plan) as being in accordance with the Planning Scheme and this development approval</p>	<p>Prior to the earlier of the lodgement of any development application for operational work; or the commencement of any works on the premises.</p>
<b>27</b>	<p><b>Bushfire Management Information for New Purchasers</b></p> <p>A copy of the approved BMP must be provided to each occupancy and, in the case of a community titles scheme, the BMP must also be referenced in the Community Management Statement, so that each new resident is informed about:</p> <ol style="list-style-type: none"> <li>a) the requirement for the approved BMP to be complied with at all times for the life of the development and the use of the premises;</li> <li>b) the potential bushfire hazard on the site;</li> <li>c) their responsibility for fire management; and</li> <li>d) the measures available for on-going fire hazard mitigation.</li> </ol>	<p>At all times.</p>

<b>Engineering</b>		
<b>28</b>	<p><b>Stormwater</b></p> <p>All stormwater flows within and adjacent to the development, must be confined to road reserves, drainage reserves, registered drainage easements or within parkland.</p>	At all times.
<b>29</b>	<p><b>Road Frontage Works</b></p> <p>Finch Road is to be constructed/reconstructed for the full frontage of the proposed development plus any necessary associated pavement tapers, unless agreed otherwise in writing by Council.</p> <p><i>Note: The works required by this condition will be the subject of a development application for Operational Works.</i></p>	Prior to the commencement of the use.
<b>30</b>	<p><b>Car Parking Numbers</b></p> <p>The Applicant(s) is / are to make provision for the establishment of Prior to the commencement of the use a minimum 62 visitor car parking spaces.</p>	Prior to the commencement of the use.
<b>31</b>	<p><b>Car Parking Concrete / Bitumen</b></p> <p>All vehicle access (access driveway/s) and car parking areas are to be designed, constructed and maintained in accordance with A.S. 2890.1-1993 and A.S. 2890.2-1989.</p> <p>All pavements are to be designed to suit the proposed vehicle loadings with the individual pavements constructed as either a rigid pavement (reinforced concrete pavement) or alternatively as a flexible pavement with provision for a 40mm asphalt concrete (AC) seal, unless agreed otherwise by Council.</p>	Prior to the commencement of the use.
<b>Stormwater Management / Stormwater Drainage Works</b>		
<b>32</b>	<p><b>Stormwater Management Plan (SWMP)</b></p> <p>A SWMP must be prepared detailing the management techniques to be adopted in order to minimise the short and long term potential impacts of the proposed development upon the waterway corridor(s).</p> <p>The report should address:</p> <ul style="list-style-type: none"> <li>a) the various techniques to be utilised in order to manage the development process; and</li> <li>b) the form of monitoring and testing to occur within the waterways during the "Construction Phase" and the subsequent ongoing period.</li> </ul>	Prior to issue of any subsequent operational works permit.
<b>33</b>	<p><b>Stormwater Discharge and Disposal</b></p> <p>Provide for the collection and disposal of stormwater drainage flows to a legal point of discharge.</p> <p>The form of said collection and discharge will be in accordance with the provisions of Council's Planning Scheme.</p>	Prior to the commencement of the use.

34	<b>Stormwater Discharge Easement</b>  Provision of Legal Stormwater Discharge to Council's satisfaction including a Stormwater Drainage Discharge Easement in favour of the Council. The easement documents to be prepared by the Applicant(s).	Prior to commencement of any works.
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#### 4. Referral Agency Conditions

Not Applicable - The State Assessment Referral Agency responded by letter dated 13 April 2021 stating that they had 'No requirements'.

#### 5. Advisory Notes

- a) **ADVERTISING SIGNS** – Advertising signs may require an approval in accordance with Council's Local Laws. Further information and the relevant application forms can be obtained by contacting Council's Health & Environment area on 07 5540 5444.
- b) **VEGETATION MANAGEMENT ACT 1999 AND THE CULTURAL HERITAGE ACT** - This approval in no way restricts or inhibits the provisions of neither the *Vegetation Management Act 1999* nor the *Aboriginal Cultural Heritage Act 2003*. The Applicant(s) will need to satisfy themselves that in undertaking the proposed development works that actions will not contravene the provisions of the aforementioned Acts.
- c) **DEVELOPMENT APPROVAL CONDITIONS ATTACH TO LAND** - Development Approvals which include conditions and any modifications attach to the land and are binding on the owner, the owner's successors in title and any occupier of the land pursuant to Section 73 of the *Planning Act 2016*.
- d) **WHEN DEVELOPMENT APPROVAL TAKES EFFECT** - Pursuant to the *Planning Act 2016*, this Development Approval takes effect:
  - (i) From the date the Decision Notice/Negotiated Decision Notice (as the case may be) is given to the Applicant, if there are no Submitters and the Applicant does not appeal the decision to the Court; or
  - (ii) From the end of the Submitter's appeal period if there is a Submitter and the Applicant does not appeal the decision to the Court; or
  - (iii) Subject to the decision of the Court when the appeal is finally decided if an appeal is made to the Court by any party; as the case may be. Development may start when a Development Permit takes effect (subject to any conditions specifying commencement).
- e) **APPROVAL LAPSES AT COMPLETION OF RELEVANT PERIOD** - This Development Approval will lapse if the Material Change of Use does not happen before the end of the relevant period. The relevant period is six (6) years from the date the approval takes effect. The relevant period may be extended at the discretion of Council under Section 85 of the *Planning Act 2016*. Before the Development Approval lapses, a written request to extend the relevant period may be made to Council under Section 86 of the *Planning Act 2016*. Please note that Council will not automatically remind Applicants/Occupiers when the relevant period is about to lapse.
- f) **BIOSECURITY QUEENSLAND** should be notified on 13 25 23 of proposed development(s) occurring in the Fire Ant Restricted Area before earthworks commence. It should be noted that works involving movements of soil associated with earthworks may be subject to movement controls and failure to obtain necessary approvals from Biosecurity Queensland is an offence.

It is a legal obligation to report any sighting or suspicion of fire ants within 24 hours to Biosecurity Queensland on 13 25 23.

The Fire Ant Restricted Area, as well as general information, can be viewed on the DAF website [www.daf.qld.gov.au/fireants](http://www.daf.qld.gov.au/fireants).

- g) COMPLIANCE WITH CONDITIONS** - The land owner/developer, is required to ensure the development and any associated conditions within the development approval are complied with prior to the commencement of the approved land use or prior to endorsement of survey plans for subdivision approvals. Failure to comply with the conditions of approval are deemed to be a breach of Section 164 the Planning Act 2016 and as such Council may undertake formal enforcement action/s such as statute notices or prescribed infringement notices.
- 6.** Further approvals are required for:
- a)** A Building Works approval is required for all building works associated with the proposed development, prior to undertaking any building work on the subject property.
  - b)** A Plumbing and Drainage approval is required for all / any plumbing and drainage works associated with the proposed development, prior to undertaking any plumbing and drainage works on the subject property.
- 7.** That the Submitter/s be advised of the following:

**SUBMITTER ADVICE - APPROVAL** - Council has considered all matters relevant to this application, including your submission, and has resolved to approve the application subject to the listed conditions. Council is of the view that the development is competent and takes a satisfactory approach in its layout and design commensurate with the stated conditions of approval.

**8. Administrative Action:**

That Decision Notices be issued in accordance with section 63 of the *Planning Act 2016* to the Applicant, submitter/s and referral agencies.

**Previous Council Considerations / Resolutions**

Not applicable.

**Report / Background**

<b>Applicable Planning Scheme</b>	Scenic Rim Planning Scheme 2020
<b>Applicant</b>	LD 168 Pty Ltd c/- Tactica Planning & Development
<b>Owner(s)</b>	Irene Lyn Legg
<b>Site Address</b>	7-39 Finch Road, Canungra
<b>Real Property Description</b>	Lot 6 SP161073
<b>Site Area</b>	230,500m <sup>2</sup>
<b>Relevant Zone and Precinct</b>	Low-Medium Density Residential Mixed Use Zone (Commercial industry Precinct)
<b>Proposal</b>	Retirement facility and Office
<b>Assessment Level</b>	Impact
<b>Approval Type</b>	Material Change Of Use
<b>Public Notification</b>	26 March to 20 April, 2021
<b>Submissions Received</b>	25 properly made
<b>Date Application Deemed Accepted</b>	20 January 2021

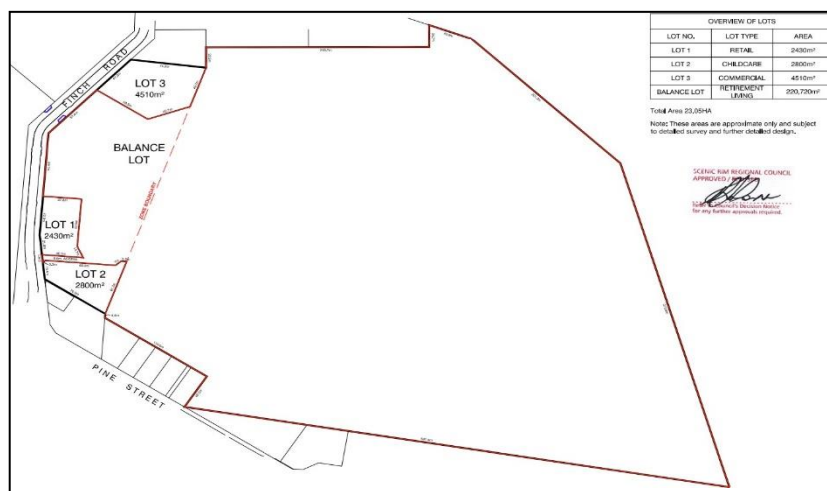
## Development History

### Locally Significant Koala Habitat removal

A request to amend a koala habitat area determination under section 7C of the Nature Conservation (Koala) Conservation Plan 2017 was received by the Chief Executive Officer on 9 November 2020. The request sought to remove mapping of the locally Refined Koala Habitat from the site. Approval was granted under Koala habitat area determination map MAR0025, which granted approval on 2 December 2020, removing locally Refined Koala Habitat while retaining the balance of Core Koala Habitat, predominantly on the eastern half of the site.

### Recent Approval for a Reconfiguring a Lot (4 lot subdivision)

A recent Development Permit for Reconfiguring a Lot (1 into 4 Lot Subdivision) has been granted over the subject land. RAL20/061 was properly made on 2 December 2020 and was granted approval on 13 April 2021 subject to conditions. Refer to **Figure 1** for approved lot layout. A Referral Agency response with relation to the nearby State Controlled Road was provided by SARA on 15 February 2021 confirming 'No requirements'.



**Figure 1** Approved Subdivision Plan for RAL20/061

## Proposal

The proposal seeks a Development Permit for a Material Change of use being a *Retirement facility* (over 50's lifestyle resort) including 188 dwellings, ancillary facilities and *Office* (refer to Figure 2 below).

The development has been proposed in the form of an integrated residential community, designed to reflect traditional urban design principles that promote social interaction and pedestrian permeability. The developable area of the site has been limited by Koala Habitat on the eastern half of the site, a flood path and waterway/drainage alignment associated with a gully through the site and Bushfire hazard from existing vegetation. These physical and environmental hazard constraints have been assessed and appropriate mitigation measures incorporated into the design and layout of the facility.



Figure 2 Indicative Master Plan

The dwelling design and siting, including setbacks, private open space etc. is to be regulated by a Plan of Development. The development provides a range (6 types) of residential housing options (refer to Table 1 below).

Each of these dwelling types, with the exception of Type E and one form of Type A dwelling, have a double garage to accommodate 2 vehicles. All dwellings are required to connect roof water runoff to either a 5000L water tank within the lease area of each dwelling; or where appropriate to the large water storage tank located within the Community Facilities Building.

The location and design proposed for the water tanks attached to dwellings are shown on the plan below in Figure 3 (front right side).

Total number	Type	Dimension (land)	Vehicle parking
52	Type A	11.5m x 15m (2 bed, 2 bath)	1 or 2 vehicles
57	Type B	12.5m x 15m (2 bed, 2 bath)	2 vehicles
31	Type C	13.0m x 18m (3 bed, 2 bath)	2 vehicles
37	Type D	10.0m x 18m (3 bed, 2 bath)	2 vehicles
3	Type E	9.0m x 19m (2 bed, 2 bath)	1 vehicle
8	Special	Irregular (3 bed, 2 bath)	2 vehicles

Table 1 - Housing Type Development Summary



The applicant has advised the following in relation to the design and character of the proposed dwellings:

- The majority of the home will be single level with several different dwelling designs for each lot type. In the southern section of the site the typed homes and lots have been designed to incorporate level change allowing the homes to respond to the slope where the land falls from Pine Street to down the central Fauna Corridor. The homes will incorporate a range of materials, textures and colours to create a controlled variety in the streetscape.
- The Homes and community building will make use of natural stone, brick, weather board cladding, grooved fibre cement cladding, limited areas of render, sheet metal roofing, overhangs protecting glazing, muted tones, exposed timber and exposed steel supporting structure.

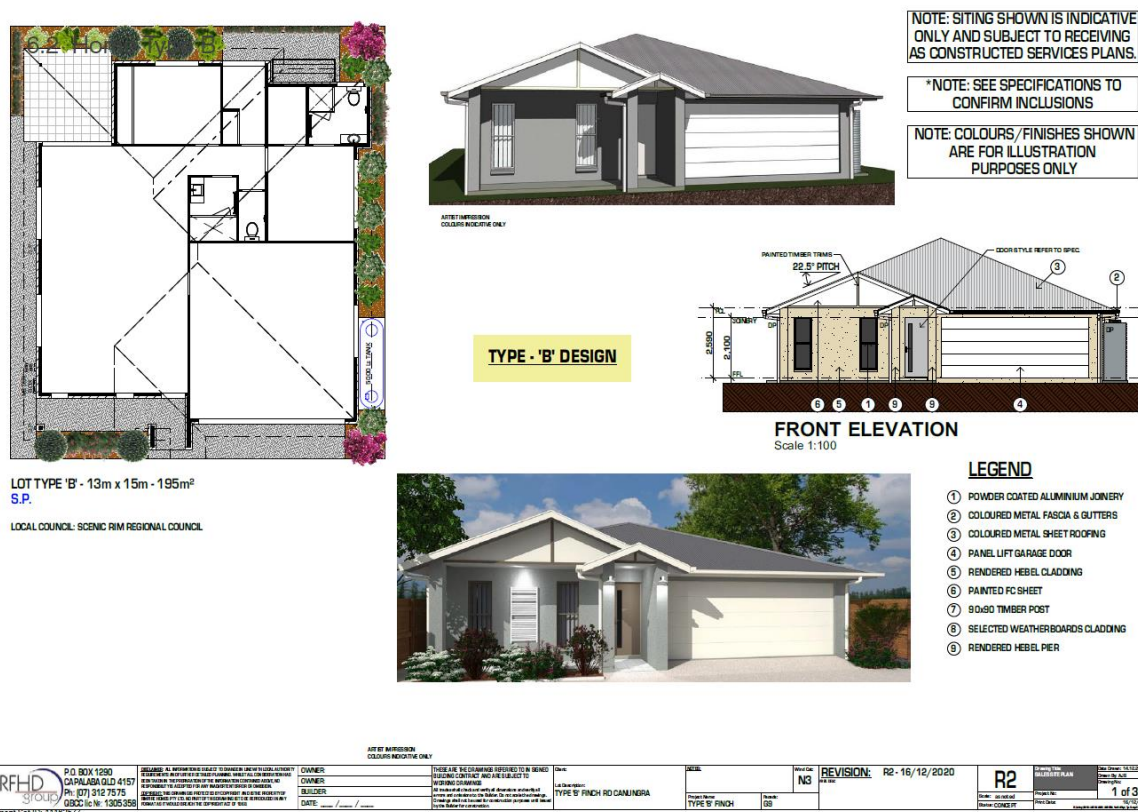


Figure 3 Typical House Plan

An additional 64 visitor parking spaces and a dedicated Caravan parking area is provided throughout the facility to accommodate visitor and non-dwelling parking.

The figure below shows the proposed Detail Master Plan, including contours and setback to mapped vegetation. The proposed distribution of housing types described in Table 1 can be seen in this plan as well as the Plan of Development in figure 5 below.



Figure 4 Proposed Detailed Master Plan

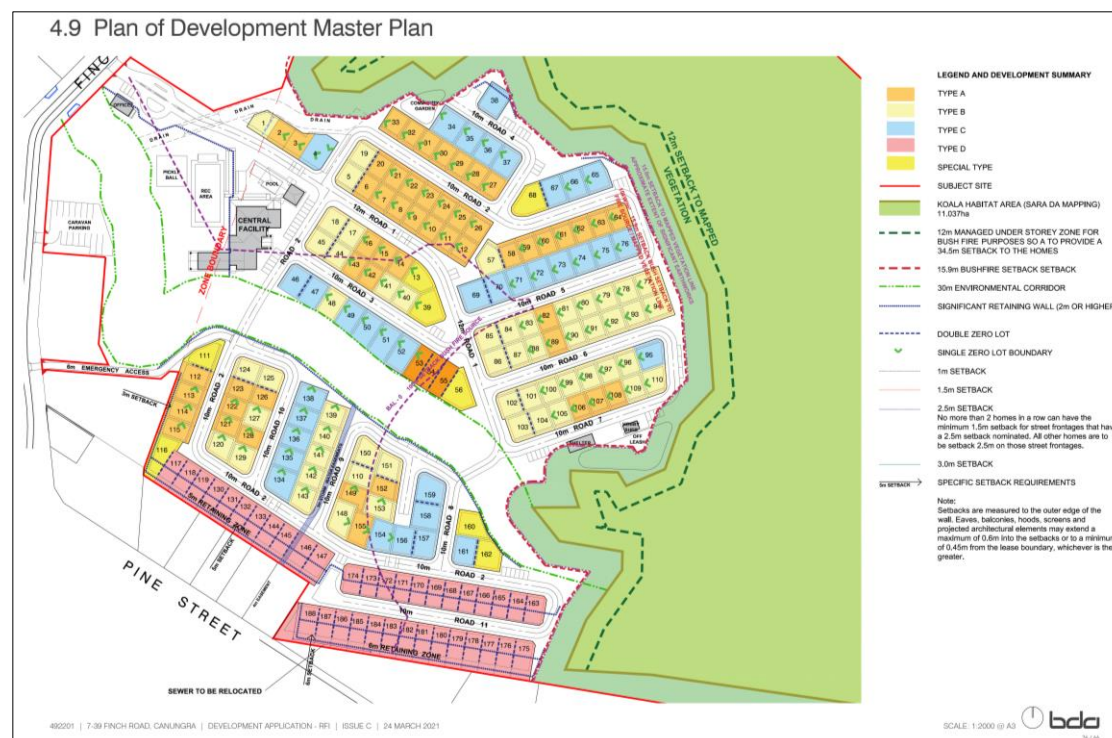


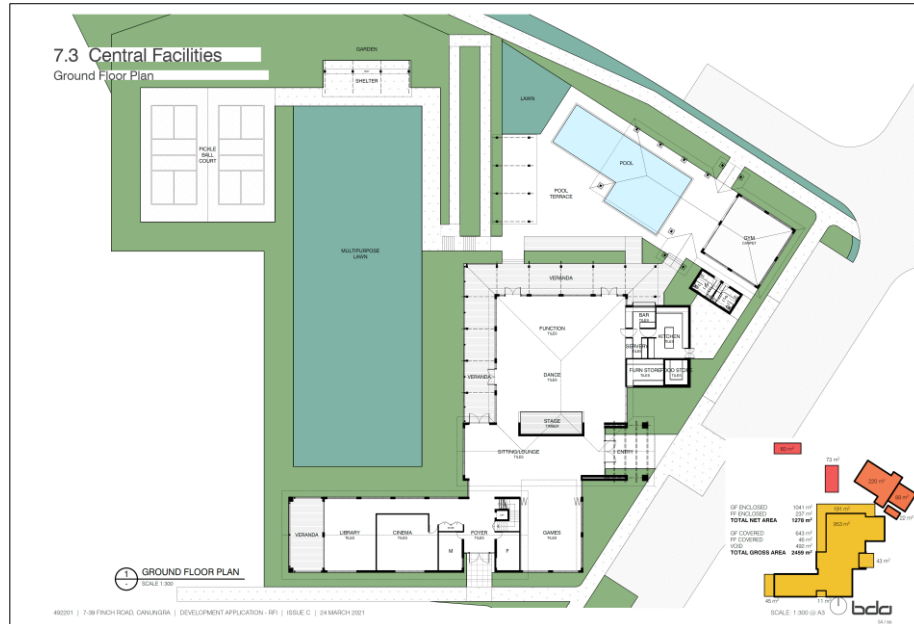
Figure 5 Proposed Plan of Development



The development also includes a range of ancillary community facilities of residents (refer to Figure 6) including:

- multiple indoor community gathering and recreation spaces;
- pool;
- pickle ball courts;
- community gardens/ lawn; and
- hobby shed.

These components of the development are considered ancillary and not a separate land use.



**Figure 6 Proposed Central Facilities Floor Plan**

The applicant has provided renderings of the proposed Community Facilities indicating they seek to adopt an architectural design that creates opportunity for open shaded meeting and activity areas in a contemporary reflection of Canungra's character as illustrated in the perspectives in Figure 7.



Figure 7 Proposed Central Facilities views – east (top) & west (bottom)

A small (100m<sup>2</sup> GFA) office is proposed at the front of the development along Finch Road within the Mixed Use Zone. The development is intended to be managed with the requirements of the *Manufactured Homes (Residential Parks) Act 2003*, which ensures no people under the age of 50 are permitted to reside in the development.

The *Manufactured Homes (Residential Parks) Act 2003* provides for a management structure for the residential/retirement park that defines rights, roles and responsibilities for all entities involved (including the owner / manager and the homeowners) with the land on the site remaining in the private ownership of the Applicant with a management body (similar to a principal body corporate) regulating the day-to-day management of the facility. There is no internal subdivision of land, instead there are lease boundaries.

Figure 8 shows the proposed landscape design of the site from the Landscape Plan prepared by Byrns Lardner Landscape Architects. The Landscape Plan outlines that the focus for this site is to integrate the residential precincts into the surrounding natural bushland setting whilst minimising the effect on the surrounding natural ecosystems and potential impacts from bushfire hazard.



Figure 8 Proposed Landscape Site Plan

### Site Visit Evaluation

The site is comprised of an irregular shaped vacant allotment situated in a valley at the base of the vegetated range to the west of Tamborine Mountain Road. The site maintains approximately 275m of frontage to Finch Road; however, only approximately 135m will form a frontage associated with the Retirement Facility and Office following the recently approved subdivision creating 3 new lots along Finch Road. The site does not currently have a formed site entry/vehicle crossover.

Being in a valley the site generally falls from ground levels of approximately 130m AHD along the eastern vegetated range to a minimum ground level of 86m AHD in the waterway culvert discharge point on the western boundary to Finch Road.

### Issues and constraints

The constraints identified include koala habitat, waterway/drainage, flood and bushfire hazard. The applicant has provided specialist technical reports and studies to assist in the assessment of impacts both during construction and post development. A site inspection has been completed with Council and the applicant with a view to better informing Councils subsequent request for further information.

The developable areas of the site are gently sloping in the northern portion of the site (which will be developed in the initial stages with slightly more steeper slopes along the portion (south) fronting Pine Street. Council has reviewed the applicants approach to protection of flora and fauna within the proposed wildlife corridor (and the protected areas) as well as fuel reduction strategies and housing placement in relation to bushfire hazard risks. The applicant has addressed issues raised through the request for information response.

The site appears to be suitable for the development proposed in terms of engineering design, with the main earthworks components (cut and fill) isolated along the southern portion, which will be completed in the final stages of the development.

Council understands there is also concern from the community in relation to the provision of water supply to the development, though the applicant has included measures to contain and re-use water within the development, the current strategy for supply is based on assurances from the public utility provider Urban Utilities (UU). This is due to the recent periods of drought, requiring restrictions on water use as well as the major subdivisional development approved and developed within the Canungra area.

The following is an excerpt from Seqwater's Water for Life - South East Queensland's Water Security Program 2016-2046.

- *"Raw water for the Canungra Water Treatment Plant (WTP) is sourced through run-of-river flows from Canungra Creek, in the Albert River catchment. The catchment forms an important aspect of the drinking water supply chain. The characteristics of the catchment have an influence on the amount and quality of the raw water source, which has implications for the ability to treat and supply water of a suitable quality to meet the needs of the Canungra township."*

This issue is explored further below in relation to interagency responsibilities.

### *Framework for Assessment*

#### Categorising Instruments for Statutory Assessment

For the *Planning Act 2016*, the following Categorising Instruments may contain Assessment Benchmarks applicable to development applications:

- the *Planning Regulation 2017*
- the Planning Scheme for the local government area
- any Temporary Local Planning Instrument
- any Variation Approval

Of these, the planning instruments relevant to this application are discussed in this report.



*Assessment Benchmarks Pertaining to the Planning Regulation 2017*

The following Assessment Benchmarks from the *Planning Regulation 2017* are applicable to this application:

<b>PLANNING REGULATION 2017 DETAILS</b>	
Schedule 10, Part 10, Division 5 Koala habitat area	Assessment Benchmarks under Schedule 11, Part 2 of the <i>Planning Regulation 2017</i>

State Planning Policy

As the development is on a premises in koala priority area, but does not interfere with koala habitat, assessment is required against Schedule 11, Part 2 of the *Planning Regulation 2017*. A full review of the assessment benchmarks has been undertaken by the applicant in section 6.2 of the Basic Ecological Site Assessment. Prior mapping had identified an area within the proposed development site as being within the "Locally Refined Koala Habitat Area" (refer to Figure 8 below, areas shaded light green with a red line).

The applicant undertook an ecological assessment of this area with the following notation included in the findings relating to the presence of habitat supporting Koala:

- *The mapped Locally Refined Koala Habitat Area was not observed on-site, with the regional ecosystem mapping utilised to generate the mapping incorrectly identifying Acacia leiocalyx and Cinnamomum camphora dominated vegetation as koala habitat. No suitable koala food trees or habitat was identified within the mapped Locally Refined Koala Habitat Area. As such, this Detailed Koala Habitat Area Assessment Report proposed to remove the mapped Locally Refined Koala Habitat Area located on-site.*

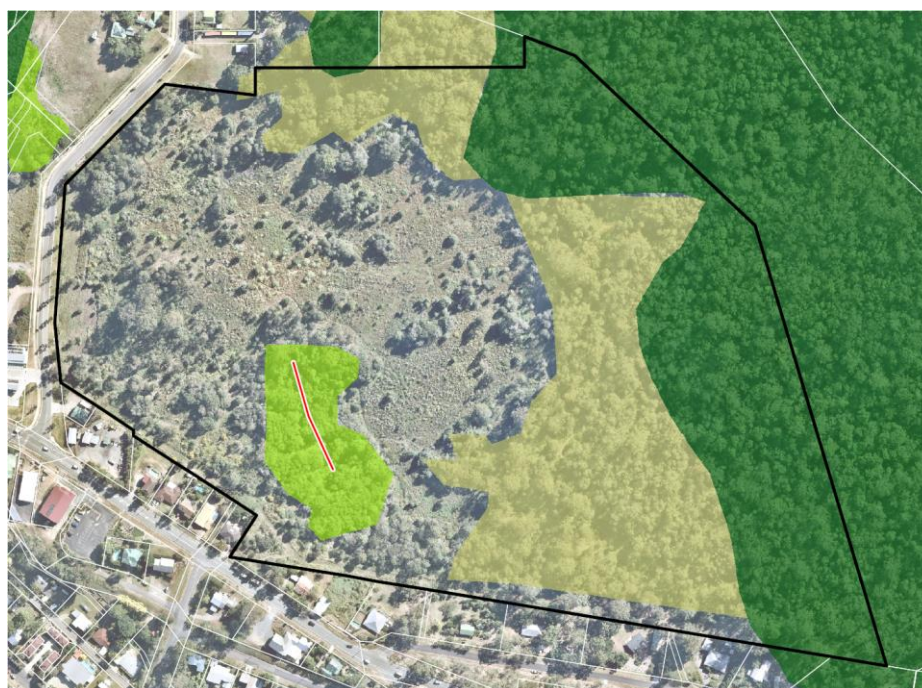


Figure 9 Koala habitat Areas

Inter-Agency ResponsibilitiesUrban Utilities

The applicant has provided an Engineering Service Report (Dated December 2020) that provides details on the provision of water supply, sewerage and erosion and sediment controls for the development. Urban Utilities is the responsible entity for the provision of water supply (potable) and waste water treatment for the development. Urban Utilities has provided the applicant with a Service Advice Notice (SAN) for water supply and connection to sewer.

Water Supply

The applicant has identified an existing ø225 PVC water main located on the development frontage along Finch Road. It is proposed that connection for all the dwellings to this existing main will be via a new trunk meter connection for the site. The applicant has advised in relation to the water supply connection that:

- *Connection to align with the standard above ground meter arrangement, as per UU standards.*

Sewer Connection

The site is serviced by an existing ø150mm sewer main that crosses the sites western boundary, carrying sewerage from adjoining properties from the west to the existing pump station in Christie Street.

The UU SAN has detailed that:

- *there is a 2.2l/s capacity available in the downstream pump station, hence capacity is available for the development.*

Connection for the Facility is envisaged to be connected by a private sewerage package pump station and onsite emergency storage. The outlet will be controlled via a private rising main internal to the site to the local gravity connection within the site, subject to detailed design.

Department of Transport and Main Roads

The Department of Transport and Main Roads is a referral agency as the site is both within 25m of a State transport corridor and adjoins a road that intersects with a State-controlled road, and is within 100m of the intersection (Schedule 10, Part 9, Division 4, Subdivision 2, Table 4, Item 1 of the Planning Regulation 2017).

The Department responded by letter dated 13 April 2021 stating that they had 'No requirements'. The development was determined to comply with the provisions of State code 1 without the requirement for conditions.

*Assessment Benchmarks Pertaining to the Planning Scheme*

The applicable planning scheme for the application is *Scenic Rim Planning Scheme 2020*. The following sections relate to the provisions of the Planning Scheme.

<b>Planning Scheme:</b>	<b><i>Scenic Rim Planning Scheme 2020</i></b>
Zone:	<ul style="list-style-type: none"> <li>- <i>Low-Medium Density Residential</i></li> <li>- <i>Mixed Use Zone (Commercial industry Precinct)</i></li> </ul>
Consistent/Inconsistent Use:	<ul style="list-style-type: none"> <li>- <i>Potentially Consistent – Retirement Facility</i></li> <li>- <i>Consistent - Office</i></li> </ul>
Assessment Benchmarks:	<ul style="list-style-type: none"> <li>- <i>Low-Medium Density Residential Zone Code</i></li> <li>- <i>Mixed Use Zone Code</i></li> <li>- <i>Medium Density Residential Uses Code</i></li> <li>- <i>Earthworks, Construction and Water Quality Code</i></li> <li>- <i>Infrastructure Design Code</i></li> <li>- <i>Landscaping Code</i></li> <li>- <i>Parking and Access Code</i></li> <li>- <i>General Development Provisions Code</i></li> <li>- <i>Airport Environs and Defence Land Overlay Code</i></li> <li>- <i>Bushfire Hazard Overlay Code</i></li> <li>- <i>Environmental Significance Overlay Code</i></li> <li>- <i>Flood Hazard Overlay Code</i></li> <li>- <i>Landslide Hazard and Steep Slope Overlay Code</i></li> <li>- <i>Water Resource Catchments Overlay Code</i></li> <li>- <i>Master Plan Areas Overlay Code</i></li> </ul>

Strategic Framework

The Strategic Framework considers the following matters:

- Communities and Character
- Growing Economy
- Environment and Natural Hazards; and
- Sustainable Infrastructure

The application has been assessed against each of the matters above. The pertinent issues arising out of assessment against the Strategic Framework are discussed below.

The proposed development area is situated within the 'Urban Areas' land use category and is situated in close proximity to the Canungra Local Centre.

The proposal incorporates an overarching concept and a built form that will reinforce the rural village character identified for Canungra and will be serviced by appropriate infrastructure. The proposed layout presents a range of smaller, low maintenance dwelling types in close proximity to the Canungra Local Centre in the Low-Medium Density Residential Zone to compliment the range of traditional single- family and acreage properties that typify the surrounding Low Density Residential Zone presently.

The proposal generally avoids matters of environmental significance and protects and enhances ecological values with all areas of regulated vegetation being maintain outside of the proposed development footprint. The retirement facility layout responds to natural features including a waterway corridor which is maintained and enhanced through a buffer corridor integrated into the development site.



Planning Scheme Codes

The application has been assessed against each of the applicable codes and found to be compliant with, or can be conditioned to comply with, each. The pertinent issues arising out of assessment against the codes are discussed below:

*Compliance with the Relevant Use Codes*

- Low-medium Density Residential Zone Code

Built Form and Urban Design

Built form and urban design elements as they relate to this Zone Code are requirements for aspects of the development defined as non-residential in nature. As the proposed development is for a residential purpose, with only the office component falling in this category assessment of these requirements will focus on the retirement facility dwellings and community facilities.

As a general comment on the manner in which the dwellings and community facilities buildings address the street and public spaces, it is considered that they do not detract in any significant way from the character of the built form surrounding the site and in close proximity to the site.

Land Uses

The requirements under this performance outcome also relate to non-residential development as well as providing criteria for medium density residential activities. The proximity of the dwellings to land zoned Mixed Use has been designed to reduce likely impacts to amenity, with the placement of the community facilities buildings as the interface with the Mixed Use Zoned lots fronting Finch Road.

**PO8** states:

*Development involving Multiple dwellings, Residential care facilities and Retirement facilities is designed to ensure that the interface of the development complements the height, scale and intensity of adjoining residential development.*

The interface with existing residential development is predominantly associated with the housing along the main thoroughfare of Canungra (Pine Street). The development proposes a stepped approach along this boundary where the proposed dwellings will transition to the topography which slopes down from the rear yards of the existing houses.

The graphic below is taken from the applicant's proposed plans (4.10 Interface Sections) and shows the relationship to the existing housing in this portion of the development. The plan identifies sufficient mitigation of visual impacts due to the sloping topography, which also assist in responding to issues of scale and intensity.

Whilst it is acknowledged that the zoning of the development site allows a transition to an increase of density, the housing designs and proposed layout satisfy the performance outcome for this criterion.

It is noted that additional landscaping has been proposed to provide a screened buffer to the development from the existing houses along Pine street.

#### 4.10 Interface Sections (1)

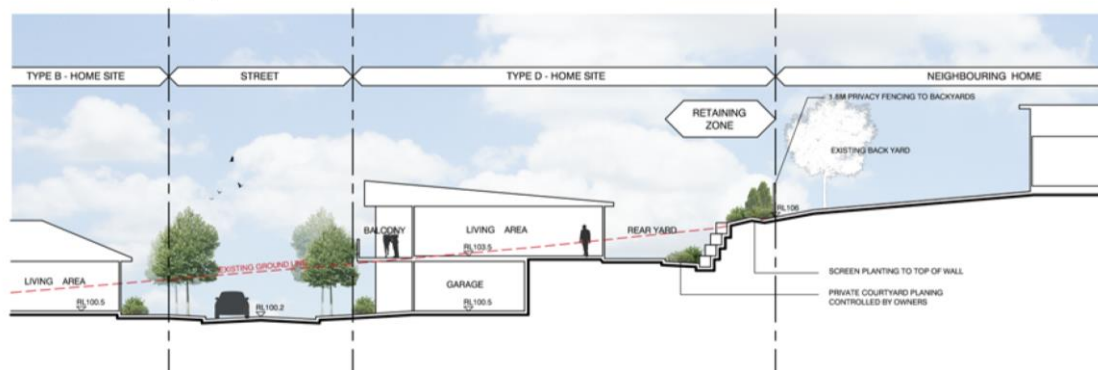


Figure 10 Interface with existing housing

- Mixed use Zone - Commercial Industrial Precinct Code

#### Built Form and Urban Design

The office (Sales Office) component of the proposed development is to be located at the front of the site along Finch Road, and occupies a relatively small footprint within the Mixed Use Zone in comparison to the rest of the development which resides in the Low-medium Density Residential Zone.

The applicant states that the *"proposed buildings achieve visual interest and articulation through a reasonable combination of the following:*

- (1) variation in the horizontal plane through the use of recesses, columns or blades;*
- (2) variation in parapet design or roof form;*
- (3) variation in colour, patterns, textures or building materials; and*
- (4) canopies, awnings or projections."*

The architectural plans provided promote the achievement the points mentioned above and appear to compliment the built form expectations for the Canungra area. The design of the community facilities buildings include windows and balconies that overlook the internal streets, walkways, recreation areas and public spaces providing opportunities for casual surveillance.

The intent of the design is to create a contemporary reflection of the Canungra character.

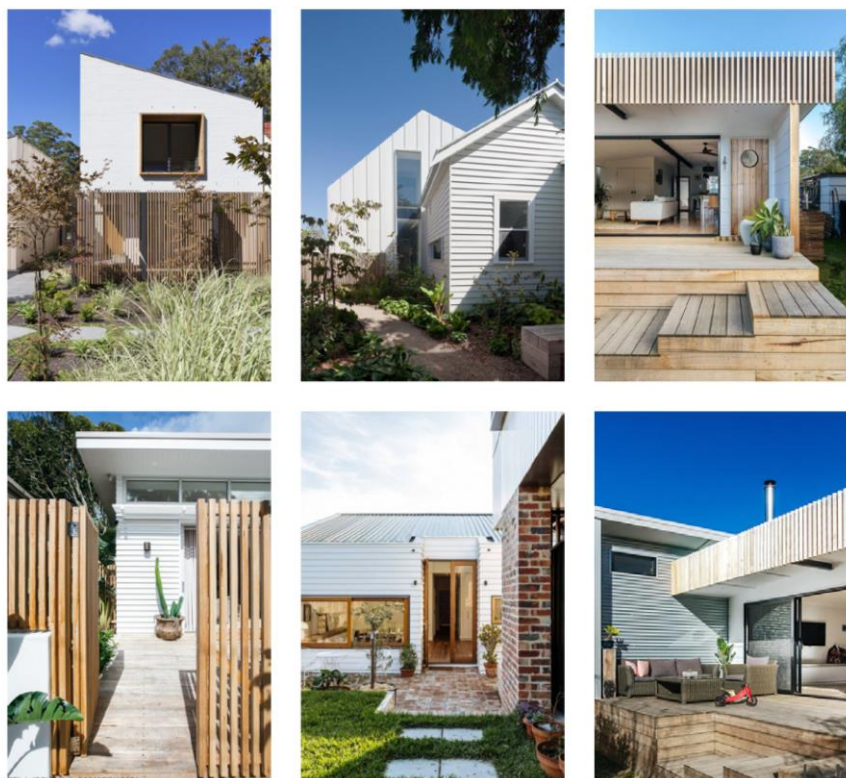


Figure 11 Proposed design elements

- Medium Density Residential Uses Code

The Planning Scheme states as the purpose for this Development Code *"is to ensure that medium density residential activities are high quality, attractive and well-designed to provide residents with a high quality living environment and to make a positive contribution to the amenity of the neighbourhood."*

In relation to the developments as that proposed, the Planning Scheme states to achieve this purpose, development such as *"larger Retirement facilities and Residential care facilities and other similar high density residential developments are established in localities that have access to an appropriate level of services and infrastructure to cater for the needs of the future residents of these facilities, and also to ensure that their scale and intensity does not detrimentally impact the communities in which they are located."*

The applicant has provided plans and architectural drawings to support the proposal in achieving this purpose. The design of the retirement facility takes into account the natural features of the site, in terms of topography and environmental aspects (fauna, flora and vegetation) as well as stormwater management.

Council's initial issues identified in the request for information have been sufficiently addressed to meet the criteria is proposed development in relation to the scale and intensity and mitigation of impacts to amenity.

Where the achievement of the purpose of this Development Code relies on expectations outside Council's jurisdictional control, i.e. that development will have *"access to an appropriate level of services and infrastructure"*, the applicant has provided material to support the achievement of this from the service and infrastructure providers responsible for these components.

As stated, the applicant has been able to demonstrate that the proposed development is able to comply with the Performance Outcomes and Acceptable Outcomes set-out in this Development Code as confirmed by the applicant's response and reflected in the Plan of Development for dwellings and the community facilities buildings. In relation to design and appearance the applicant has responded as follows:

- *maximum unarticulated length of 5 metres to any street frontage or public space;*
- *includes articulation such as windows and openings, verandahs, balconies and wall variations;*
- *proposed building design, scale, roof form, articulation, materials and colours are compatible and integrate with the intended character of the area; and*
- *buildings are orientated and designed to address the internal streets.*

The remaining criteria for this Development Code set-out requirements for car parking and vehicular access, privacy, safety and security, private and communal open space and landscaping, fire hydrant infrastructure and emergency vehicular access.

The applicant's Landscaping Plan provides an adequate response to this important element of the development, which has influence over issues of privacy (landscaping requirements for dwellings), bushland regeneration, addressing private and open space areas and terracing and retaining for changes in topography.

The applicant's Engineering Report and Bushfire Hazard Assessment has adequately addressed the requirements for fire hydrant infrastructure and emergency vehicle access. The applicant's response to these requirements includes "lot boundaries will be separated from hazardous vegetation by constructed perimeter roads which:

- *will comply with QFES Access and Hydrants for Residential, Commercial and Industrial Development Guidelines 2019 and Council Sch6.2.1 Planning Scheme Policy 1 – Infrastructure Design 2020.*

Following Council's information request, the following adjustments were made to the Applicant's Plan of Development (POD) to ensure compliance with the elements of this Development Code:

- additional and updated floor plans have been added to the proposal package;
- numbering has been provided for all dwelling sites;
- dwelling envelopes updated and amended, including adjustments to the irregular shaped sites to suit dwelling design;
- acute angles for irregular shaped sites minimised to suit dwelling design;
- POD updated to encourage front setback variation where the amended lot depths permit;
- additional provisions relating to adjoining sites integration of built to boundary walls;
- including provisions for non-living areas only;
- amendments to minimum car parking requirements as per agreed rates;
- clarification of dwelling's primary street frontage, i.e. where front door and porch addresses; and
- amendments relating to acoustic and fauna fencing and landscaping.

- **Parking and Access Code**

The applicant has provided a Traffic Impact Assessment Report prepared by Bitzios Consulting dated 21 December 2020. The table below is an excerpt from that report detailing the car parking requirements under the Planning Scheme and the number proposed for the development, which is in excess of requirements.

**Table 4.1: Car Parking Requirements and Provision**

Land Use	Type	Quantity	Parking Rate	Parking Required	Parking Provided
Retirement Facility	2-bed	94 units	1 per unit or dwelling	94 spaces	147 spaces
	3-bed	94 units	1 per unit or dwelling	94 spaces	188 Spaces
	Visitor	188 units	0.2 per unit or dwelling	38 spaces	56 spaces
<b>Total Resident Car Parks</b>				<b>226 spaces</b>	<b>335 spaces</b>
<b>Total Visitor Car Parks</b>				<b>38 spaces</b>	<b>56 spaces</b>

The assessment of car park design and layout included requirements for parking bay dimension and design, shown in the table below. The applicant has proposed appropriate design criteria to comply with Council's Planning Scheme requirements for this criterion.

**Table 4.2: On-Site Parking Geometric Layout Assessment**

Design Element	Requirement	Proposed	Compliant
Visitor Parking Bays (User Class 2)	2.5m x 5.4m (min.)	2.7m x 5.4m (min.)	Yes
Clearance adjacent to vertical obstructions	0.3m (min.)	0.3m (min.)	Yes
Aisle Width (Parking Areas)	5.8m (min)	6.0m	Yes
Two-way circulating aisle	5.5m (min)	6.0m	Yes
Grades (driveway)	Max 1:20 (downgrade) for the first 6m into the site	No significant gradient	Yes
Grades (two-way circulating aisle) – RCV	Max 1:6.5	Max 1:15	Yes

The report also reviewed the requirements for driveway access, service vehicle provision, lighting and public safety, providing swept path analysis for all access points. The applicant has provided a plan describing the movement network proposed for the development (Refer to Figure 12), which identifies the key locations for access and egress from the development as well as internal vehicular and pedestrian roads and pathways.

#### 4.7 Movement Network

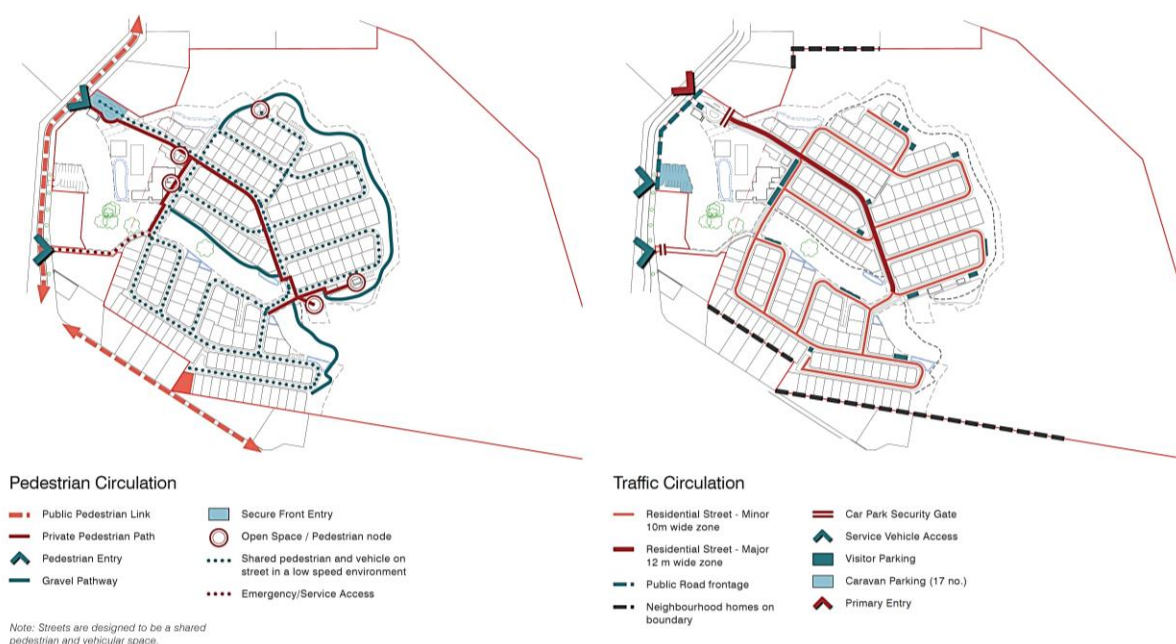


Figure 12 Proposed Movement Network

- Environmental Significance Overlay Code

The applicant has provided an Ecological Assessment Report prepared by Habitat Environment Management Pty Ltd dated December 2020. The applicant advises that *"the report demonstrates that development is located, designed and operated to mitigate adverse impacts on the relevant environmental values of Matters of State and/or Local environmental significance."*

The scope of the assessment included the following:

- Existing vegetation (vegetation communities and habitat trees), roads, existing buildings or other infrastructure;
- Fauna species according to existing databases, from on-site observations/sightings including inspections of scats, scratchings, burrows, habitat types and other evidence of fauna habitation;
- Presence of significant habitat or Regional Ecosystems (RE);
- Presence of infestations with environmental weeds or pest plants;
- Location of wetlands, other water bodies (permanent or ephemeral) and natural drainage lines;
- Location and tenure of conservation reserves within or adjacent to the site; and
- Extent and duration of disturbance to the site.

The study methodology covered both desktop methods and field survey with a detailed desktop and field survey analysis of available literature and databases for the site and surrounding environment. The findings of the field survey concluded that no significant flora or fauna species were identified within the study area during the site assessment.



The following excerpt of the ecological assessment relates to the assessment of Koala within the study area both desktop and field survey analysis. References to figures and appendices are to those contained within the study (not this document).

- *With reference to the Koala Conservation Plan mapping, the site is located within a Koala Priority Area (Appendix B). Core Koala Habitat Area (C-KHA) mapping is mapped on site and directly correlates with the remnant and regrowth RE mapping. Under the Koala conservation planning framework, interfering with this vegetation is prohibited. It is acknowledged that a small patch of Locally Refined Koala Habitat Area (LRKHA) is identified within the site on the Koala Conservation Plan Map; however pursuant to Section 7C of the Nature Conservation (Koala) Conservation Plan 2017, the Chief Executive has approved an amended Koala Habitat Area Determination Map (Appendix B). No LR-KHA mapping is contained on site (Figure 4).*
- *The study area within the site does not contain any C-KHA or LR-KHA mapping. Further, the proposed development footprint is setback from this mapping by 22m. As the proposed development does not propose to interfere with Koala Habitat Area mapping, and is located within a Koala Priority Area (KPA), the local government will be the responsible entity for assessment of the proposed development against the Assessment Benchmarks under Schedule 11, Part 2 of the Planning Regulation 2017.*
- *Targeted searches were undertaken for direct and indirect signs of Koala within the study area, specifically scat searches around the bases of suitable tree species. No scat and no distinctive slider scratches were identified. It is acknowledged that Koala may be utilising remnant vegetation outside of the study area. Detailed investigations within this area were not undertaken within the scope of this assessment.*
- *To ensure appropriate management fauna during the development process, all clearing works will be supervised by a suitably qualified Koala spotter-catcher.*

The proposed development has been designed to include a 30m wide corridor through the site that will assist in the movement of fauna within and around the development. The design of this corridor includes the use of fauna fencing and fauna underpasses, providing safe passage for native fauna traversing the property via the main activity vegetation corridors (Refer to attachment - Approved Plans - Detail Master Plan).

- **Landslide Hazard and Steep Slope Overlay Code**

The applicant has provided a Slope Stability Assessment Report prepared by Construction Science's, dated December 2020. The report concludes that:


- *The qualitative risk analysis as per AGS 2007 indicated that the overall development site has a risk rating of "very low" risk to property. This rating is considered to be acceptable, and would only require management using normal slope maintenance procedures if required.*

The site has minimal land surface impacted by this overlay, with a small area in the southern portion adjacent the residential houses in Pine Street. The applicant has addressed this constraint through development design (refer to Figure 10) and no further assessment of matters relevant to this Overlay Code is warranted.

The proposal has been assessed as complying with all of the abovementioned Zone and Development Use Code's Acceptable Solutions and Performance Criteria, except as follows:

<b>Low-medium Density Residential Zone Code - Table 6.2.9.3.1</b>
---



Performance outcomes	Acceptable Outcome	Compliance with Acceptable Outcome	Compliance With Performance Outcomes
<b>Height</b>			
<p>PO2</p> <p>Development is of a height that:</p> <ol style="list-style-type: none"> <li>1) is predominantly low rise;</li> <li>2) does not detract from the amenity of adjoining premises; and</li> <li>3) is compatible with the height of nearby residential activities.</li> </ol>	<p>AO2</p> <p>Development does not exceed 2 storeys and a maximum height of 8.5m.</p>	<p>No –</p> <p>Building height of the proposed community facilities building exceeds 8.5m maximum height.</p> <p>Image excerpt below</p>	<p>Yes - Building heights generally do not exceed 2 storeys and 8.5m with the exception of the proposed community facilities building.</p> <p>This exceedance of the 8.5m maximum height is due to the building's location over the low lying flood area and undercroft areas, as well as the high pitched roof form with high level windows improving natural light penetration.</p> <p>The community building is considered to be of a height that:</p> <ol style="list-style-type: none"> <li>(1) is low-rise;</li> <li>(2) does not detract from the amenity of adjoining premises; and</li> <li>(3) is compatible with the height of nearby residential activities.</li> </ol> <p>The central position of the maximum roof height together with landscape treatments such as planting and terracing ensures potential amenity or compatibility issues are reduced/mitigated to adjoining sites.</p>
			

**Mixed Use Zone Code - Table 6.2.13.3.2**

Performance outcomes	Acceptable Outcome	Compliance with Acceptable Outcome	Compliance with Performance Outcomes															
Setbacks																		
<p>PO1</p> <p>Building setbacks:</p> <p>1) contribute to the streetscape character and a 'main street' appearance;</p> <p>2) assist in creating a walkable centre;</p> <p>3) assist in the protection of adjacent amenity, particularly where development adjoins a residential zone; and</p> <p>4) allow for access and landscaping around the building.</p> <p><i>Note - Where setbacks are required in this code or other codes, the higher numerical standard prevails.</i></p>	<p>AO1.1</p> <p>Building setbacks are as follows:</p> <table><tr><th>Setback</th><th colspan="2">Minimum Distances Measured in Metres (m)</th></tr><tr><td>Street frontage</td><td colspan="2">0m (Maximum 1.5m)</td></tr><tr><td rowspan="4">Side and rear boundary (where sharing a boundary with a lot that has a residential zone)</td><th>Building Height</th><th>Setback</th></tr><tr><td>Up to 4.5m</td><td>3m</td></tr><tr><td>For that part between 4.5m - 7.5m</td><td>5m</td></tr><tr><td>For that part exceeding 7.5m</td><td>An extra 0.5m is added for every 3m in height or part thereof over 7.5m</td></tr></table> <p><i>Note - Where setbacks are required in this code or other codes, the higher numerical standard prevails.</i></p>	Setback	Minimum Distances Measured in Metres (m)		Street frontage	0m (Maximum 1.5m)		Side and rear boundary (where sharing a boundary with a lot that has a residential zone)	Building Height	Setback	Up to 4.5m	3m	For that part between 4.5m - 7.5m	5m	For that part exceeding 7.5m	An extra 0.5m is added for every 3m in height or part thereof over 7.5m	<p>No –</p> <p>1.5m maximum setback exceeded for the proposed office building.</p>	<p>Yes -</p> <p>The office building's proposed front setback contributes to the streetscape character through high quality built form and the 30m environmental corridor buffer, which has restricted the ability to achieve a maximum 1.5m front setback.</p> <p>The Office building contributes to a 'main street' appearance and does not detract from any established setbacks as no commercial building have been established along Finch Road.</p> <p>The increased setback allows for substantial landscaping within that buffer positively contributing to the streetscape character.</p> <p>The building is walkable from the town centre and protects adjacent amenity with no directly adjoining residential Development.</p> <p>The setbacks allow for access and landscaping around the building.</p>
Setback	Minimum Distances Measured in Metres (m)																	
Street frontage	0m (Maximum 1.5m)																	
Side and rear boundary (where sharing a boundary with a lot that has a residential zone)	Building Height	Setback																
	Up to 4.5m	3m																
	For that part between 4.5m - 7.5m	5m																
	For that part exceeding 7.5m	An extra 0.5m is added for every 3m in height or part thereof over 7.5m																

**Mixed Use Zone Code - Table 6.2.13.3.2**

<b>Performance outcomes</b>	<b>Acceptable Outcome</b>	<b>Compliance with Acceptable Outcome</b>	<b>Compliance With Performance Outcomes</b>
<b>Height</b>			
<p>PO2</p> <p>Development is of a height that:</p> <ol style="list-style-type: none"> <li>1) is low-rise; and</li> <li>2) compatible with the building height of nearby development</li> <li>3) does not impact on the amenity of adjacent land in a residential zone.</li> </ol>	<p>AO2</p> <p>Development does not exceed 2 storeys and a maximum height of 8.5m.</p>	<p>No</p> <p>Building exceeds 8.5m in the Mixed Use Zone</p>	<p>Yes</p> <p>The Applicant's planning assessment identifies a Non-compliance with the Building height of the community building exceeding the 8.5m maximum height.</p> <p>This non-compliance occurs at the peak of the 'Central Facility' only, which is situated in the Low-medium Density Residential Zone. While all of planning scheme applies, it is noted that this portion of the site is not within the mixed use zone, and otherwise complies with PO2 of Table 6.2.13.3.1. This has therefore suitably been addressed in assessment against PO2 of Table 6.2.9.3.1 above, which includes the same PO as this Table.</p>

*Compliance with the Relevant Overlay Code*

The proposal complies with all of the Overlay Code's Acceptable Solutions and Performance Criteria, except as follows:

**Bushfire Hazard Overlay Code- Table 8.3.1.3.2**

Performance outcomes	Acceptable Outcome	Compliance with Acceptable Outcome	Compliance with Performance Outcomes
----------------------	--------------------	------------------------------------	--------------------------------------

**Where a Bushfire Management Plan is required**

PO3  Development does not increase the number of people living, congregating or working on land in a bushfire hazard area, unless a Bushfire Management Plan (BMP), prepared by a suitably qualified person in accordance with Planning Scheme Policy 4 - Bushfire Management Plans, demonstrates that the safety of people and property in a bushfire event can be managed and risks mitigated.	AO3.1  Development does not increase the number of people living, congregating or working on land in a bushfire hazard area.	No  Development does increase the number of people living in a bushfire hazard area and does involve a vulnerable use.	Yes  A Bushfire Management Plan (BMP) has been prepared by a suitably qualified person, which contains specifications with respect to the management of the separations between the hazardous vegetation and the habitable/Class 1 structures and ensures the safety of people and property in a bushfire event can be managed and risks mitigated.
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**Bushfire Hazard Overlay Code- Table 8.3.1.3.2**

Performance outcomes	Acceptable Outcome	Compliance with Acceptable Outcome	Compliance with Performance Outcomes
----------------------	--------------------	------------------------------------	--------------------------------------

**Where a Bushfire Management Plan is required**

	AO3.2  Development involving a vulnerable use is not established in a bushfire hazard area.		A condition has been included requiring the resubmission of the BMP post-decision to ensure alignment with VMP/RMP, and a separate condition that buyers are advised of an approved BMP and its inclusions.
--	---	--	---

Flood Hazard Overlay Code- Table 8.2.6.3.1			
Performance outcomes	Acceptable Outcome	Compliance with Acceptable Outcome	Compliance With Performance Outcomes
<p>PO8</p> <p>Development directly, indirectly and cumulatively avoids any increase in water flow, velocity or flood level and does not increase the potential or damage on site or on other properties.</p>	<p>AO8.4</p> <p>Works in urban areas associated with the proposed development do not involve:</p> <p>any physical alteration to a watercourse or floodway including vegetation clearing; and/or a net increase in filling (including berms /mounds).</p> <p><i>Editor's note: - Berms/mounds are considered to be an undesirable built form outcome and are not supported.</i></p>	<p>No</p> <p>Works are in an urban area and do propose physical alteration to a watercourse or floodway.</p>	<p>Yes</p> <p>The Engineering services report and associated 'Developed case flood extents' plan and 'preliminary earthworks cut and fill' plans indicated compensator cut and fill is to occur within the regional flooding extent; however, the proposed earthworks are accompanied by suspended concrete platforms to ensure there is no increase the potential for damage on site or on other properties.</p>

#### *Assessment Benchmarks Pertaining to a Variation Approval*

Not Applicable.

#### *Assessment Benchmarks Pertaining to a Temporary Local Planning Instrument*

Not Applicable.

#### *Advertising*

The applicant has submitted a written notice on 21 April, 2020<sup>1</sup> stating that public notice of the proposal has been completed in accordance with the requirements of the *Planning Act 2016*.

#### *Submissions*

There were a total of 25 properly made submissions received regarding the proposed development during the public Notification Period. Five submissions were received for the application that were not properly made. Of the submissions, approximately half of the submissions were in opposition and half in support.

The issues raised in the properly made submissions together with a response to the issues raised is provided below.

Issue	Response
<p><u>Traffic</u></p> <p>Concerns that the site is accessed from one road (Finch Road) in and out of the site, which was considered to likely cause a traffic concern at the intersection of Pine Street particularly in combination with other new developments along Finch Road.</p> <p>Concerns in relation to availability of parking in local centre.</p> <p>Concerns related to the entrance being near the crest of the hill with safety and sight line concerns.</p>	<p>A Traffic Impact Assessment (TIA) has been prepared by Bitzios Traffic Consultants which has analysed the proposed developments traffic impacts on the intersection to Pine Street.</p> <p>The report concluded that the development does not cause the Beaudesert-Nerang Road / Finch Road intersection to exceed acceptable performance parameters or trigger mitigation measures. This report has been assessed by the State given the application required referral to SARA and no requirements were imposed.</p> <p>On this basis the potential impact from additional traffic associated with the development is considered to be suitable and in line with the intended use for the site under the planning scheme.</p> <p>The Traffic Impact Assessment confirms the provision of adequate parking on site. The proximity of the site to the Canungra Centre and pedestrian proposed linkages from the site to the main street provides opportunities for alternative transport modes (i.e., walking, cycling or etc) which is anticipated to result in minimal adverse impacts to traffic and car parking availability.</p> <p>The Traffic Impact Assessment has concluded that there is sufficient sight distance available from the proposed access locations on Finch Road and are therefore considered to be safe for all users.</p>

<p><u>Infrastructure</u></p> <p>Concerns regarding demand on infrastructure due to population increase with suggestions that water supply is not adequate.</p> <p>Concerns that Canungra Creek does not have the capacity to provide additional reticulated water.</p> <p>Suggestion that access to local health services, doctors, dentists, ambulance, etc are already stretched too far.</p> <p>Comments of support highlighting the significant contributions to be made in Local Council Infrastructure Charges as well as improvements to water management/saving.</p>	<p>The applicant has confirmed with relevant infrastructure providers that there is suitable capacity to accommodate the proposal.</p> <p>The site is within the Local Government Infrastructure Plan (LGIP) where existing/planned infrastructure could accommodate the maximum allowable development potential for the subject site and where infrastructure charges can be levied and paid directly to Council for future infrastructure delivery.</p> <p>Appropriate engineering services reporting has been provided which confirms the ability to connect to services in the immediate vicinity.</p> <p>With regards to water supply and storage capacity, it is noted that the proposal exceeds legislative requirements for the provision of above and underground water tanks (including 5000L per dwelling) to offset any impact on water resources.</p>
<p><u>Environment/ Ecology</u></p> <p>Concerns regarding the creek water supply and quality have been raised with suggestions that increases in water demand and potential Sewerage discharge to the creek may degrade this water feature and risk damaging downstream ecology and water quality.</p> <p>Concerns that the staging/sequencing does not protect Koala Habitat Areas early enough in the project.</p> <p>Positive submissions highlighting the development's dedication of 50% of the site for retention of natural bushland and further landscape improvements within the developable areas of the site with native and drought-tolerant species and green corridors with appropriate fauna fencing throughout the development.</p>	<p>It is noted that the proposed development will be entirely connected to reticulated sewer with no wastewater discharge into the creek. Assessment by water infrastructure providers have confirmed capacity to accommodate the development's water and sewer demands.</p> <p>The revised staging plan submitted as a response to the information request has ensured the rehabilitation of the existing Koala Habitat is undertaken earlier than initially proposed (Stage 4) with fauna movement along the creek corridor established and protected by stages 1, 3 and 7.</p> <p>The Basic Ecological Sites Assessment prepared by Habitat has demonstrated the protection of the landscape and wildlife values through the retention and enhancement vegetation on-site, as well as the facilitating ongoing fauna movements. A condition has been included that seeks a further Vegetation Management Plan to be submitted for approval.</p>



<p><u>Character and Density</u></p> <p>Concerns were raised that this application was the latest of a series of infill type suburban subdivision developments that have already been approve/completed that may change the character, liveability, ambiance and scenic amenity of Canungra township.</p> <p>Concerns that the proposal is an overdevelopment of the site and portrayals of proposed density are misleading by calculating bushland as part of the density based on retained bushland areas.</p> <p>The perceived 'Gated Community' nature of the development is considered to not be in character with the Canungra residential area.</p> <p>Comparisons were made to applications for large scale 'Older Persons Housing' on Tamborine Mountain which were refused by Council.</p> <p>Concerns that the 188 dwellings will be very similar in appearance and reduced/limited separation and minimum 25m<sup>2</sup> provision of private open space is not a development layout consistent with Canungra's existing rural village character.</p>	<p>Each development application is considered on its merits against the planning scheme and other requirements. Previous development decisions, particularly those that do not directly adjoin the site are not subject to assessment under this application.</p> <p>The Character of the proposed development is reflective of the Low Medium Density Residential (LMDR) and Mixed Use Zoning, nothing that this development site is the only one within the Canungra township that contains these zones where a retirement facility and office of this type would be most suited.</p> <p>Residential density is not applicable to the assessment of retirement facilities; however, the density on the developable part of the site (non-koala habitat) equates to approximately 1 dwelling per 500m<sup>2</sup>, which exceeds the density permitted for Multiple Dwellings in the LMDR Zone.</p> <p>The applicant has provided suitable justification throughout the submitted documentation in relation to design intent and the inclusion of character outcomes with a built form that closer aligns with the surrounding detached dwelling character instead of the typical large format retirement facility. The proposed layout and Plan of Development provides a range of home designs/types that aim to reflect the mixture of character in Canungra.</p>
<p><u>Heritage</u></p> <p>Concerns regarding the potential impact on a nearby heritage listed cemetery located at 28 Finch Road, Canungra,</p>	<p>The development has been shown on the proposal plans to not interfere with the adjoining land to the north. The recent subdivision approval (RAL20/061) has created a lot (approved Lot 3) that creates a buffer between 28 Finch Road and any works being undertaken as a part of the Retirement facility.</p>

Submitters details are as follows:

<b>Submitter Name</b>	<b>Submitter Address</b>
Mrs Deborah E Dyer	60 Monarch Drive CANUNGRA QLD 4275
Ms Caron Krauth	154 Upper Coomera Road WITHEREN QLD 4275
Mr Mark E Gould	154 Upper Coomera Road WITHEREN QLD 4275
Bev Nichols	379 Lamington National Park Road CANUNGRA QLD 4275
Ms Amanda J Hay	13-15 Chalmette Drive TAMBORINE MOUNTAIN QLD 4272
Alinta Krauth	154 Upper Coomera Road WITHEREN QLD 4275
Ms Rosalind M Inglis	262 Beacon Road TAMBORINE MOUNTAIN QLD 4272
Mr James R I Inglis	262 Beacon Road TAMBORINE MOUNTAIN QLD 4272
Mr Phillip A Chadwick	3 Christie Street CANUNGRA QLD 4275
Mrs Catharine M Marsden	28 Finch Road CANUNGRA QLD 4275
Ms Karin Maritz	47/28 Bonogin Road MUDGEERABA QLD 4213
Ms Suzanne M Redgrave	PO Box 133 CANUNGRA QLD 4275
Mr Stuart Wright	13-15 Chalmette Drive TAMBORINE MOUNTAIN QLD 4272
Bluebird	PO Box 557 FORTITUDE VALLEY QLD 4006
Ms Glenda J Wilkinson	12-18 Hartley Road TAMBORINE MOUNTAIN QLD 4272
Mr Nigel Krauth	18/179-181 Muir Street LABRADOR QLD 4215
Mrs Shana E Geiger	328 Upper Coomera Road FERNY GLEN QLD 4275
Mr Charles Nurse	Level 18/50 Cavill Avenue SURFERS PARADISE QLD 4217
Clint Savage	1032 Lakeview Terrace BENOWA QLD 4217
David Bonifant	5 Aquatic Drive ROBINA QLD 4226
Mr Russell Lush	191/1 The Inlet Drive CARRARA QLD 4211
Mr John Wheeler	23 Leighanne Crescent ARUNDEL QLD 4214
Ms Jeanette Lockey	578-580 Main Western Road TAMBORINE MOUNTAIN QLD 4272
Mr Jacob U K Kirch	2374 Beaudesert-Nerang Road CANUNGRA QLD 4275
Mr Lawrie Phillips	Shop 1/40-42 Christie Street CANUNGRA QLD 4275

Applicable Infrastructure Charges*Adopted Infrastructure Charges Resolution (Version 10 July 2019)*

In accordance with the Adopted Infrastructure Charges Resolution the adopted infrastructure charges below may apply to the Development Application as lodged with Council. The existing development (where applicable) are not the subject of this development application and do not result in a change upon demand.

Planning Scheme Use Type	Classes of Development to which Adopted Infrastructure charges schedule apply
Retirement Facility	Accommodation (long term)
Office	Commercial (office)

Local Government Charges applicable to the development are outlined below.

*Proposed Demand*

Use	No. of units	Unit of Measure	Charge Rate	Amount
Retirement Facility	112	\$ per 1 or 2 Bedrooms per suite	\$10,795.25	\$1,209,068.00
Retirement Facility	76	\$ per 3 or more bedrooms per suite	\$15,113.35	\$1,148,614.60
Office	100m <sup>2</sup>	\$ per m <sup>2</sup> GFA plus \$ per m <sup>2</sup> impervious area	\$118.75	\$11,875.00
Office (impervious area)	236m <sup>2</sup>	Per m <sup>2</sup> impervious area	\$10.80	\$2,548.80
<b>Total</b>				<b>\$2,372,106.40</b>

*Existing Credit*

Use	No. of units	Unit of Measure	Charge Rate	Amount
Not Applicable	N/A	N/A	N/A	\$0.00
<b>Total</b>				<b>\$0.00</b>

*Offset*

Infrastructure	Timing	Cost
Not Applicable		\$0.00
<b>Total</b>		<b>\$0.00</b>

<b>Total</b>	<b>=</b>	<b>Proposed</b>	<b>-</b>	<b>Existing</b>	<b>-</b>	<b>Offset</b>
<b>Charge</b>		<b>Demand</b>		<b>Credit</b>		
	<b>=</b>	\$2,372,106.40		\$0.00	<b>-</b>	0.00
	<b>=</b>	<b>\$2,372,106.40</b>				

Full details of the charges will be provided in a separate notice under *Infrastructure Charges Notice (ICN)* to be issued to the applicant with the Decision Notice.

*Statement of Reasons*

The application is located predominantly in the Low-Medium Density Residential Zone and also partially within the Commercial industry Precinct of the Mixed Use Zone under the *Scenic Rim Planning Scheme 2020*.

As per the Table of Assessment for a Retirement Facility in the Low-Medium Density Residential Zone, an Impact Assessable application is triggered where there are more than 10 dwellings. Furthermore, it is noted that the proposal is affected by environmental and hazard overlay constraints including Bushfire Hazard areas, areas of Environmental significance, flood hazard and Landslide Hazard and Steep Slope areas requiring assessment against the relevant overlay codes.

The applicant addressed the *Scenic Rim Planning Scheme 2020*, through demonstration of compliance with both the Low-Medium Density Residential and Mixed Use Zone Codes, the Medium Density Residential Uses Code and all relevant development and overlay codes.

Through the imposition of supporting technical documentation such as architectural plans, landscaping plans, planning report and specialist reports, as well as amendments made during the formal information request period, it is seen that the subject application for Retirement Facility and Office is considered to comply with the relevant provisions of the *Scenic Rim Planning Scheme 2020* and the *Planning Act 2016*. Furthermore, suitable conditions have been imposed to ensure compliance or mitigate any non-compliance matters.

**Budget / Financial Implications**

Not applicable.

## Strategic Implications

### Operational Plan

Theme: 4. Relaxed Living and Rural Lifestyle

Key Area of Focus: 4.1.1 Maintain a clear and comprehensive planning vision for the region

### Legal / Statutory Implications

Legal and statutory implications will be managed in line with Council's Risk Management framework and a separate report submitted if required.

## Risks

### Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

- SR43 Inadequate or ineffective planning, delivery and maintenance of infrastructure resulting in risk to public and staff safety and potential financial implications.
- SR50 Failure to manage Environmental Sustainability (including climate change) through inappropriate and/or inadequate planning and operational considerations of impacts to the natural environment.
- SR59 Non-compliance with legislation and/or procurement policies and procedures resulting in successful claim against Council beyond limit insured for.

### Risk Assessment

Category	Consequence	Likelihood	Inherent Risk Rating	Treatment of risks	Residual Risk Rating
Environmental  Impacts on environment as a result of development activity	3 Moderate	Unlikely	Medium	Environmental impacts considered and documented during assessment	Low
Governance, Risk & Compliance Failure to ensure application is assessed in accordance with DA Rules process	2 Minor	Possible	Medium	Documented assessment process	Low
Governance, Risk & Compliance  Opportunity for applicant or third party appeal against Council decision	2 Minor	Possible	Medium	Ensure reasonable and relevant test applicable to assessment processes Model Litigant processes followed in court cases Minimise opportunities for appeals	Low
Reputation, Community & Civic Leadership  Negative perception from community or development proponents	2 Minor	Possible	Medium	Transparent reporting of assessment Communications	Low

**Consultation***Referral Agencies*

The application was referred to the following Referral Agencies in accordance with the *Planning Act 2016* and the *Planning Regulation 2017*.

Department of Infrastructure, Local Government and Planning (SARA)

The Department is a referral agency as the site is both within 25m of a State transport corridor and within adjoins a road that intersects with a State-controlled road and is within 100m of the intersection (Schedule 10, Part 9, Division 4, Subdivision 2, Table 4, Item 1 of the Planning Regulation 2017).

The Department responded by letter dated 13 April 2021 stating that they had 'No requirements'. The development was determined to comply with the provisions of State code 1 without the requirement for conditions. Refer to Attachment 1 (Document Set ID 11235242)

*Internal Referrals*

Health, Building and Environment – Building and Plumbing  
Health, Building and Environment – Environmental Policy  
Health, Building and Environment – Environmental Health  
Development Assessment (Engineering)  
Capital Works and Asset Management

**Conclusion**

The proposed development generally complies with the requirements of the planning scheme and does not raise any significant issues that cannot be addressed by reasonable and relevant conditions. The application is therefore recommended for approval.

**Sent:** Wed, 14 Apr 2021 07:41:58 +1000  
**To:** "srrc@connect.t1cloud.com" <srrc@connect.t1cloud.com>  
**Subject:** FW: 2101-20733 SRA application correspondence  
**Attachments:** GE83-N Representations about a referral agency response.pdf, 2012-20733 SRA RA9-N Response.pdf

#ECMBODY  
#QAP ALL STAFF DEFAULT  
#NOREG  
#SILENT

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**From:** No Reply <mydas-notifications-prod2@qld.gov.au>  
**Sent:** Tuesday, 13 April 2021 4:06 PM  
**To:** darrian.borick@dsdilgp.qld.gov.au; Scenic Rim Regional Council Mail <mail@scenicrim.qld.gov.au>  
**Cc:** admin@tacticaplan.com.au  
**Subject:** 2101-20733 SRA application correspondence

Please find attached a notice regarding application [2101-20733 SRA](#).

If you require any further information in relation to the application, please contact the State Assessment and Referral Agency on the details provided in the notice.

*This is a system-generated message. Do not respond to this email.*

RA9-N



Email ID: RFLG-0421-0010-2951

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Document Set ID: 11235242  
Version: 1 Version Date: 14/04/2021



## Development Assessment Rules—Representations about a referral agency response

The following provisions are those set out in sections 28 and 30 of the Development Assessment Rules<sup>1</sup> regarding **representations about a referral agency response**

### Part 6: Changes to the application and referral agency responses

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#### 28 Concurrence agency changes its response or gives a late response

- 28.1. Despite part 2, a concurrence agency may, after its referral agency assessment period and any further period agreed ends, change its referral agency response or give a late referral agency response before the application is decided, subject to section 28.2 and 28.3.
- 28.2. A concurrence agency may change its referral agency response at any time before the application is decided if—
- (a) the change is in response to a change which the assessment manager is satisfied is a change under section 26.1; or
  - (b) the Minister has given the concurrence agency a direction under section 99 of the Act; or
  - (c) the applicant has given written agreement to the change to the referral agency response.<sup>2</sup>
- 28.3. A concurrence agency may give a late referral agency response before the application is decided, if the applicant has given written agreement to the late referral agency response.
- 28.4. If a concurrence agency proposes to change its referral agency response under section 28.2(a), the concurrence agency must—
- (a) give notice of its intention to change its referral agency response to the assessment manager and a copy to the applicant within 5 days of receiving notice of the change under section 25.1; and
  - (b) the concurrence agency has 10 days from the day of giving notice under paragraph (a), or a further period agreed between the applicant and the concurrence agency, to give an amended referral agency response to the assessment manager and a copy to the applicant.

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<sup>1</sup> Pursuant to Section 68 of the *Planning Act 2016*

<sup>2</sup> In the instance an applicant has made representations to the concurrence agency under section 30, and the concurrence agency agrees to make the change included in the representations, section 28.2(c) is taken to have been satisfied.

## Part 7: Miscellaneous

### 30 Representations about a referral agency response

30.1. An applicant may make representations to a concurrence agency at any time before the application is decided, about changing a matter in the referral agency response.<sup>3</sup>

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<sup>3</sup> An applicant may elect, under section 32, to stop the assessment manager's decision period in which to take this action. If a concurrence agency wishes to amend their response in relation to representations made under this section, they must do so in accordance with section 28.

RA9-N



SARA reference: 2012-20733 SRA  
 Council reference: SRRRC MCU20/133  
 Applicant reference: T2167A

13 April 2021

Chief Executive Officer  
 Scenic Rim Regional Council  
 PO Box 25  
 BEAUDESERT QLD 4285  
 mail@scenicrim.qld.gov.au

Attention: Mr Thor Nelson

Dear Mr Nelson

## SARA response—Finch Road, Canungra

(Referral agency response given under section 56 of the *Planning Act 2016*)

The development application described below was confirmed as properly referred by the State Assessment and Referral Agency (SARA) on 29 January 2021.

### Response

Outcome:	Referral agency response - No requirements
Date of response:	13 April 2021
Reasons:	The reasons for the referral agency response are in <b>Attachment 1</b> .

### Development details

Description:	Development permit	Material Change of Use for Retirement Facility (Over 50's lifestyle resort – 188 Dwellings) and an Office
SARA role:	Referral Agency	
SARA trigger:	Schedule 10, part 9, division 4, subdivision 2, table 4, item 1 (Planning Regulation 2017) – State transport corridors and future State transport corridors	
SARA reference:	2012-20733 SRA	
Assessment Manager:	Scenic Rim Regional Council	
Street address:	Finch Road, Canungra	
Real property description:	Lot 6 on SP161073	
Applicant name:	D 168 Pty Ltd	
Applicant contact details:	C/- Tactica Planning & Development	

Page 1 of 4

South East Queensland (West) Regional Office  
 PO Box 2390, NORTH IPSWICH QLD 4305

Document Set ID: 11235242  
 Version: 1 Version Date: 14/04/2021

2012-20733 SRA

11/27 Park Avenue  
BURLEIGH HEADS QLD 4217  
admin@tacticaplan.com.au

## Representations

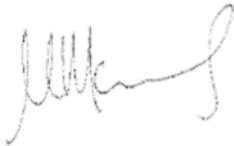
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An applicant may make representations to a concurrence agency, at any time before the application is decided, about changing a matter in the referral agency response (section 30 of the Development Assessment Rules). Copies of the relevant provisions are in **Attachment 2**.

A copy of this response has been sent to the applicant for their information.

For further information please contact Darrian Borick, Principal Planner, on 3432 2411 or via email [IpswichSARA@dsmip.qld.gov.au](mailto:IpswichSARA@dsmip.qld.gov.au) who will be pleased to assist.

Yours sincerely



Ursula McInnes  
Planning Manager

cc D 168 Pty Ltd C/- Tactica Planning & Development, [admin@tacticaplan.com.au](mailto:admin@tacticaplan.com.au)

enc Attachment 1 - Reasons for referral agency response  
Attachment 2 - Representations provisions

2012-20733 SRA

**Attachment 1—Reasons for referral agency response**

(Given under section 56(7) of the *Planning Act 2016*)

**The reasons for SARA's decision are:**

- The development application is for a Material Change of Use for Retirement Facility (Over 50's lifestyle resort – 188 Dwellings) and an Office.
- The proposed development is within 25 metres of a state-controlled road.
- The development application was assessed against the State Development Assessment Provisions (SDAP), version 2.6, State code 1: Development in a State-controlled road environment.
- The development complies with the provisions of State code 1 without the requirement for conditions.
- SARA has had regard to the strategic outcomes and purpose statements of the zone and overlay codes of the Scenic Rim Region Planning Scheme, the South East Queensland Regional Plan 2017 (*ShapingSEQ*), and the State Planning Policy 2017, and the development application is not inconsistent with those instruments.

**Material used in the assessment of the application:**

- The development application material and submitted plans
- *Planning Act 2016*
- Planning Regulation 2017
- The *State Development Assessment Provisions* (version 2.6), as published by the department
- The Development Assessment Rules
- SARA DA Mapping system.

2012-20733 SRA

## **Attachment 2—Change representation provisions**

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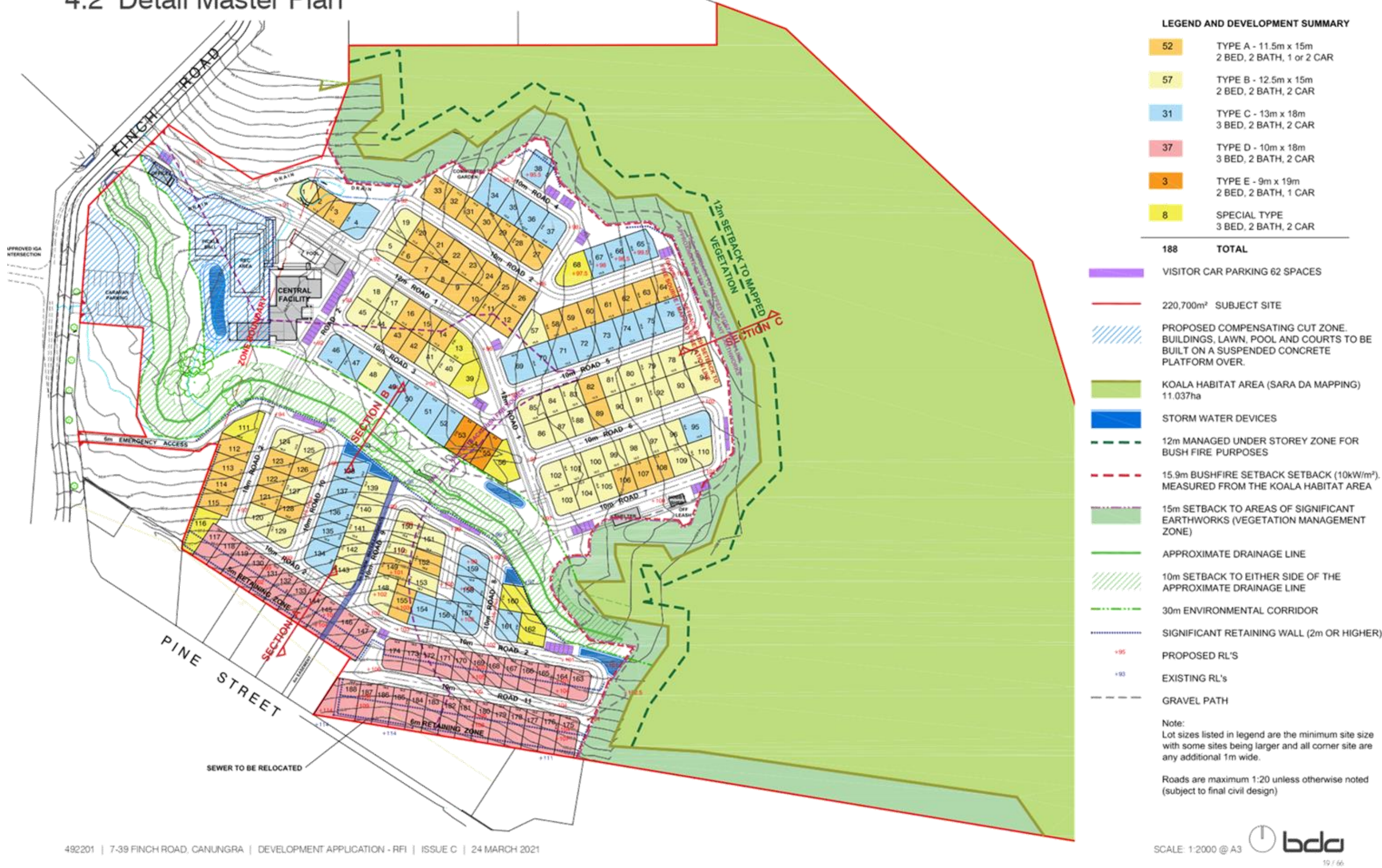


4.1 Indicative Master Plan





4.2 Detail Master Plan

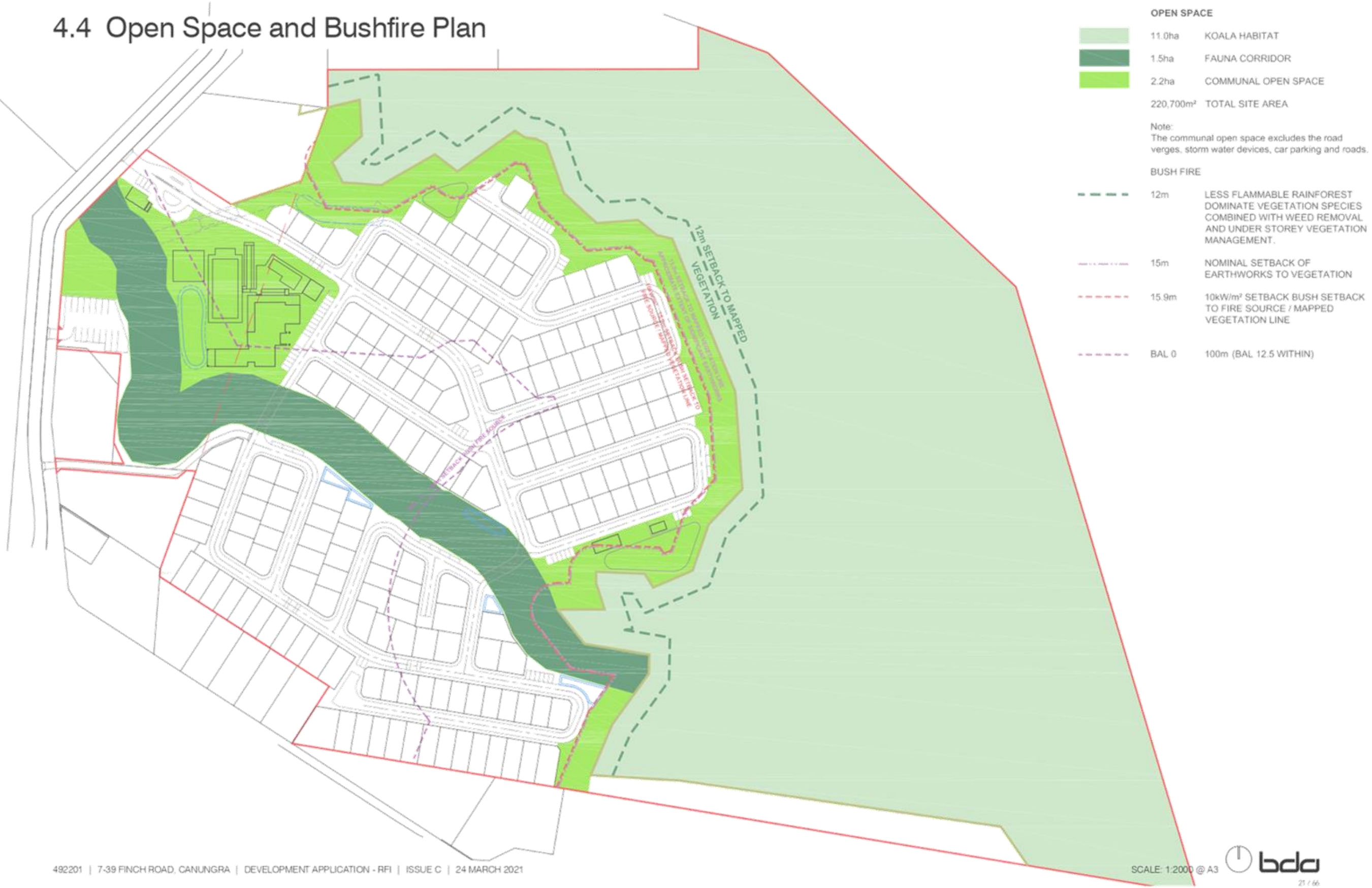




4.3 Staging Plan

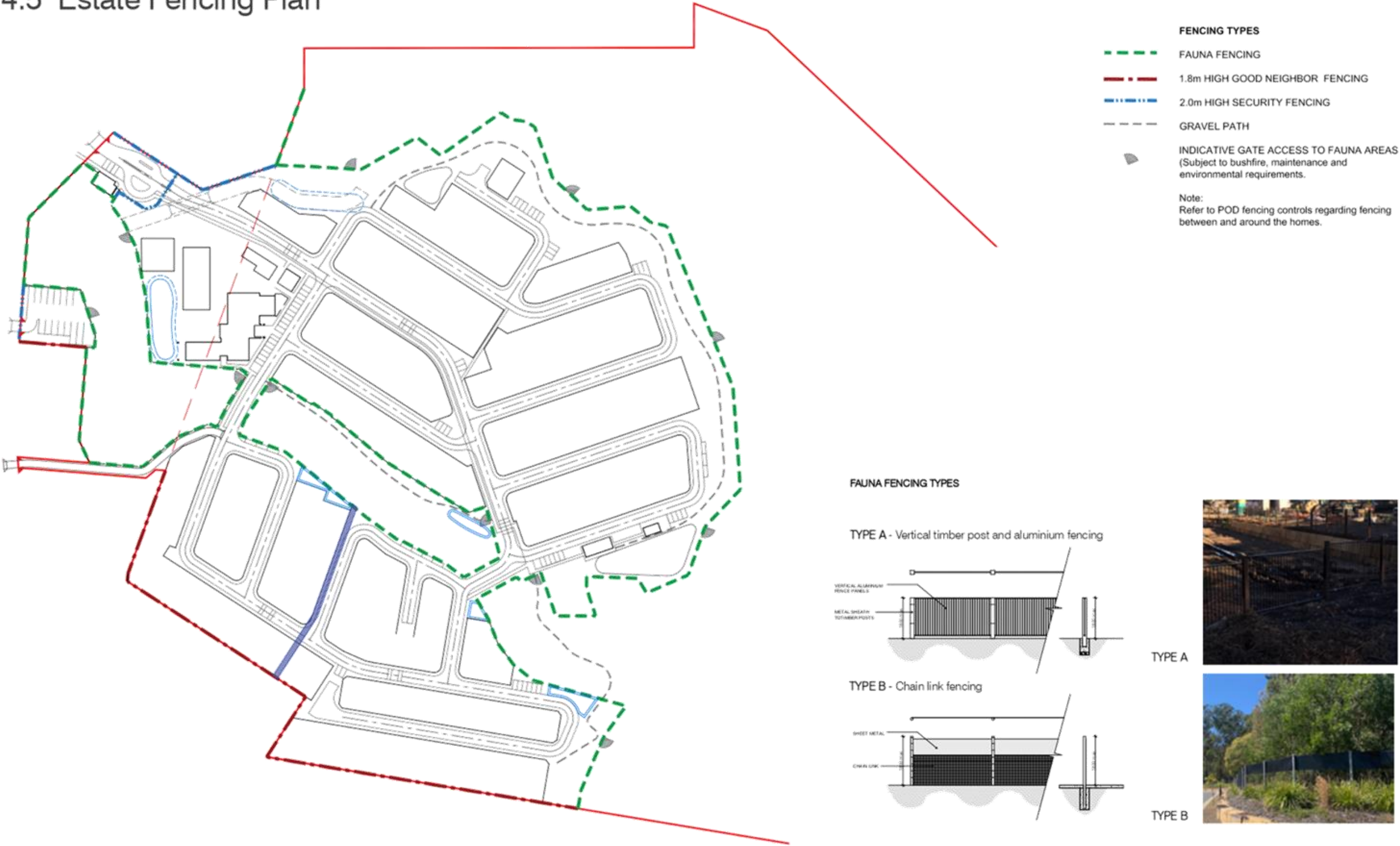


4.4 Open Space and Bushfire Plan

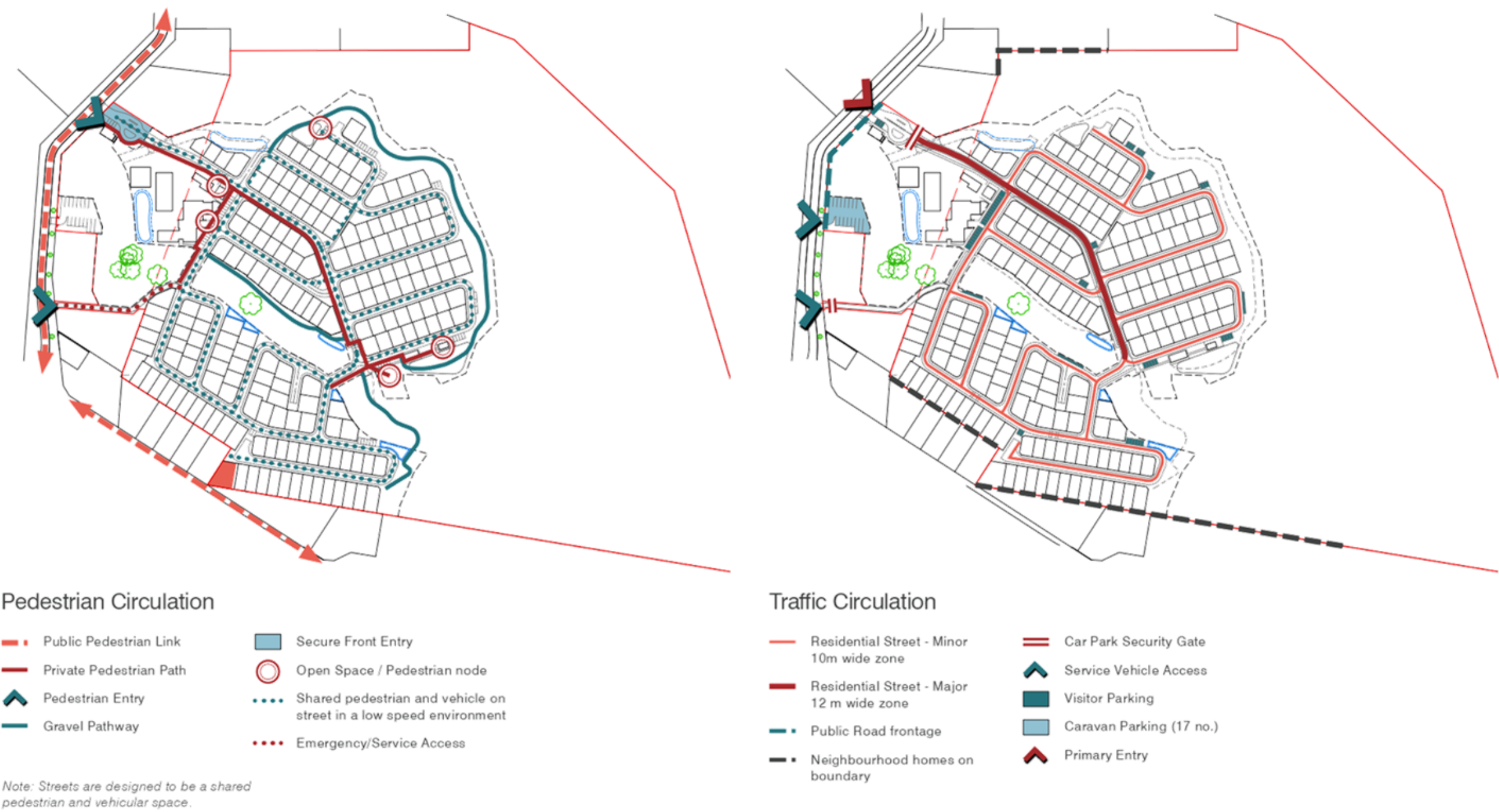




4.5 Estate Fencing Plan



4.7 Movement Network





## 4.8 Plan of Development Controls

### Setbacks

1. Setbacks from property lease boundaries are:

- Street - 1.5m
- Side - 1.0m
- Rear - 1.0m

**Note:** Setbacks are measured to the outer edge of the wall. Eaves, balconies, hoods, screens, supporting columns and projected architectural elements may extend into the setbacks to a minimum of 0.45m from the lease boundary.

2. Setbacks may be varied by the Plan of Development (POD) Masterplan which takes precedence.

3. Boundary walls (or zero lot walls) are permitted to side and rear lease boundaries:

- a. up to a maximum 3.5m height; and
- b. to a maximum of 1 x side lease boundary as indicated on the POD masterplan; and
- c. with no windows.

4. Where a built to boundary wall could be adjoining one on the neighbouring lot than the wall has to be setback a maximum of 50mm. The maximum 100mm gap between the adjoining zero lot line walls is to be covered with a fence post, timber batten or capping.

5. Where neighboring buildings share a common built to boundary wall both buildings must be of the same height and seamlessly integrate unless the homes are stepped in response to level difference between different lots.

6. Built to boundary walls are for non-living areas only including garages, bathrooms, laundry, robes, storage, kitchens and studies.

### Height

7. Development does not exceed 2 storeys and a maximum height of 8.5m.

### Built Form

8. Buildings have the appearance of a modern country town and incorporate attractive and diverse facades that address internal street frontages and communal open space areas.

9. Buildings include windows and balconies that

overlook the internal street and spaces to provide opportunities for casual surveillance.

10. The streetscape facade of the proposed buildings are to incorporate the following design elements:

- a. Variation in the facade by steps in the plan and projections in the facade;
- b. Use of at least 2 different wall cladding materials;
- c. The main pedestrian access into the building is easily identified and visible from the street;
- d. Be different from the neighbouring home by using either different colours or materials.

11. Where 2 front setbacks are indicated on the POD Master Plan, no more than three houses in a row (sequence) are positioned on the same front building setback. Where building setbacks variation is required, the setback difference between any two adjoining houses shall be a minimum of 0.5m.

12. Each dwelling has a covered entry way to at least one street frontage and at least one veranda, deck, porch or balcony to street frontage. The street frontage that the covered entry way address is considered the primary street frontage.

13. Building openings incorporate awnings, hoods or eaves.

14. The garage cannot be the closest part of the home to the street and must be setback at least 0.5m behind another part of the home for 2 storey homes.

### Car Parking

15. Carparking shall be provided at the following rates:

- a. 1 x covered space for 1 or 2 bedroom dwellings;
- b. 2 x covered spaces for 3 or more bedroom dwellings.

### Privacy

16. The habitable room windows of a building do not directly face:

- a. a habitable room window of another building within 10m; and
- b. an access way, footpath or communal open space area within 3m.

OR

17. The habitable room windows have:

- a. a fixed obscure glazing in any part of the window

below 1.5m above floor level;

- b. privacy screens that cover a minimum of 50% window view.

18. Where a direct view exists into the private open space of an adjoining dwelling, the outlook from windows, stairwells, terraces, decks and other private, communal or public areas, is obscured or screened by privacy screens.

### Private Open Space

19. All Type A, B, C, D and Special Type dwellings have an area of private open space which:

- a. has a minimum area of 16m<sup>2</sup>;
- b. has a minimum width of 3 metres;
- c. is directly accessible from a living area; and has a maximum gradient of 1 in 10.

20. Alternatively, for 2 storey dwellings only, they have an area of private open space which:

- a. consists of a balcony;
- b. has a minimum area of 8m<sup>2</sup>;
- c. has a minimum length and width of 2 metres; and
- d. is directly accessible from a living area.

### Fencing

21. Solid fencing between dwelling sites shall not extend forward of the front building line.

22. Fencing to be a maximum of 1.8m in height to all side and rear boundaries.

23. Street front fencing is to:

- Not permitted between the home and street unless it is to assist with providing privacy to the primary private open space of the homes.
- To be a maximum of 1.2m high and 50% transparent.
- To be combined with landscape to ensure privacy.
- Not occur on more than 50% of the total lot frontage.

24. All fencing is to comply the Dwelling Fencing Plan (BDA/ISSUE C/MARCH 2021/4.6 DWELLING FENCING PLAN) and Estate Fencing Plan (BDA/ISSUE C/MARCH 2021/4.5 ESTATE FENCING PLAN)

with regards to acoustic, fauna, security of other specific fencing requirements.

### Refuse

25. Provision is made for the storage of refuse on-site and suitable access for the removal of refuse.

26. The mechanical equipment, including air conditioning plant and swimming pool pumps, is incorporated within the building or screened from public view by a fixed screen, fence or landscaping.

27. Refuse bins are to be located behind the building line and/or screened from view.

### Landscaping

28. Landscaping is to utilise native, drought tolerant sub-tropical plant species.

29. The landscape planting within the front setback is to be of a high quality to ensure the softening of the built form and generally in accordance with the approved landscape intent (BYRNS LARDNER/DWG 202054 / ISSUE B / MARCH 2021).

Secondary frontages are the longest road frontage unless otherwise specified on the POD masterplan.

### Water Saving

30. Each dwelling is required to connect roof water runoff to either:

- a. A 5000L tanks within the lease area for each dwelling; or
- b. A single large KL tank located within the Community Facilities Building

The water is to be reused on site to minimise water consumption.

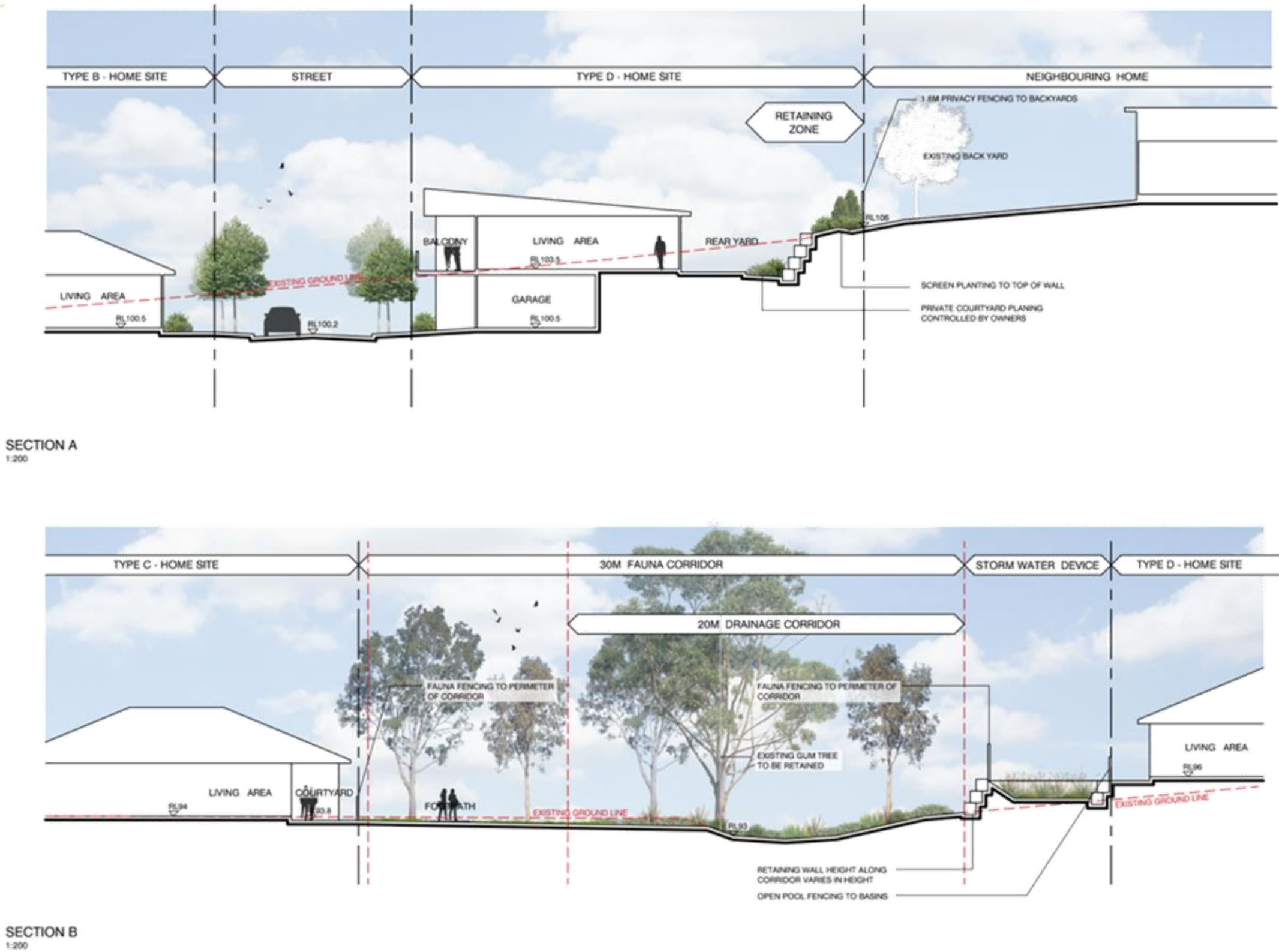


4.9 Plan of Development Master Plan

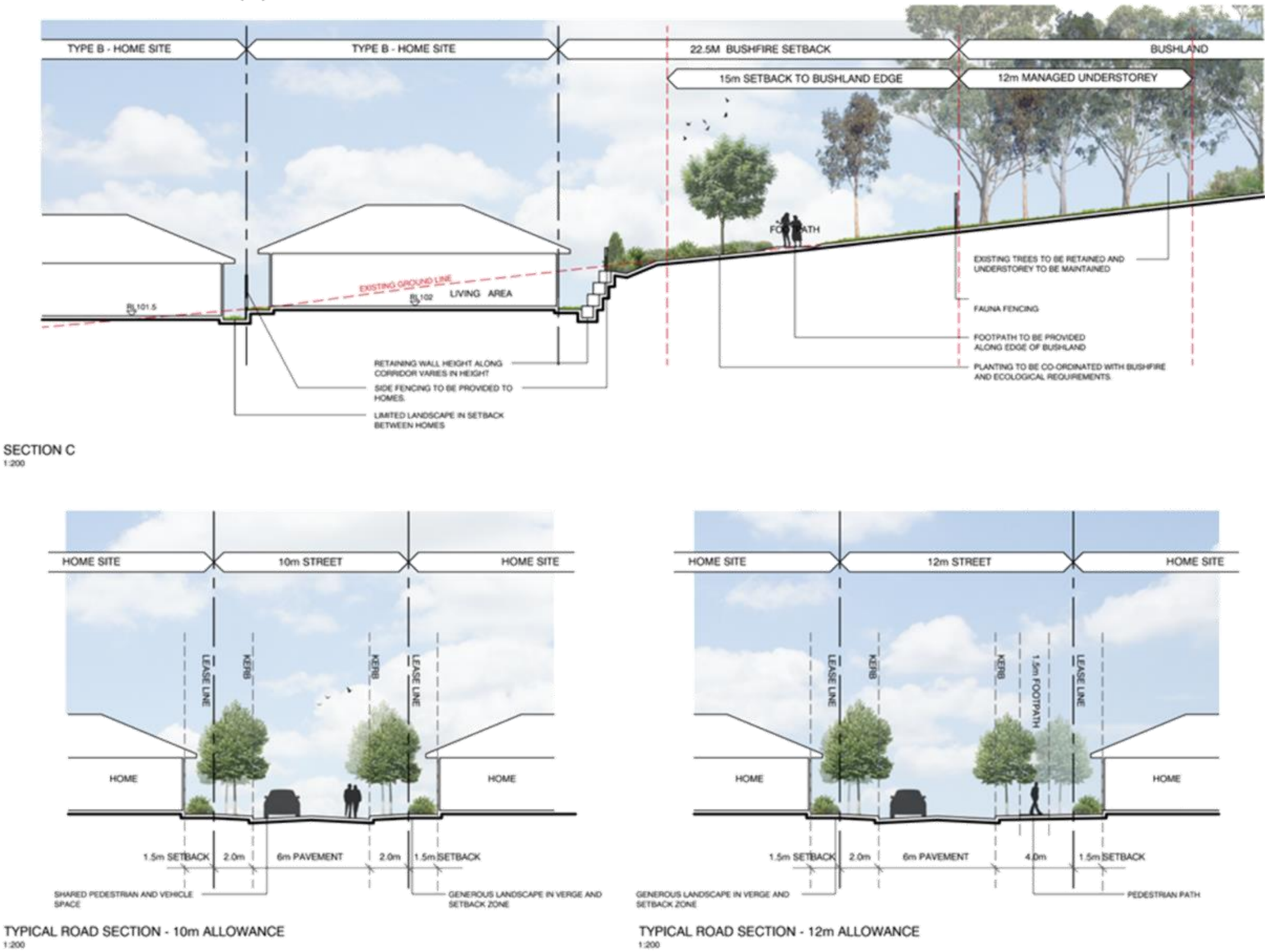




4.10 Interface Sections (1)



4.11 Interface Sections (2)





6.6 Home Type C2



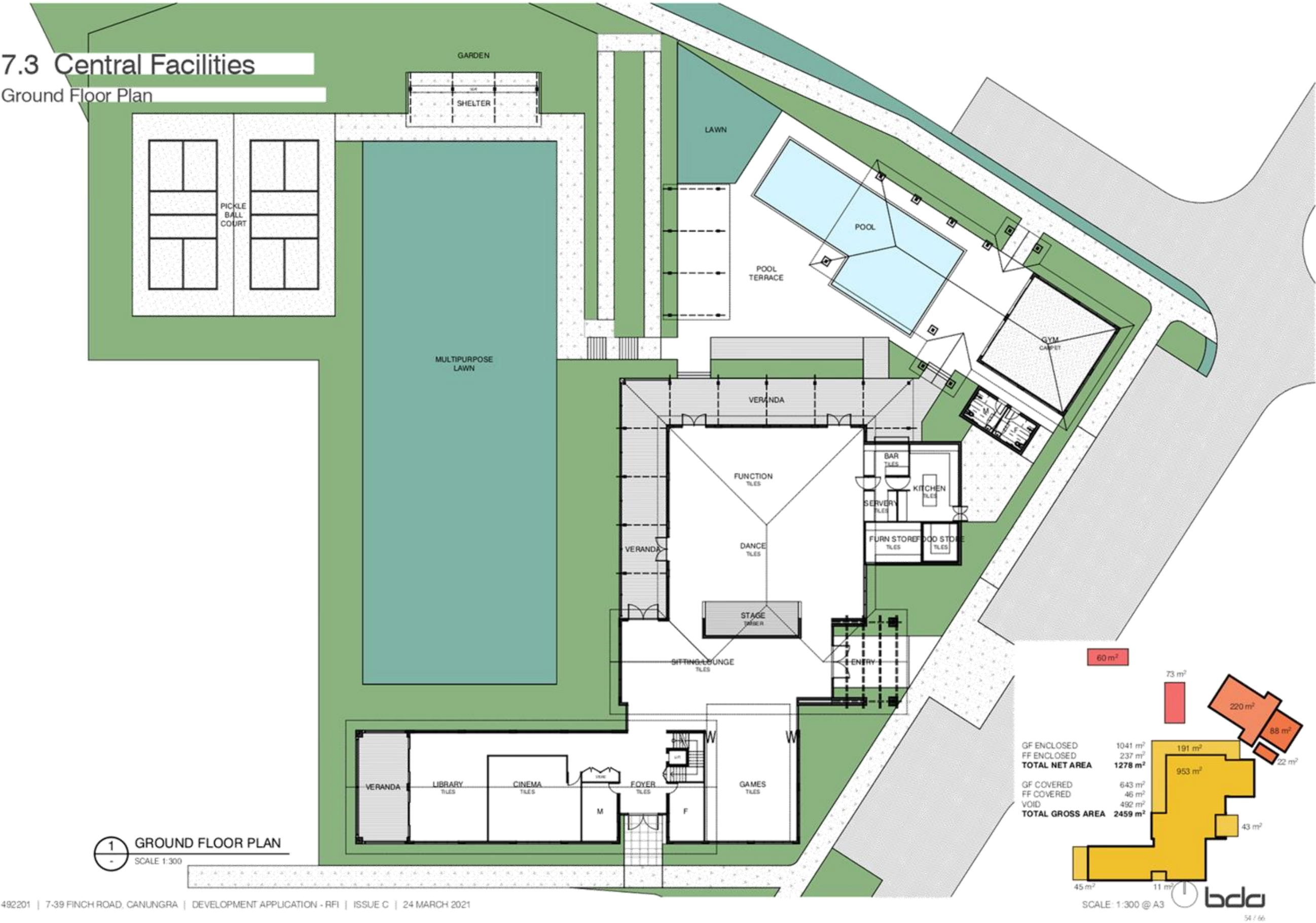
492201 | 7-39 FINCH ROAD, CANUNGRA | DEVELOPMENT APPLICATION - RFI | ISSUE C | 24 MARCH 2021



TYPE C2	AREA	
	166m <sup>2</sup> ENCLOSED	13m x 18m LOT
	10m <sup>2</sup> PATIO	234m <sup>2</sup> LOT AREA
	176m <sup>2</sup> GFA	75% SITE COVER

7.3 Central Facilities

Ground Floor Plan





# 3.0 LANDSCAPE DESIGN

## SITE LANDSCAPE PLAN



1. LANDSCAPED DEVELOPMENT ENTRY
2. HIGHLIGHT ROAD TREATMENT - EXPOSED AGGREGATE
3. COMMUNAL FACILITIES
4. MEDIUM SIZED EVERGREEN TREES LINING THE INTERNAL ROADS WITHIN GARDEN BEDS
5. VEGETATION MANAGEMENT ZONE
6. EXISTING VEGETATION TO BE RETAINED AND PROTECTED
7. DRAINAGE LINE & 30m ECOLOGICAL CORRIDOR
8. INFORMAL GRAVEL LINKAGE PATH
9. OPEN GRASSLAND WITH SMALL EVERGREEN TREES ALIGNING THE PATHWAY
10. COMMUNAL VEGETABLE GARDEN
11. HOBBY SHED
12. SHELTER
13. OFF LEASH DOG WALKING AREA
14. BIO-RETENTION BASIN PLANTED WITH SUITABLE WSUD GRASSES
15. EMERGENCY ACCESS
16. CARAVAN STORAGE PARK
17. SALES CENTRE
18. DRAINAGE CHANNEL
19. SCREEN PLANTING TO REAR BOUNDARY

SCALE 1:2000 @A3





## Council Sustainability

### 10.8 Scenic Rim Economic Stimulus - Rates and Charges Concessions

**Executive Officer:** General Manager Council Sustainability

**Item Author:** General Manager Council Sustainability

**Attachments:** Nil

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#### Executive Summary

The economic impacts associated with the COVID-19 pandemic have continued to have significant impacts on the world economy and Scenic Rim has not been immune to these impacts.

The concessions contained in the report are as a direct response to the recent lockdown that impacted Scenic Rim (and the ten other local government authorities within South-East Queensland) and warranted given the ongoing uncertainty around the impacts

These rates and charges concessions are the first commitment provided by Council in the 2021-2022 financial year and along with the other levels of Government are aimed at stimulating the economy in response to the current COVID-19 impacts.

It is proposed that further economic stimulus measures will be presented to Council in September for further consideration.

#### Recommendation

That:

1. Pursuant to section 94B of the *Local Government Act 2009*, Council make the extraordinary decision to amend the Revenue Statement 2021-2022, with the following change:
  - that applicable for the rates and charges issued on 19 July 2021 (levied for the period 1 July to 31 December 2021) that where eligible, the discount of five per centum is applied on general rates where full payment is received within sixty days from date of issue shown on the rate notice;
  - that applicable for the rates and charges issued on 19 July 2021 (levied for the period 1 July to 31 December 2021) that any objections to rates category must be in writing and received by Council within sixty days of the rate notice being issued; and
2. As per Council's Financial Hardship Policy, Council delegate authority to the Chief Executive Officer to activate under the extraordinary circumstances measures the following concessions:
  - the suspension of charging interest on overdue rates and charges;
  - that the suspension of charging interest is applied through until 31 December 2021 (inclusive);
  - that Council suspends debt recovery action on accounts where there are no current legal proceedings in place;
  - that the above concessions are extended to all rateable properties within the Scenic Rim;
3. Council delegate authority to the Chief Executive Officer to undertake any actions required to give effect to the rates and charges concessions; and
4. Council be provided a report on the progress of these concessions by 30 November 2021 to allow for future considerations.

**Previous Council Considerations / Resolutions**

Council has previously considered and applied the following tranches of COVID Economic Stimulus initiatives.

At the Special Meeting held on 26 March 2020, Council resolved to:

1. Adopt the Scenic Rim Economic Stimulus Package: COVID-19:

<b>Initiative</b>	<b>Action</b>
Rates Policy	<ul style="list-style-type: none"> <li>It is also recommended that application of Council's existing financial hardship arrangements for all ratepayers be extended to all ratepayers.</li> <li>Recommend the suspension of ongoing debt recovery action, to be reviewed at 30 June 2020.</li> </ul>
Payment of invoices as a matter of priority	<ul style="list-style-type: none"> <li>Recommend that Council facilitate expediting payment of all certified invoices from local suppliers (as a priority within 7 days).</li> </ul>
Extend priority of procurement with Scenic Rim based businesses	<ul style="list-style-type: none"> <li>Recommend the drive to increase the amount of local spend by ensuring all of Council's Requests for Quotes include at least two local businesses where possible.</li> </ul>
Fees and Charges	<ul style="list-style-type: none"> <li>Recommend the refund of booking fees paid for cancelled events and venues.</li> <li>Review payment processes for disposal fees for small volumes of waste at Council's Landfill and Transfer Stations by local businesses, to mitigate risk associated with cash handling.</li> </ul>
Scenic Rim Regional Council venues - Rent relief	<ul style="list-style-type: none"> <li>Provide rent relief for tenants that require support on a case-by-case basis.</li> </ul>
Planning and Development	<ul style="list-style-type: none"> <li>Recommend the suspension of the recovery of Infrastructure Charges.</li> <li>Recognition that business may need to temporarily operate outside of some development conditions (<i>where health and safety is not affected</i>).</li> </ul>
Regional Prosperity and Communications	<ul style="list-style-type: none"> <li>Regional Prosperity office to provide a support team to respond to emerging needs of the business community, connecting business owners with funding and relief packages and providing assistance to navigate pathways (includes live chat facility on Council websites).</li> <li>Provide mentors to provide tailored support including financial mentoring and business planning.</li> <li>Provide access to counselling service for those business owners and operators in need of support.</li> <li>Develop a 'Scenic Rim Providore' sales, logistics and delivery solution for the region's agri- and food producers, to help counter the impact should the cancellation of Eat Local Week and the Winter Harvest Festival occur, and open up new sales opportunities.</li> </ul>



- Share information regarding new and existing services being offered, e.g. restaurants now offering takeaway on Council's website and social media platforms.
- *Go Local .. and Grow Local* campaign to be run in conjunction with Chambers of Commerce.
- Maintain Council's Events Sponsorship Funding for existing allocated support for events that have been postponed.

Community and Culture

- Council move forward with the assessment of the applications submitted under Round 2 of Council's Community Grants, with a view to providing more flexibility under the grant guidelines.
- Council's Community Development Team will continue to provide support to Community Groups and Organisations.

2. Delegate authority to the Chief Executive Officer to undertake any actions required to give effect to the Scenic Rim Economic Stimulus Package: COVID-19; and
3. Review the Scenic Rim Economic Stimulus Package: COVID-19 at 30 June 2020.

At the Ordinary Meeting held on 6 July 2020, Council resolved to

- 1 Adopt the Scenic Rim Economic Stimulus Package 2: COVID-19 as detailed in the table below;
- 2 Delegate authority to the Chief Executive Officer to undertake any actions required to give effect to the Scenic Rim Economic Stimulus Package 2: COVID-19; and
- 3 Monitor and report the progress of the Scenic Rim Economic Stimulus Package 2: COVID-19 as at 30 September 2020, and conduct a further review prior to its conclusion on 31 December 2020.

Initiative	Action
<b>Finance - Rates and Charges Assistance</b>	
Application of Financial Hardship Policy - Overdue Rates and Charges	<ul style="list-style-type: none"> <li>• Utilise and apply existing arrangements in the Financial Hardship Policy to extend to all ratepayers by suspending the levying of calculated interest on all outstanding rates and charges balances.</li> <li>• Applicable from 1 July to 30 September 2020.</li> </ul>
Reduction of Applicable Interest Rate on Overdue Rates and Charges	<ul style="list-style-type: none"> <li>• Application of 3.53% off-set on the adopted interest rate for Overdue Rates and Charges.</li> <li>• Effective interest rate of 5% applicable on Overdue Rates and Charges</li> <li>• Applicable from 1 October to 31 December 2020.</li> </ul>
Provision of an Additional General Rate Discount	<ul style="list-style-type: none"> <li>• The adopted Council rates discount applies a 5% discount on general rates to eligible rates accounts reconciled within 31 days of issuing of rates notice.</li> <li>• Eligible rates accounts reconciled within 32 - 62 days of the issuing of rates notice will receive 3% discount on general rates.</li> <li>• Applicable for the 1 July to 31 December 2020 rates levy.</li> </ul>

Initiative	Action
Financial Hardship Policy: Extraordinary Circumstances	<ul style="list-style-type: none"> <li>On application, allow financial hardship consideration for those that can demonstrate hardship as a result of impacts associated with extraordinary events.</li> <li>Relief provisions to be 2-tier basis               <ol style="list-style-type: none"> <li>1. waiving of applicable interest on overdue rates and charges, suspend applicable debt recovery actions.</li> <li>2. suspension of debt recovery actions.</li> </ol> </li> <li>Application period from 1 July to 31 December 2020.</li> <li>Approved relief period to end on 30 June 2022.</li> </ul>
<b>Finance - Fees &amp; Charges Assistance</b>	
Venue Hire Fees	<ul style="list-style-type: none"> <li>Refund of booking fees paid for cancelled events and venues.</li> <li>Waive increase in costs for use of larger venue (due to social distancing requirements)</li> </ul>
Council-owned Commercial Properties Rental	<ul style="list-style-type: none"> <li>On application, provide rent relief for tenants of Council-owned commercial premises.</li> </ul>
<b>Health Building and Environment - Supporting Scenic Rim Businesses</b>	
Licence Fees for Food Premises	<ul style="list-style-type: none"> <li>On application, provide 25% rebate for applicants that meet the hardship criteria.</li> <li>On the basis applicants meet relevant requirements ie. payment in full and within time parameters (ensuring legislative requirements are fulfilled and maintained)</li> </ul>
Other Applicable Local Law Licences, such as SLL1.2 Commercial Use of Roads (footpath dining), SLL1.5 Keeping of Animals (Kennels) SLL1.6 Camping Grounds SLL1.8 Caravan Parks SLL1.11 Shared Facilities	<ul style="list-style-type: none"> <li>On application, provide 25% rebate for applicants that meet the hardship criteria</li> <li>On the basis applicants meet relevant requirements ie. payment in full and within time parameters (ensuring legislative requirements are fulfilled and maintained)</li> </ul>
<b>Planning and Development - Supporting Scenic Rim Development</b>	
	<ul style="list-style-type: none"> <li>Assistance for businesses that may need to temporarily operate outside of some development conditions (where health and safety is not affected).</li> </ul>
<b>Regional Prosperity - Supporting Scenic Rim Businesses</b>	
Business Resilience Training and Mentoring Packages	<ul style="list-style-type: none"> <li>To assist businesses in developing Business Capability, Financial Planning and Mentoring, Business Resilience, Tender and Grant Writing, Marketing / Branding, Digital Marketing, and additional support to increase business improvement.</li> </ul>
Promote the Investment Incentive Program and Infrastructure Charges Deferral	<ul style="list-style-type: none"> <li>Concerted marketing of the Investment Incentive Program and Infrastructure Charges Deferral opportunities, as part of the Scenic Rim Regional Prosperity Strategy 2020</li> </ul>
Digital and e-Commerce Grant Program	<ul style="list-style-type: none"> <li>The COVID-19 crisis has escalated the need for businesses to adapt from the traditional shopfront retail model to a model that includes e-commerce, in order to survive in the short term and thrive in the long term.</li> </ul>

Initiative	Action
	<ul style="list-style-type: none"> <li>• To assist local retailers with this transition, this Grants Program help to fast-track a new distribution channel for the retail sector.</li> <li>• Businesses can apply for up to \$500 financial assistance, subject to terms and conditions, for their existing digital platforms and using social media for better business outcomes, as well as the development of an e-commerce solution specific to their business. This may include a new website or an upgrade to an existing website.</li> </ul>
Scenic Rim Façade Improvement Scheme Grant Program	<ul style="list-style-type: none"> <li>• Competitive grant program to encourage business owners and/or building owners (landlords) to enhance the presentation of their businesses by updating/upgrading their building façade.</li> <li>• Grants will require contribution and will be subject to terms and conditions which will be made available.</li> <li>• Improving facades has been found to positively influence the perception of a sense of place and encourages overall improvement in the region's economy, social and cultural environment and safety.</li> <li>• This partnership between Council and private business owners and/or building owners (landlords) is aimed at enhancing the appearance of the retail/commercial precincts which will in turn attract customers and visitors and thereby encouraging a greater spend.</li> <li>• Applicants will be conditioned to engage local trades and services to complete work funded by the grant.</li> </ul>
Engagement of Independent Counselling Service	<ul style="list-style-type: none"> <li>• Provide access to counselling service for local business owners and operators and their employees who have been impacted by COVID-19 to access free professional and confidential counselling service.</li> </ul>
<b>Community and Cultural - Supporting Scenic Rim Community Organisations</b>	
Club Crisis Assistance Package	<ul style="list-style-type: none"> <li>• As the region navigates the road to recovery, Council has taken the opportunity to secure an online support package for organisations.</li> <li>• The Club Crisis Support Program will be available for not-for-profit community organisations, 10 per program, in the Scenic Rim to assist those most affected by COVID-19 to get back on track.</li> <li>• For those approved, this online support program will be provided for free to 10 community organisations, and</li> <li>• Delivered by industry experts who specialise in working with not-for-profit clubs and community groups.</li> </ul>
Be Healthy and Active Program Funding	<ul style="list-style-type: none"> <li>• Be Healthy and Active Program contract has a 50% payment clause to the providers if Council cancels an event.</li> <li>• If the provider delivers the proposed cancelled activity online and for free, then Council will pay the full payment to the provider.</li> </ul>
Community Grants Program	<ul style="list-style-type: none"> <li>• Continue to support and provide the next round of community grants available end July/August 2020 for projects and activities.</li> </ul>

Initiative	Action
Provision of Grant Workshops	<ul style="list-style-type: none"> <li>Host free online Smarty Grant training to assist sporting and community organisations navigate the new portal Council is establishing.</li> </ul>
Offering of Flexible Acquittal Process for Council Grants Program	<ul style="list-style-type: none"> <li>If an organisation is the recipient of Council grant, and experiencing difficulty due to COVID-19, which affects their ability to acquit the Grant</li> <li>Council will make special dispensation to assist the organisation.</li> <li>To ensure applicants are not disadvantaged and can apply for next round of grants.</li> </ul>
Offer In-kind Assistance and Equipment Loans	<ul style="list-style-type: none"> <li>Continue to support and provide to sporting and community organisations with their recovery post-COVID-19, such as in-kind assistance with navigating information, grants and equipment loans.</li> </ul>

### Report / Background

The COVID-19 pandemic, since its emergence, continues to have a significant impact on the world economy, stifling industry and business and their ability to operate, threatening supply chains and dampening consumer spending. There remains considerable uncertainty around the potential economic implications of the Coronavirus, however, the economic shock is likely to be significant as it continues to impact on consumer confidence, people's ability to work and business cash flow.

We know that at the height of the pandemic Scenic Rim businesses reported some reduction in turnover or cash flow and even though local businesses have demonstrated resilience and have been responding to the challenges thrown their way - the ongoing uncertainty has hampered residents and businesses in their recovery from the impacts.

The rates and charges concessions tabled for consideration look to provide additional relief to both the residential and commercial ratepayers and look to further bolster the local economy and build upon the existing initiatives already provided by Council, the Queensland and Australian Governments.

The proposed rates and charges concessions contained in this report for consideration include:

- 1) Extension of the discount on rates and charges issued on 19 July 2021 (levied for the period 1 July to 31 December 2021) that where eligible, the discount of five per centum is applied on general rates where full payment is received within sixty days from date of issue shown on the rate notice.
  - This extends the current due from 19 August 2021 to 17 September 2021
  - This extension allows for five per centum discount on general rates (where applicable) for a further twenty-nine days
- 2) Define "extraordinary circumstances" as contained in Council's *Financial Hardship Policy* to include those impacts associated with the COVID-19 pandemic, thus allowing for
  - the suspension of charging interest on overdue rates and charges;
  - the suspension of debt recovery action (on accounts where there are no current legal proceedings in place);

Allowing the inclusion of COVID-19 impacts as a consideration - allows applying the *Financial Hardship Policy* concessions to not only residential ratepayers but those commercial ratepayers that have also been impacted.

Financial impacts associated with these concessions will be updated as part of Council budget review process and there is intent to provide Council with an update as to these implications by the end of November 2021. This will allow for further consideration (should it be required) for the continuation of these concessions beyond their current end dates.

### **Budget / Financial Implications**

Impact on the 2021-2022 Budget will be captured separately and reported in a quarterly budget review and update. Indicative costs associated with the delivery of the rates and charges concession (contained in this report) are estimated to range between:

- \$100,000 to \$150,000 in applied interest to overdue accounts;
- Minimal costs associated with deferral of investment interest through extending the due date.

### **Strategic Implications**

#### *Operational Plan*

Theme: 2. Sustainable and Prosperous Economy

Key Area of Focus: 2.1.1 Guide and optimise the future economic prosperity of the region

#### *Legal / Statutory Implications*

Section 94B of the *Local Government Act 2009*

*94B Additional decisions about levying of rates and charges for 2021–2022 financial year*

- 1) A local government may decide, by resolution made other than at the local government's budget meeting for the 2021–2022 financial year, what rates and charges are to be levied for a relevant part of that financial year.*
- 2) For this section, a relevant part of the 2021–2022 financial year is a period -*
  - a) Starting on a day not earlier than the day the resolution is made; and*
  - b) Ending on 30 June 2022.*
- 3) A decision made under subsection (1) is an extraordinary decision.*

### **Risks**

#### Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

- SR52 Ineffective and/or unrealistic strategic plans which are not appropriately scoped or resourced, resulting in missed opportunities, re-work, failure to deliver objectives and loss of confidence by community.
- SR53 Inadequate sustainable economic growth plans in place to appropriately maximise opportunities, resulting in increased pressures on Council and State infrastructure and social environmental cohesiveness.

Risk Assessment

Category	Consequence	Likelihood	Inherent Risk Rating	Treatment of risks	Residual Risk Rating
Financial and Economic  Not setting or reaching achievable growth targets for our economy and regional prosperity.	Moderate	Possible	Medium	Ensuring all initiatives highlighted in the strategy are delivered and optimised.	Low

**Consultation**

Revenue Team, Chief Executive Officer and General Managers

**Conclusion**

The intent of this report is to seek consideration from Council in allowing the adoption of listed rates and charges concessions that aim to assist ratepayers impacted as a result of the ongoing COVID-19 pandemic.

This report recommends the extraordinary decision to amend the current budget along with defining impacts associated with the COVID-19 pandemic as being extraordinary circumstances and allowing application of provisions contained within Council's Financial Hardship Policy to applicable ratepayers.



## 11 Confidential Matters

### 11.1 Request from the Tamborine Mountain Sports Association to access Council's Sporting Infrastructure Funds [Closed s.254J(3)(c)]

**Executive Officer:** General Manager Asset and Environmental Sustainability

**Item Author:** Manager Maintenance and Operations

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This report is **CONFIDENTIAL** in accordance with Section 254J(3)(c) of the *Local Government Regulation 2012*, which permits the meeting to be closed to the public for business relating to the following:

- (c) the local government's budget.