



# Minutes

## Ordinary Meeting

**Tuesday, 17 August 2021**

**Time: 9.15am**

Meeting adjourned at 10.38am  
Meeting resumed at 10.55am

Meeting adjourned at 12.40pm  
Meeting resumed at 13.10pm

**Location: Council Chambers**

**82 Brisbane Street**

**BEAUDESERT QLD 4285**

**Scenic Rim Regional Council**  
**Ordinary Meeting**  
**Tuesday, 17 August 2021**  
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## 1 Opening of Meeting

The Mayor, Cr Greg Christensen, as Chair of the Meeting, declared the Meeting open and acknowledged the traditional owners of the lands of the Scenic Rim Regional Council area. The Mayor paid respect to their elders, past, present and future, and extended congratulations to them on their continued nurturing of their culture.

## 2 Attendance and the granting of leaves of absence

Cr G R Christensen, Mayor  
Cr R D Swanborough  
Cr J J S McConnell  
Cr V A West  
Cr M J Enright, Deputy Mayor  
Cr M J Chalk  
Cr D A McInnes OAM

### Executive Officers

J Gibbons, Chief Executive Officer  
C McMahon, General Manager People and Strategy  
D Howe, General Manager Customer and Regional Prosperity  
C Gray, General Manager Asset and Environmental Sustainability  
O Pring, General Manager Council Sustainability

### Staff

S Keepence, Business Support Officer, Office of the Mayor and Chief Executive Officer  
M Carter, GIS Officer, Information Services and Technology  
J Pukallus, Principal Specialist Governance and Assurance  
D Moore, Manager Community and Culture (Item 10.2)  
K Forrest, Principal Specialist Community Development (Item 10.2)  
B Walker, Manager Regional Prosperity and Communications (Items 10.3 - 10.6)  
S Chapman, Principal Specialist Regional Prosperity (Item 10.4)  
C Thomas, Economic Development Officer - Business and Industry (Items 10.5 and 10.6)  
M Lohmann, Manager Planning and Development (Item 10.7)  
W Jarrett, Principal Specialist Development Assessment and Engineering (Item 10.7)  
M Quast, Team Leader Revenue (Item 10.8)  
S Osman, Manager Maintenance and Operations (Item 11.1)  
K Venkatraman, Manager Resources and Sustainability (Item 11.1)

## 3 Apologies

Nil

## 4 Prayers

Reverend George Tully from the Uniting Church Harrisville, attended via teleconference to offer prayers.

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

Nil

## 6 Announcements / Mayoral Minutes

### 6.1 Announcement - Queensland Training Awards

The General Manager People and Strategy advised that Scenic Rim Regional Council was recently announced as a Finalist in the Queensland Training Awards, in the category of South East region, Large Employer of the Year. It was noted that Council was the only local government finalist in that category.

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

### 7.1 Petition - Liquor License for the Headmaster's Cafe

Cr Virginia West tabled a petition from the Beechmont Area Progress Association (BAPA), containing 112 signatures, as follows:

*"To the Scenic Rim Council*

*The Liquor License for the Headmaster's Cafe has already been granted by the State Govt.'s Office of Liquor and Gaming, it is issued to the Landowner, in this case the Scenic Rim, which needs to give its agreement for BAPA to hold it for the cafe.*

*We, the undersigned members of the Beechmont Community and its friends, feel that the possibility of enjoying a glass of wine or a beer with our lunch or dinner would be a great improvement to the Headmaster's Cafe and would also be a significant asset to our Community. We urge Council to expedite its approval."*

Moved: Cr Virginia West

Seconded: Cr Jeff McConnell

That the petition be received and referred to the Chief Executive Officer for consideration, and a report be presented at a future meeting.

Carried unanimously

## 8 Confirmation of Minutes

### Recommendation

That the Minutes of the Ordinary Meeting held on 3 August 2021, be adopted.

Moved: Cr Virginia West

Seconded: Cr Marshall Chalk

Carried unanimously

## 9 Business Arising from Previous Minutes

Nil

## **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

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#### **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.

Moved: Cr Michael Enright

Seconded: Cr Virginia West

That the General Manager People and Strategy's recommendation be adopted

Carried unanimously

#### **Attachments**

- 1 Operational Plan 2020-2021 Quarter Four Progress Report - Final (under separate cover)

## Customer & Regional Prosperity

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

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

**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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### 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.

Moved: Cr Derek Swanborough

Seconded: Cr Jeff McConnell

That the General Manager Customer and Regional Prosperity's recommendation be adopted

Carried unanimously



**Scenic Rim Regional Council**

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

DRAFT



### 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)

## 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*

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## 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](http://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](http://psychweek.org.au)

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## 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.

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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?

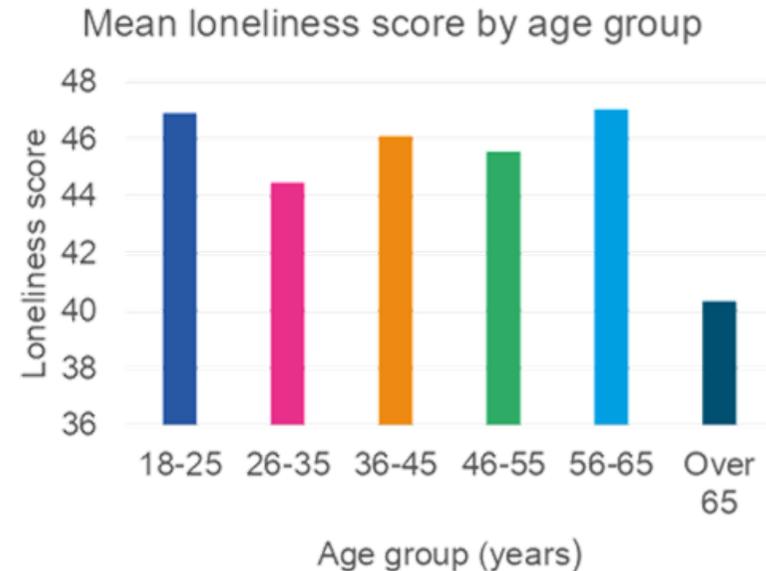
One in four Australian adults experience loneliness<sup>1</sup>. The oldest Australians (over 65 years) are the least lonely; there are no differences between other age categories in loneliness levels.

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.



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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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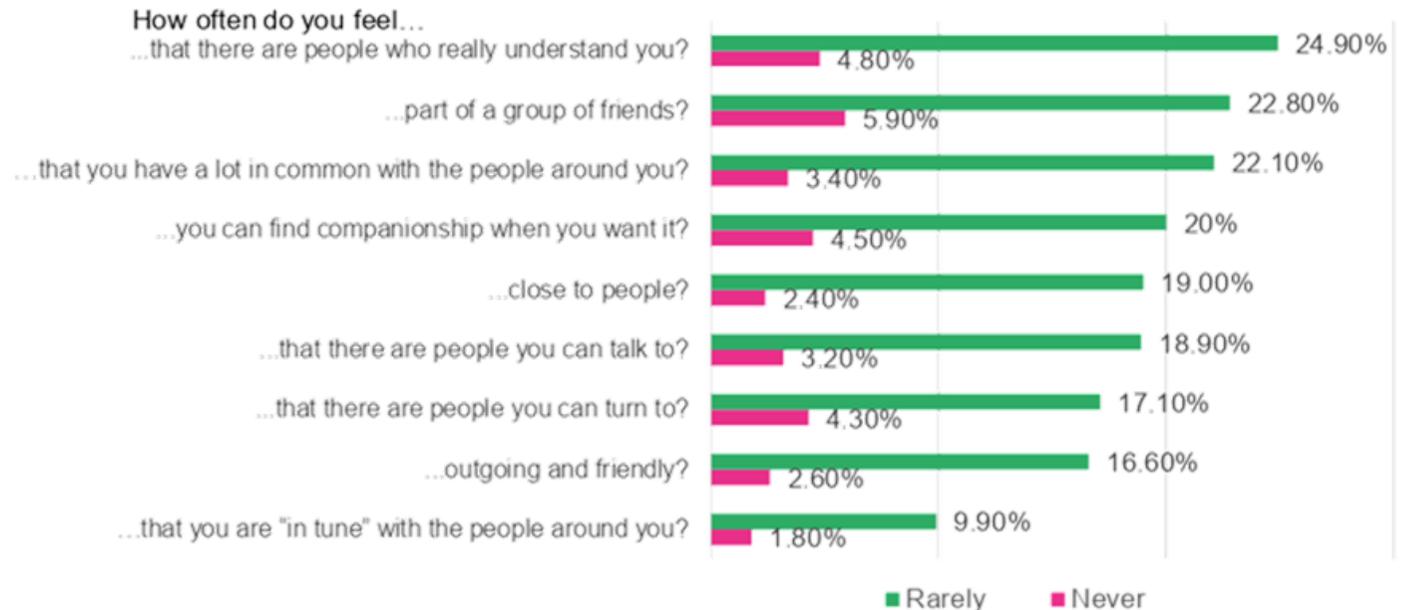


## How many Australians experience characteristics of loneliness?

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.

**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.

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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.

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

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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

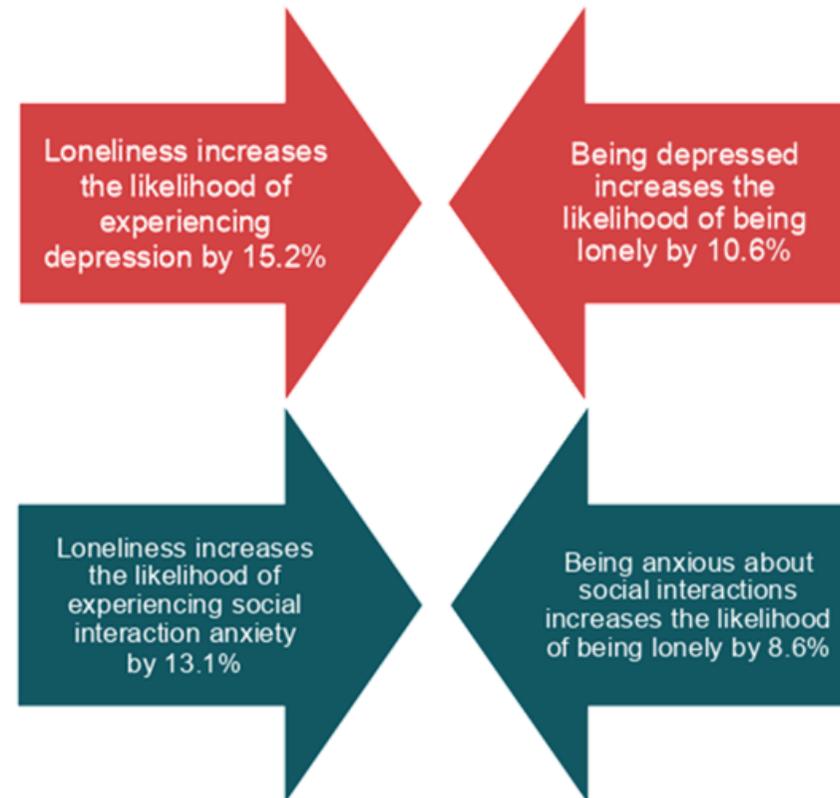
1. Level of loneliness calculated by "Visual Binning" approach in the statistical software used, which groups people into even size groups based on their score on a continuous variable. Specifically, low, moderate and high levels of loneliness were based on the following score ranges on the UCLA Loneliness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

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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.

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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

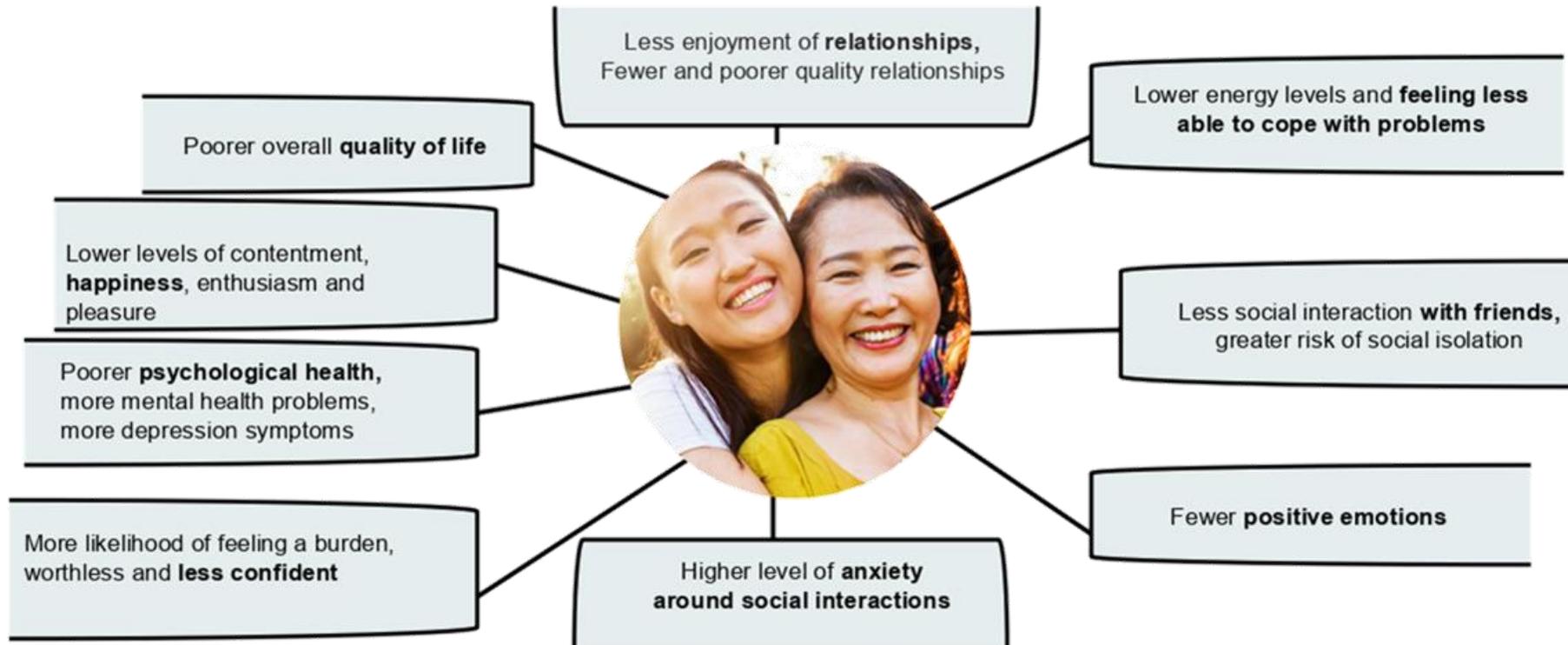
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## What factors are associated with loneliness?

Higher levels of loneliness are associated with...



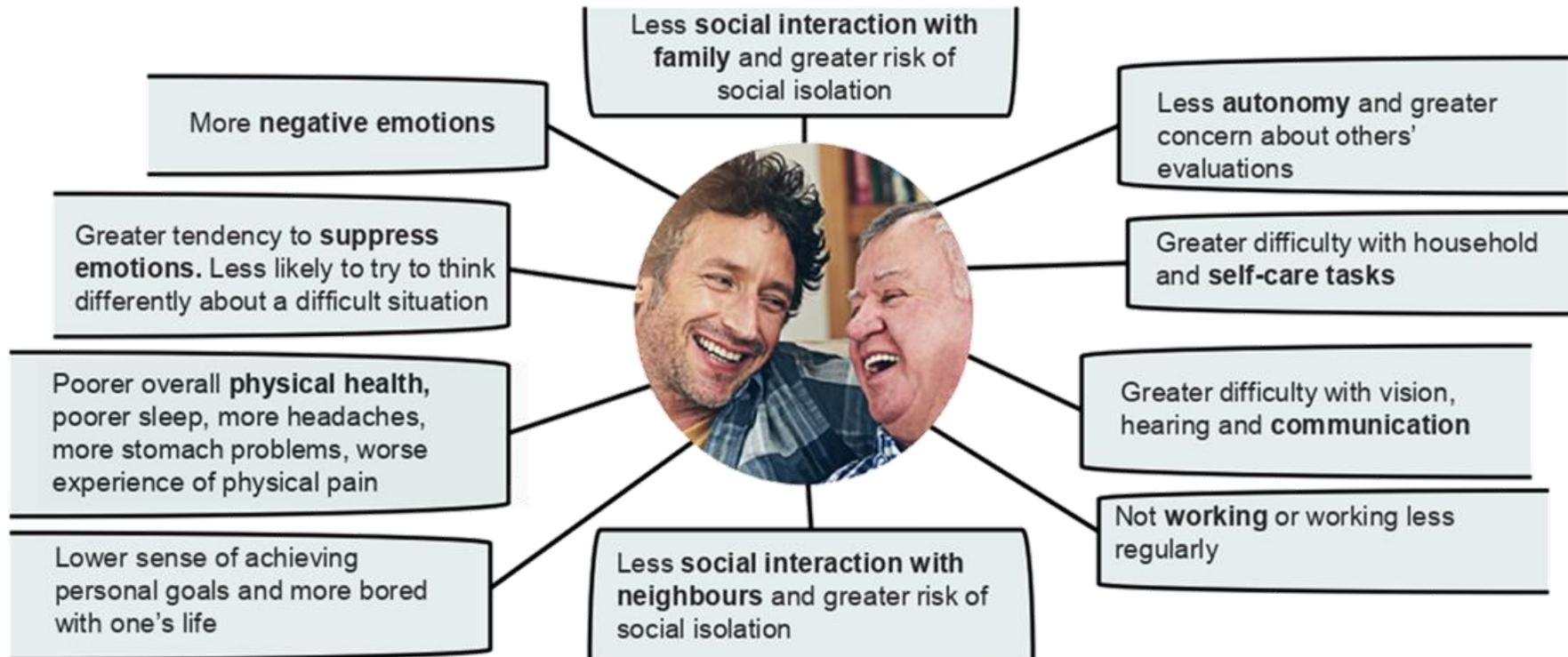
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## What factors are associated with loneliness?

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.

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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.

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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 <b>attractive persons</b> of the sex they are interested in
21% feel they will <b>say something embarrassing</b> when talking
21%, worry <b>they will be ignored</b> when mixing in a group
18% are unsure whether to <b>greet someone</b> they know only slightly
15% find it difficult to mix comfortably with the <b>people they work with</b>
15% find it <b>difficult to disagree</b> with another's point of view
15% tense up if they meet an <b>acquaintance on the street</b>
13% have difficulty making <b>eye contact</b> with others
12% have difficulty <b>talking with other people</b>
9% feel tense if they are alone with <b>just one person</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.

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

## 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.

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

#psychweek



## 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%)

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

## 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%

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

#psychweek



## 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%)

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

## 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%

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

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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%)

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

## 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%

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

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# APPENDICES

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

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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.

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

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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.

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

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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.

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

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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., & Gironda, 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.

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

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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.

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

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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
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>

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

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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%
	Not listed	13.2%
ETHNICITY	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

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

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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.

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

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## RESOURCES

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

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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.

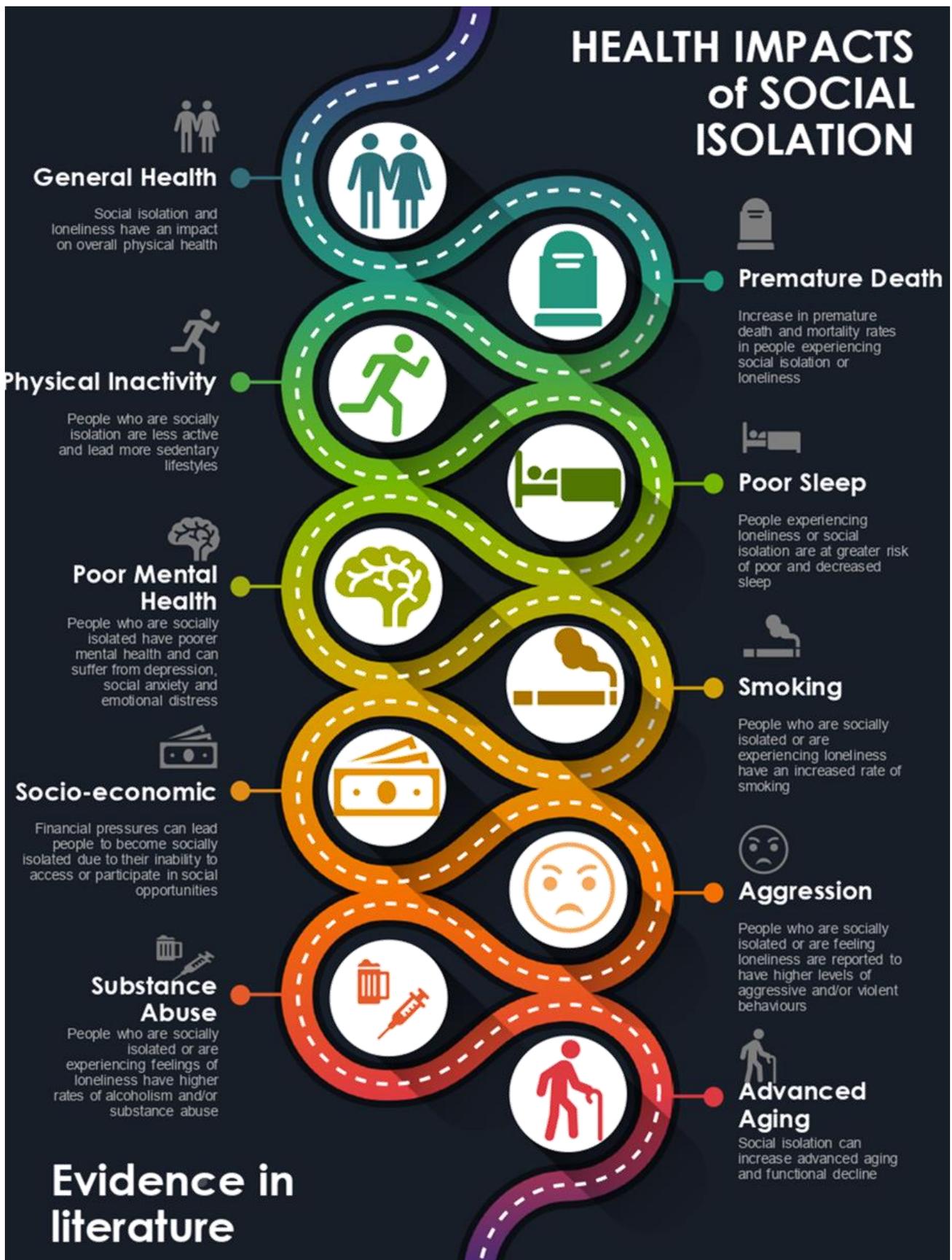
### 14 Practice, practice, practice

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](http://findapsychologist.org.au)

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





What community told us: **Community Connectivity**

The community feel mental health is both a cause of and has an impact on people's social isolation and feelings of loneliness.

**MENTAL HEALTH**



The series of previous disaster events have had a compounding impact on people's ability to stay connected and to seek help.

**DISASTER EVENTS**



People find access to local and regional opportunities to connect difficult due to the lack of transport available.

**TRANSPORT**



The farming community, particularly men on properties, are identified as of highest risk of social isolation.

**FARMING COMMUNITY**




Many in the community reported financial stress as having a significant impact on social connection.

**FINANCIAL STRESS**



People transitioning out of hospital are at high risk of social isolation.

**TRANSITION OUT OF HOSPITAL**



Increase in use of technology such as devices are seen as both a solution and a hindrance to community connectivity.

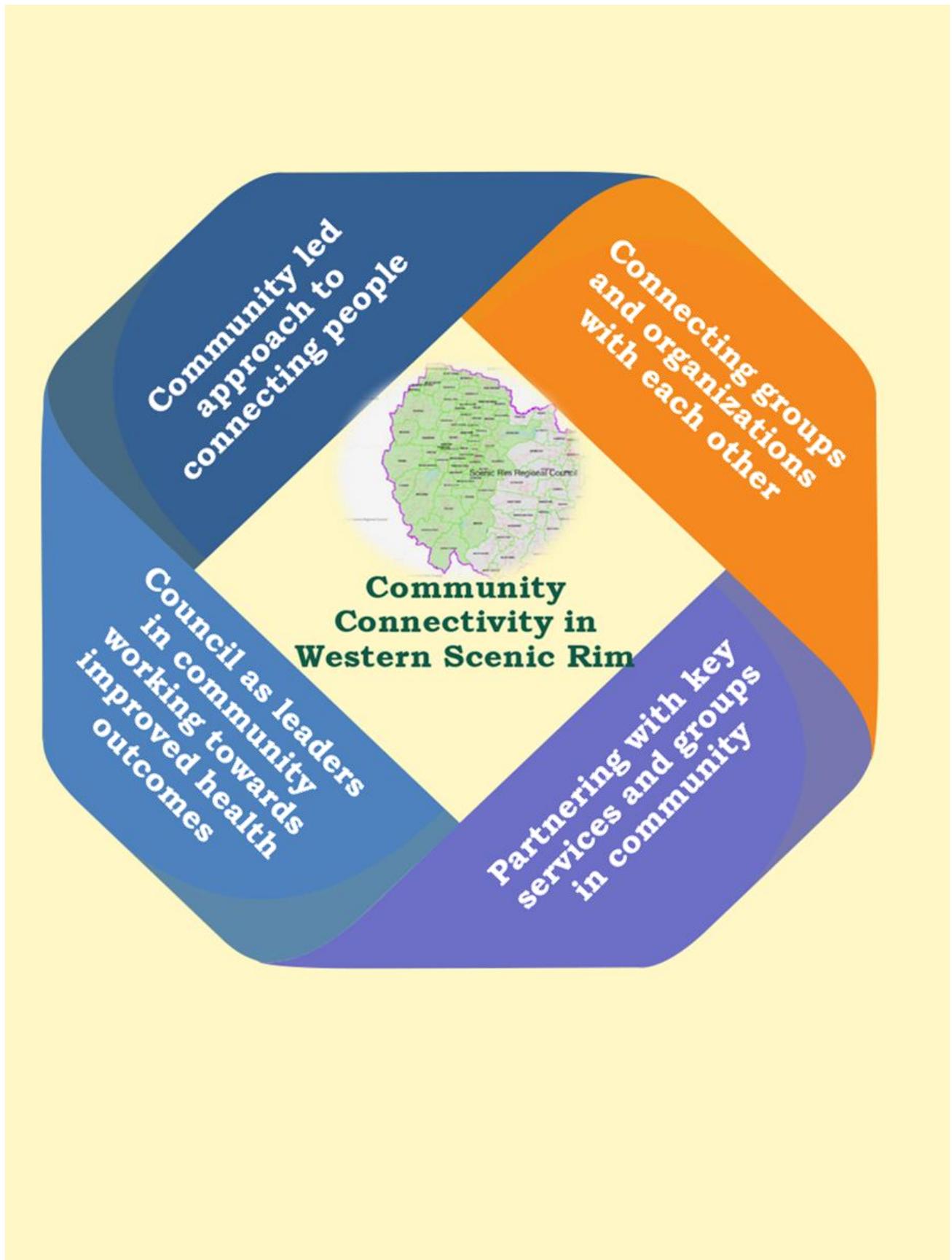
**TECHNOLOGY**



Knowing what services and how to access them was of high concern. There is great confidence and trust in the local Council as key to connecting communities.

**SERVICES**





### 10.3 Scenic Rim Tourism Advisory Committee Update

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

**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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### 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.

Moved: Cr Virginia West

Seconded: Cr Michael Enright

That the General Manager Customer and Regional Prosperity's recommendation be adopted

For: Crs Greg Christensen, Jeff McConnell, Virginia West, Michael Enright, Marshall Chalk and Duncan McInnes

Against: Cr Derek Swanborough

Carried 6/1



**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  
HOWE

DEBRA

Actions and recommendations	Who by?	Progress
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 &amp; 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 &amp; 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	<ul style="list-style-type: none"> <li>* Advised that the subcommittee report had been presented to Cr and Exec Workshop late November.</li> <li>* Compliance has continued work to make sure that all issues raised have be addressed.</li> <li>* Discussed the report and the recommendation for a regulatory or new local law, which could be managed by LTO.</li> <li>* 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.</li> <li>* QTIC, TEQ could they come back with what they are doing in this space - especially in approvals and quality.</li> <li>* Possible did you know piece in budget/rates notice.</li> <li>* Discuss with LTO what options they might have, especially to get new members?</li> </ul> <b>Ongoing</b>
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, 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 style="text-align: right;"><b>Closed</b></p> <p><b>Action:</b> TEQ to provide update on deals that are listed on ATDW</p> <p style="text-align: right;"><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 style="text-align: right;"><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 style="text-align: right;"><b>Ongoing</b></p>
9. Agritourism	Council	<p><b>Action:</b> include Regionality on next TAC agenda</p> <p style="text-align: right;"><b>Closed</b></p> <p><b>Action:</b> provide further Farm Box statistics</p> <p style="text-align: right;"><b>Closed</b></p>
10. Visitor Information Centres	Deanne Bowd	<p><b>Action:</b> Deanne to share five-year aggregated data</p> <p style="text-align: right;"><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 style="text-align: right;"><b>Closed</b></p> <p><b>Action:</b> RTO membership offers to be distributed</p> <p style="text-align: right;"><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 style="text-align: right;"><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 style="text-align: right;"><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  
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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 MINNIXIAN

ABIGAIL CHALOUPIKA

JAMES CORIAN

**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*.

**Tourism Advisory Committee****Terms of Reference**

- 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

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## 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.

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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.

Meeting adjourned at 10.38am  
Meeting resumed at 10.55am

#### 10.4 Regional Skills Investment Strategy Project Completion Report

**Executive Officer:** General Manager Customer and 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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#### 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;
3. 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;
4. 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
5. 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.

Moved: Cr Jeff McConnell

Seconded: Cr Duncan McInnes

That the General Manager Customer and Regional Prosperity's recommendation be adopted

Carried unanimously

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

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**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

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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 border="1"> <thead> <tr> <th>Program Update</th> <th>Employer Engagement</th> <th>Employment Outcomes</th> <th>Training Outcomes</th> </tr> </thead> <tbody> <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> </tbody> </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                 <ul style="list-style-type: none"> <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> </ul> </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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<p>5</p>	<p>Industry update from representatives from the Health and Community Services sectors</p>	<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>
<p>6</p>	<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. 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>

		<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 actives employment fund.</p>
7	<p>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>	<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. 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	<p>Industry Update from Brad Roberts, Education sector regarding the engagement of year 10 11, 12, and 13 students into employment programs</p>	<p>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 .</p>

		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 internship 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>



**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>

<p>6.</p>	<p>Report / Update from Brett Haagsma from DESBT</p>	<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>
<p>7.</p>	<p>Report from Federal Government agencies</p>	<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>
<p>8.</p>	<p>Update from the Tourism sector from Louanne Byrnes from Binna Burra Lodges</p>	<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>
<p>9.</p>	<p>Update for Sue Anne on the Regional Prosperity</p>	<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>
<p>10.</p>	<p>Update from the RSIS Officer</p>	<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>

		<p><b>Scenic Rim Jobs Reports</b> <b>November 2020</b></p> <table border="1"> <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> <p><b>December 2020</b></p> <table border="1"> <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> <p><b>January 2020</b></p> <table border="1"> <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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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**

- Date:** 14 May 2021 - Cedar Creek Lodges
- Time:** 2.00PM - 4.00PM
- Locations:** Cedar Creek Lodges
- Guests:**
- Jo Fry Department of Employment Skills and Education (DESE)
- Members/Participants:**
- Debra Howe - General Manager Customer and Regional Prosperity, Council - Chair
  - Councillor West – Division 3, Council
  - Councillor McConnell – Division 2, Council
  - John Keleher – Managing Director, Australian Turf Concepts
  - Sue Anne Chapman – Principal Specialist Regional Prosperity, Council
  - Mitch Ryan – RSIS Coordinator, Council
  - Deidre Young - Principal, McAuley College
  - Kym Hudson- Regional Programs Manager (DESBT)
  - David Kassulke - AJ Bush & Sons
- Apologies:**
- Councillor Mc Innes Division 6, Council
  - Brad Roberts – Principal Beaudesert High School
  - Louise Dwyer – General Manager, Beau Care Health Services
  - Brett Haagsma – Regional Director, South East Region, DESBT
  - Deb Waters - Director of Cared Services, Whiddon Star Aged Care

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> <div style="text-align: center;">  <p>RSIS Presentation 2021.pptx</p> </div> <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

**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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**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.

Moved: Cr Jeff McConnell

Seconded: Cr Derek Swanborough

That the General Manager Customer and Regional Prosperity's recommendation be adopted

Carried unanimously

**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.*

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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

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**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**

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**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**

---

MINUTES OF THE ORDINARY MEETING OF NORTHERN RIVERS JOINT ORGANISATION

---

*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

---

**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**

---

**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

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**Recommendation**

That:

1. Council endorse the 2021 Scenic Rim Business Excellence Awards being launched on 20 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 Cultural Centre.

Moved: Cr Virginia West

Seconded: Cr Michael Enright

That the General Manager Customer and Regional Prosperity's recommendation be adopted

Carried unanimously

**Attachments**

- 1 2021 Business Excellence Awards Nomination Kit (under separate cover)
- 2 2021 Business Excellence Awards Flyer (under separate cover)

During discussion on Item 10.7, the meeting adjourned at 12.40pm  
Meeting resumed at 13.10pm

**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

**Attachments:**

1. MCU20/133 Referral Agency Response  
2. MCU20/133 Plans  

**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																				
<b>General</b>																						
1.	<p><b>Plans &amp; Documents</b></p> <p>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):</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Plan Name</th> <th style="text-align: center;">Drawing No.</th> <th style="text-align: center;">Rev No.</th> <th style="text-align: center;">Plan/Revision Date</th> </tr> </thead> <tbody> <tr> <td>4.2 Detail Master Plan</td> <td style="text-align: center;">492201</td> <td style="text-align: center;">C</td> <td style="text-align: center;">24/03/2021</td> </tr> <tr> <td>4.3 Staging Plan</td> <td style="text-align: center;">492201</td> <td style="text-align: center;">C</td> <td style="text-align: center;">24/03/2021</td> </tr> <tr> <td>4.4 Open Space and Bushfire Plan</td> <td style="text-align: center;">492201</td> <td style="text-align: center;">C</td> <td style="text-align: center;">24/03/2021</td> </tr> <tr> <td>4.5 Estate Fencing Plan</td> <td style="text-align: center;">492201</td> <td style="text-align: center;">C</td> <td style="text-align: center;">24/03/2021</td> </tr> </tbody> </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	At all times.
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																			

Plan Name	Drawing No.	Rev No.	Plan/Revision Date
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
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

	<p><b>Associated Reports</b></p> <p>Bushfire Hazard Assessment prepared by Rob Friend &amp; Associates, Revision No. 2 dated 19 March 2021</p> <p>Basic Ecological Site Assessment prepared by Habitat, Ver 1, dated December 2020</p> <p>Acoustic Report prepared by CRG Acoustic, dated 21 December 2020.</p> <p>Engineering Services Report prepared by Friends Civil Engineering, Revision A dated 18 December 2020</p> <p>Stormwater Management plan prepared by Friends Civil Engineering, Revision A dated 18 December 2020</p> <p>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.</p>	
2	<p><b>Commencement of Use</b></p> <p>Advise Council in writing, of the commencement date of the approved land use.</p>	<p>Within 7 days of the commencement of each Stage of the use.</p>
3	<p><b>Development in Stages</b></p> <p>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.</p> <p>The applicant must comply with each condition of this development approval as it relates to each stage, unless otherwise specifically stated in the condition.</p>	<p>At all times.</p>
4	<p><b>Conditions hierarchy</b></p> <p>In the event of any conflict between conditions of this development approval, the instrument listed highest will prevail:</p> <ul style="list-style-type: none"> <li>a) A condition of this approval;</li> <li>b) Any amendments or additions notated on the Plans and Documents referenced in Condition 1;</li> <li>c) Plans and Documents referenced in Condition 1;</li> <li>d) The planning scheme;</li> <li>e) Other supporting information provided in the application.</li> </ul>	<p>At all times.</p>
<b>Amenity</b>		
5	<p><b>Fencing adjoining open space</b></p> <p>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.</p>	<p>Prior to the commencement of the use and thereafter at all times.</p>

6	<p><b>Screening of plant and utilities</b></p> <p>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.</p>	<p>Prior to the commencement of the use and thereafter at all times.</p>
<b>Landscaping</b>		
7	<p><b>Entry Walls or Features</b></p> <p>Entry walls or features, where provided, must be contained on private property and not on road reserves, drainage reserves or proposed parkland.</p>	<p>Prior to the commencement of the use and thereafter at all times</p>
8	<p><b>Detailed landscape plan to be submitted for approval</b></p> <p>a) The applicant must submit detailed landscape design plans for Council approval.</p> <p>b) The detailed landscape design plans must:</p> <ul style="list-style-type: none"> <li>i. be prepared by a qualified landscape architect or similar landscape design professional;</li> <li>ii. be in general accordance with the Statement of Landscape Intent, being DWG 202054, Issue B (March 2021) by Byrns Lardner;</li> <li>iii. reflect the approved layout (including any amendments to that layout required by these conditions) and the conditions of this approval; and</li> <li>iv. comply with Planning Scheme requirements.</li> </ul> <p>Landscaping must be installed and maintained for the life of the use in accordance with the approved detailed landscape design plans.</p>	<p>Prior to the commencement of the use.</p> <p>To be maintained thereafter at all times.</p>
<b>Flood Conditions</b>		
9	<p><b>Defined Flood Level</b></p> <p>Submission of a Surveyor's Certificate confirming:</p> <ul style="list-style-type: none"> <li>a) that the defined flood level of the property is 90.3m Australian Height Datum; and</li> <li>b) that the proposed development will not be affected by the flooding limitations.</li> </ul>	<p>Prior to the commencement of the use.</p>
10	<p><b>Filling or Excavation below the Defined Flood Level</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>a) a flood study has been undertaken by a suitably qualified person for the watercourse;</li> <li>b) the flood study demonstrates no adverse impacts;</li> <li>c) all works are carried out in accordance with the flood study; and</li> <li>d) any filling undertaken below the defined flood level to be based on compensatory (cut/fill) earthworks basis.</li> </ul>	<p>Prior to the issuing of any operational works permit.</p>

11	<p><b>Flood resistant material</b></p> <p>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.</p>	<p>Prior to the commencement of the use.</p>									
<b>Acoustic Amenity and Noise</b>											
12	<p><b>Noise Disturbance (Community Facilities only)</b></p> <p>The activities within the community facilities must not exceed the levels prescribed by Table 1 (below).</p> <p><b>Table 1</b></p> <table border="1" data-bbox="357 701 1118 999"> <thead> <tr> <th data-bbox="357 701 555 801">Time Period</th> <th data-bbox="560 701 836 801">At dwelling or othersensitive land use</th> <th data-bbox="841 701 1118 801">At commercial premises</th> </tr> </thead> <tbody> <tr> <td data-bbox="357 801 555 898">Daytime (7:00am-10:00pm)</td> <td data-bbox="560 801 836 898">Background +5dB(A)</td> <td data-bbox="841 801 1118 898">Background +10dB(A)</td> </tr> <tr> <td data-bbox="357 898 555 999">Night time (10:00pm-7:00am)</td> <td data-bbox="560 898 836 999">Background +3dB(A) Background=LA90</td> <td data-bbox="841 898 1118 999">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	<p>Prior to the commencement of the use and thereafter at all times.</p>
Time Period	At dwelling or othersensitive land use	At commercial premises									
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Night time (10:00pm-7:00am)	Background +3dB(A) Background=LA90	Background +8dB(A) Background=LA90									
13	<p><b>Entertainment Noise (Community Facilities)</b></p> <p>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.</p>	<p>At all times</p>									
<b>Outdoor Lighting and Glare</b>											
14	<p><b>External Lighting</b></p> <p>External lighting must be compliant with the technical parameters, design, installation, operation and maintenance standards of the following as applicable:</p> <ul style="list-style-type: none"> <li>a) Outdoor lighting complies with the requirements of Australian Standard (AS) AS4282-1997 Control of the Obtrusive Effects of Outdoor Lighting; and</li> <li>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.</li> </ul>	<p>Prior to the commencement of the use and thereafter at all times.</p>									

<b>Waste Management</b>		
<b>15</b>	<p><b>Residential Waste Management Arrangements</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>a) Ready and unobstructed access is available for waste collection service(s) for each waste container, including wheelie bins, kept at the locality.</li> <li>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.</li> </ul> <p>For the Central Facilities (communal facilities areas) the Waste Management Plan must include provisions for the following:</p> <ul style="list-style-type: none"> <li>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;</li> <li>b) An imperviously paved area must be provided to store all waste containers. This area must be kept clean and tidy at all times;</li> <li>c) Waste storage within any food shop/outlet must be segregated from food preparation areas;</li> <li>d) The waste containers must be kept clean; and</li> <li>e) Ready and unobstructed access must be available for waste contractors to facilitate removal of waste.</li> </ul>	<p>Prior to the commencement of the use and thereafter at all times.</p>
<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> <ul style="list-style-type: none"> <li>a) 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>b) 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>c) ensure all trees to be retained within allotments are protected from harm during construction works on site.</li> </ul> <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>	<p>At all times during construction.</p>

<p><b>17</b></p>	<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>	<p>Prior to the commencement of any vegetation clearing.</p>
<p><b>18</b></p>	<p><b>Vegetation Clearing and Management Plan Format</b></p> <p>The Vegetation Clearing and Management Plan 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; and</li> <li>b) submitted to Council prior to or concurrently with any application for operational works; and</li> <li>c) approved by Council.</li> </ol>	<p>As indicated in the conditions.</p>
<p><b>19</b></p>	<p><b>Vegetation Clearing and Management Plan Compliance</b></p> <p>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.</p>	<p>At all times during construction of the development and thereafter at all times.</p>
<p><b>20</b></p>	<p><b>Site Based Rehabilitation Plan</b></p> <p>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.</p>	<p>At all times during construction of the development and thereafter at all times.</p>

21	<p><b>Site Based Rehabilitation Plan Approval</b></p> <p>The Site Based Rehabilitation Plan must be:</p> <p>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;</p> <p>b) submitted to Council for approval prior to or concurrently with any application for operational works; and</p> <p>c) approved by Council.</p>	<p>Prior to the lodgement of any operational works application.</p>
22	<p><b>Site Based Rehabilitation Plan Implementation</b></p> <p>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.</p>	<p>At all times during construction of the development and for any maintenance period identified in the Site Based Rehabilitation Plan.</p>
<b>Environment - Fauna Management</b>		
23	<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>	<p>Prior to any works commencing and at all times.</p>

<p><b>24</b></p>	<p><b>Fauna Management Plan Format</b></p> <p>The FMP must be:</p> <p>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;</p> <p>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</p> <p>c) approved by Council.</p>	<p>At all times.</p>
<p><b>25</b></p>	<p><b>Fauna Management Plan to be Implemented</b></p> <p>a) Implement the approved Fauna Management Plan at all times during construction of the development; and</p> <p>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.</p>	<p>a) At all times.</p> <p>b) At all times during construction.</p>
<p><b>Environment (Bushfire)</b></p>		
<p><b>26</b></p>	<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>

27	<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> <ul 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> </ul>	At all times.
<b>Engineering</b>		
28	<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.
29	<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.
30	<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.
31	<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> <p>a) the various techniques to be utilised in order to manage the development process; and</p> <p>b) the form of monitoring and testing to occur within the waterways during the “Construction Phase” and the subsequent ongoing period.</p>	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.
<b>34</b>	<p><b>Stormwater Discharge Easement</b></p> <p>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).</p>	Prior to commencement of any works.
<b>35</b>	<p><b>Building Set Backs</b></p> <p>All dwellings identified as Type D housing development must have at least one side set back of at least 1 metre to the lease boundary.</p>	At all times.

**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.

Moved: Cr Michael Enright

Seconded: Cr Virginia West

That the General Manager Customer and Regional Prosperity's recommendation be adopted

For: Crs Greg Christensen, Jeff McConnell, Virginia West, Michael Enright and Marshall Chalk

Against: Crs Derek Swanborough and Duncan McInnes

Carried 5/2

**From:** "Marie Scott" <marie.s@scenicrim.qld.gov.au>  
**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

---

#### 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

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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

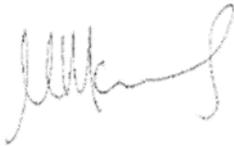
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An applicant may make representations to a concurrence agency, at any time before the application is decided, about changing a matter in the referral agency response (section 30 of the Development Assessment Rules). Copies of the relevant provisions 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 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

enc Attachment 1 - Reasons for referral agency response  
Attachment 2 - Representations provisions

## **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



- 1. Entry gates
  - 2. Office
  - 3. Letterboxes
  - 4. Resident's Central Facility
  - 5. Multi-Purpose lawn
  - 6. Pool
  - 7. Stormwater
  - 8. Community Garden
  - 9. Gravel pathway around edge of homes to create a walking loop
  - 10. Pickle Ball Courts
  - 11. Off-leash dog park
  - 12. Service / emergency access
  - 13. Fauna corridor
  - 14. Retain existing trees
  - 15. Caravan Parking
  - 16. Hobby shed
  - 17. Retained Natural Bushland (koala habitat) area
- 
- - - Bushfire Setback
  - Setback to significant civil works
  - Koala habitat line
  - Extent of managed ground layer

Prepared by Byrns Lardner

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SCALE: 1:2000 @ A3 18 / 66

### 4.2 Detail Master Plan



**LEGEND AND DEVELOPMENT SUMMARY**

52	TYPE A - 11.5m x 15m 2 BED, 2 BATH, 1 or 2 CAR
57	TYPE B - 12.5m x 15m 2 BED, 2 BATH, 2 CAR
31	TYPE C - 13m x 18m 3 BED, 2 BATH, 2 CAR
37	TYPE D - 10m x 18m 3 BED, 2 BATH, 2 CAR
3	TYPE E - 9m x 19m 2 BED, 2 BATH, 1 CAR
8	SPECIAL TYPE 3 BED, 2 BATH, 2 CAR

**188 TOTAL**

- VISITOR CAR PARKING 62 SPACES
- 220,700m<sup>2</sup> SUBJECT SITE
- PROPOSED COMPENSATING CUT ZONE. BUILDINGS, LAWN, POOL AND COURTS TO BE BUILT ON A SUSPENDED CONCRETE PLATFORM OVER.
- KOALA HABITAT AREA (SARA DA MAPPING) 11.037ha
- STORM WATER DEVICES
- 12m MANAGED UNDER STOREY ZONE FOR BUSH FIRE PURPOSES
- 15.9m BUSHFIRE SETBACK SETBACK (10kW/m<sup>2</sup>). MEASURED FROM THE KOALA HABITAT AREA
- 15m SETBACK TO AREAS OF SIGNIFICANT EARTHWORKS (VEGETATION MANAGEMENT ZONE)
- APPROXIMATE DRAINAGE LINE
- 10m SETBACK TO EITHER SIDE OF THE APPROXIMATE DRAINAGE LINE
- 30m ENVIRONMENTAL CORRIDOR
- SIGNIFICANT RETAINING WALL (2m OR HIGHER)
- PROPOSED RL'S
- EXISTING RL'S
- GRAVEL PATH

Note:  
Lot sizes listed in legend are the minimum site size with some sites being larger and all corner site are any additional 1m wide.

Roads are maximum 1:20 unless otherwise noted (subject to final civil design)

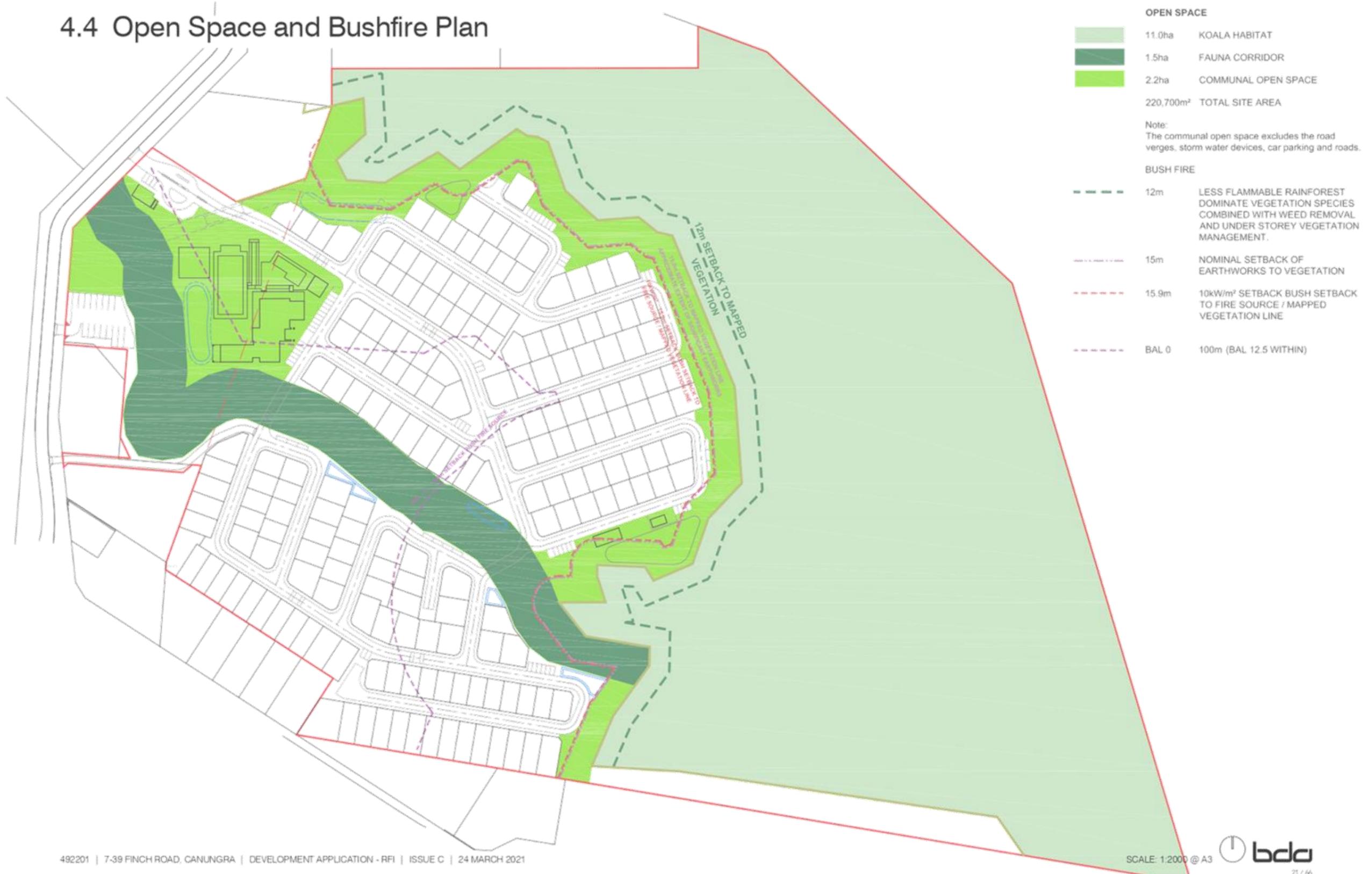
### 4.3 Staging Plan



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SCALE: 1:2000 @ A3  20 / 66

### 4.4 Open Space and Bushfire Plan

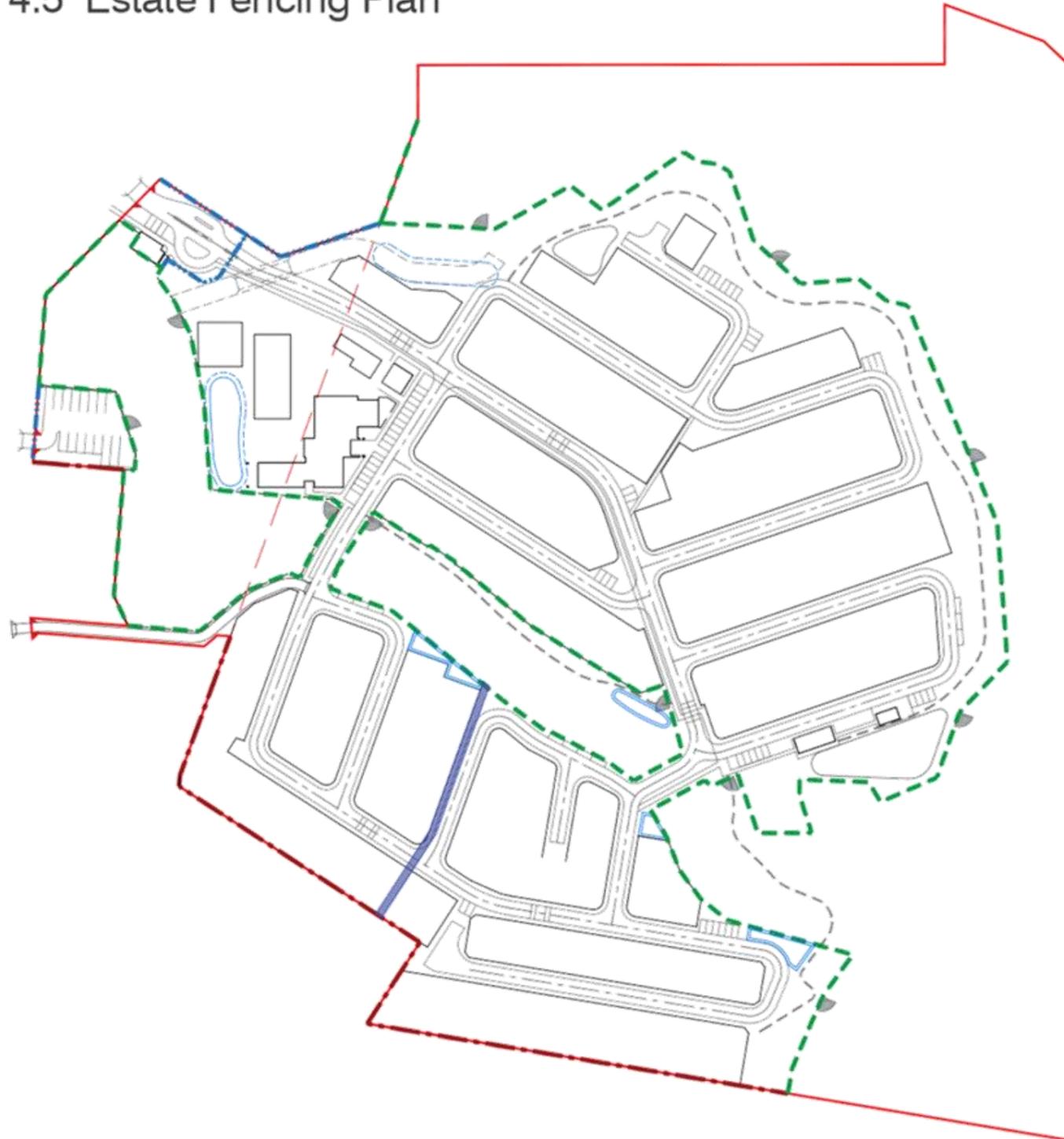


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SCALE: 1:2000 @ A3



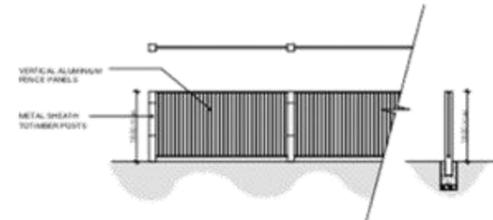
# 4.5 Estate Fencing Plan



- FENCING TYPES**
- - - FAUNA FENCING
  - - - 1.8m HIGH GOOD NEIGHBOR FENCING
  - - - 2.0m HIGH SECURITY FENCING
  - - - GRAVEL PATH
- INDICATIVE GATE ACCESS TO FAUNA AREAS  
(Subject to bushfire, maintenance and environmental requirements.)
- Note:  
Refer to POD fencing controls regarding fencing between and around the homes.

**FAUNA FENCING TYPES**

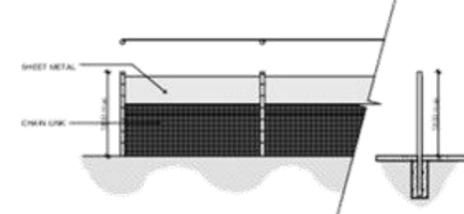
TYPE A - Vertical timber post and aluminium fencing



TYPE A



TYPE B - Chain link fencing



TYPE B



### 4.7 Movement Network



#### Pedestrian Circulation

- - - Public Pedestrian Link
- Private Pedestrian Path
- Pedestrian Entry
- Gravel Pathway
- Secure Front Entry
- Open Space / Pedestrian node
- ⋯ Shared pedestrian and vehicle on street in a low speed environment
- ⋯ Emergency/Service Access

*Note: Streets are designed to be a shared pedestrian and vehicular space.*



#### Traffic Circulation

- Residential Street - Minor 10m wide zone
- Residential Street - Major 12 m wide zone
- - - Public Road frontage
- - - Neighbourhood homes on boundary
- = = = Car Park Security Gate
- Service Vehicle Access
- Visitor Parking
- Caravan Parking (17 no.)
- ▲ Primary Entry

## 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 incorporates 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 PAN)

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.

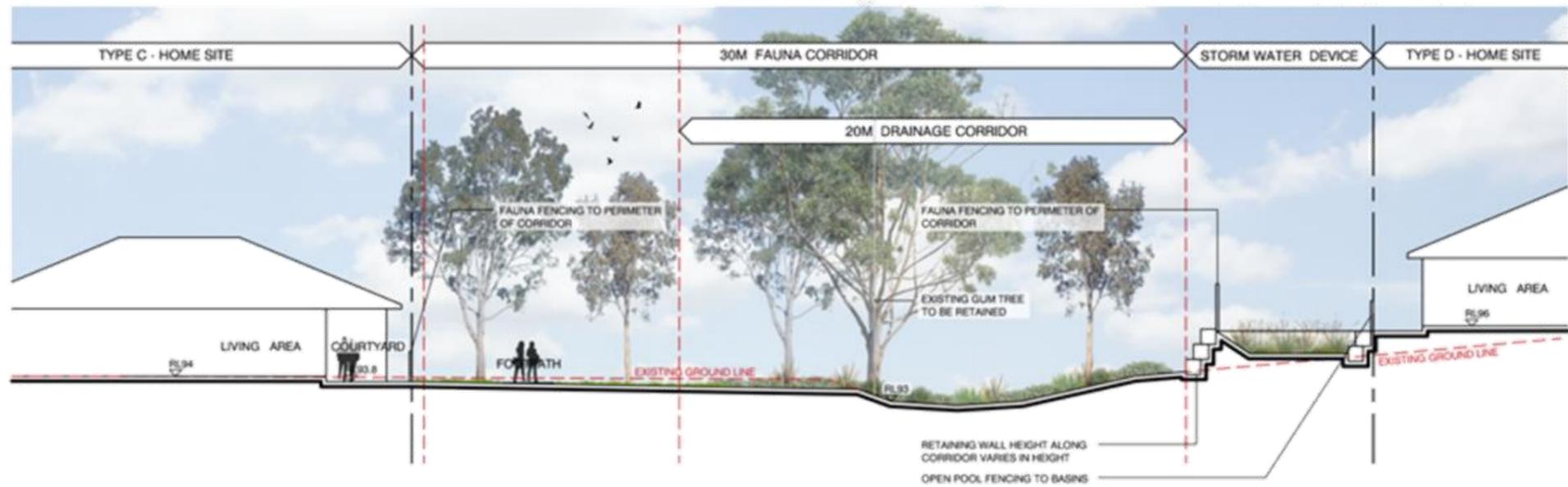
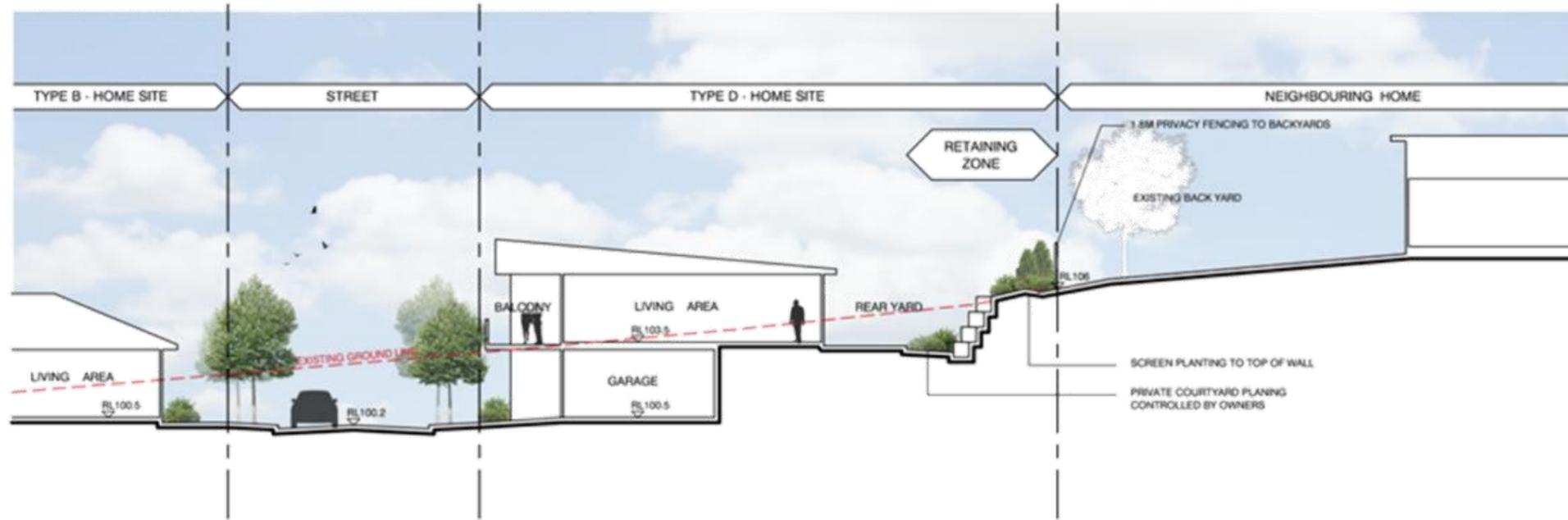
### 4.9 Plan of Development Master Plan



- LEGEND AND DEVELOPMENT SUMMARY**
- TYPE A
  - TYPE B
  - TYPE C
  - TYPE D
  - SPECIAL TYPE
  - SUBJECT SITE
  - KOALA HABITAT AREA (SARA DA MAPPING) 11.037ha
  - 12m MANAGED UNDER STOREY ZONE FOR BUSH FIRE PURPOSES SO A TO PROVIDE A 34.5m SETBACK TO THE HOMES
  - 15.9m BUSHFIRE SETBACK SETBACK
  - 30m ENVIRONMENTAL CORRIDOR
  - SIGNIFICANT RETAINING WALL (2m OR HIGHER)
  - DOUBLE ZERO LOT
  - SINGLE ZERO LOT BOUNDARY
  - 1m SETBACK
  - 1.5m SETBACK
  - 2.5m SETBACK
  - 3.0m SETBACK
  - SPECIFIC SETBACK REQUIREMENTS

**Note:**  
Setbacks are measured to the outer edge of the wall. Eaves, balconies, hoods, screens and projected architectural elements may extend a maximum of 0.6m into the setbacks or to a minimum of 0.45m from the lease boundary, whichever is the greater.

### 4.10 Interface Sections (1)

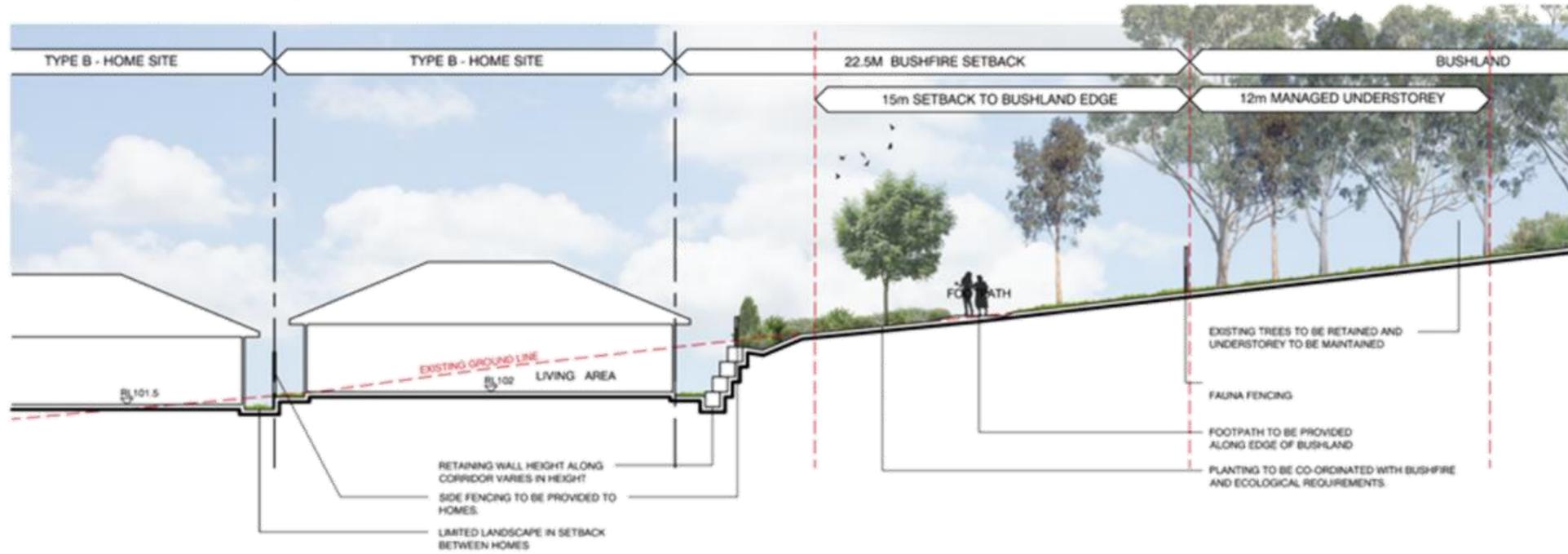


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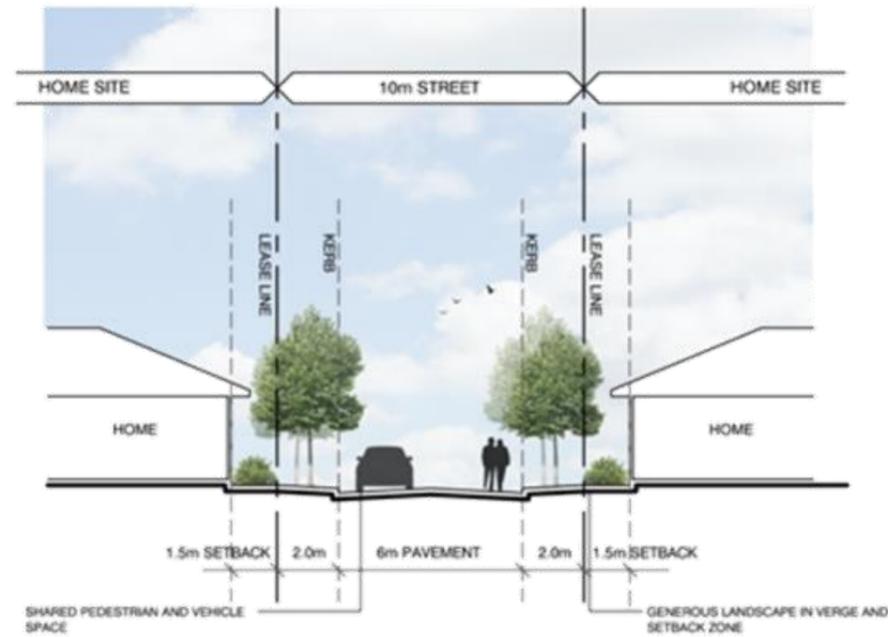
SCALE: 1:200 @ A3 **bda**  
27 / 66

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Version: 1 | Version Date: 24/03/2021

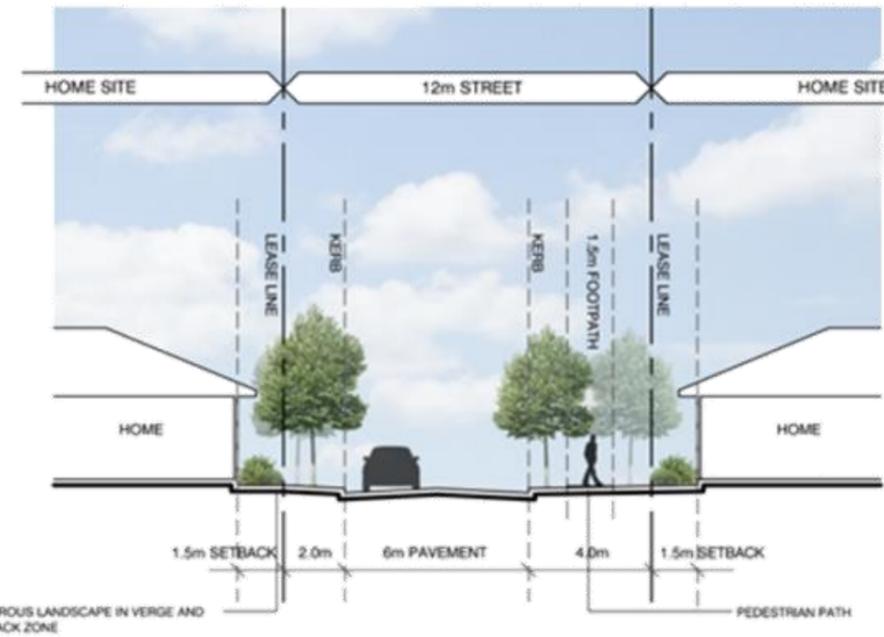
### 4.11 Interface Sections (2)



SECTION C  
1:200

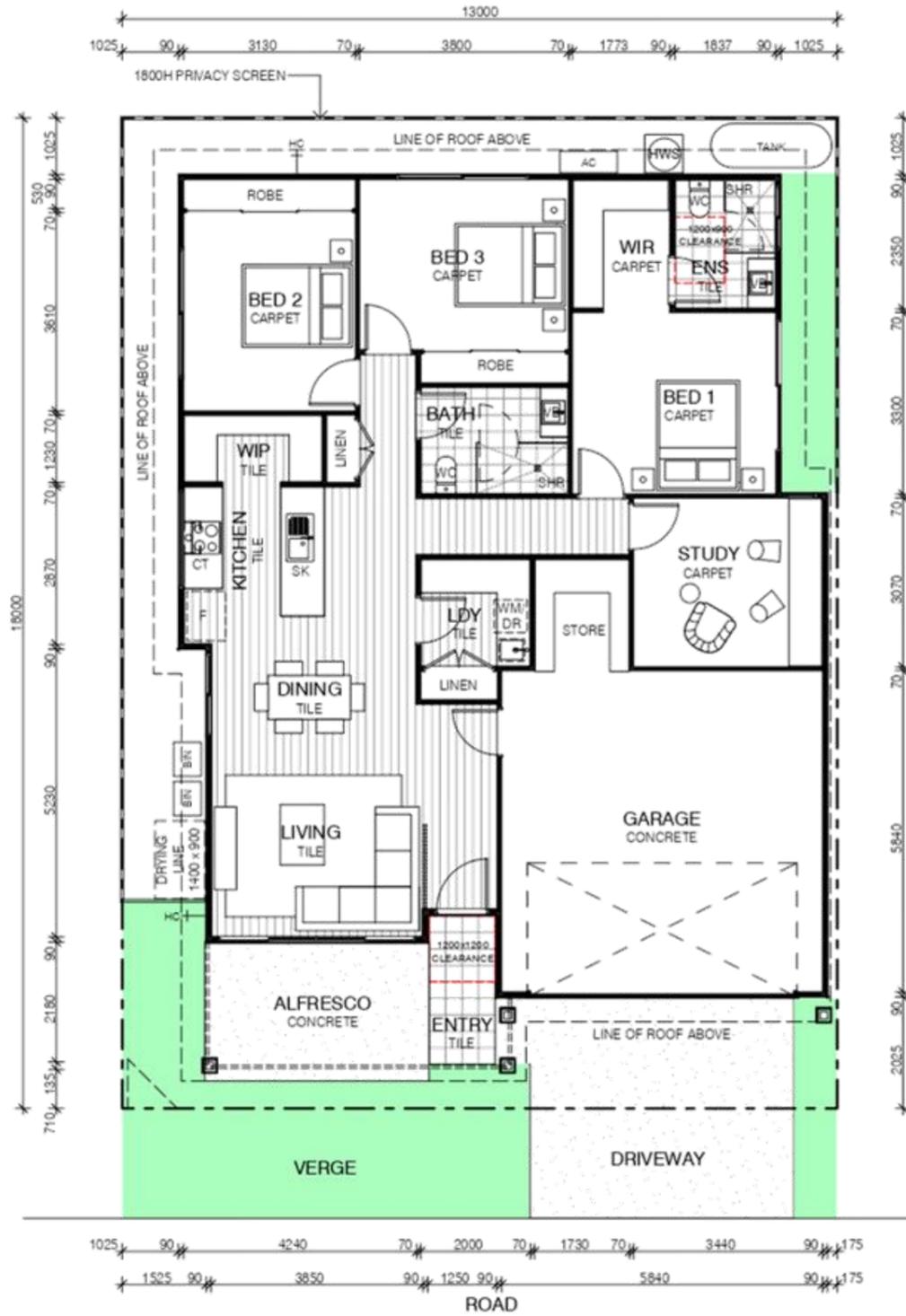


TYPICAL ROAD SECTION - 10m ALLOWANCE  
1:200



TYPICAL ROAD SECTION - 12m ALLOWANCE  
1:200

### 6.6 Home Type C2



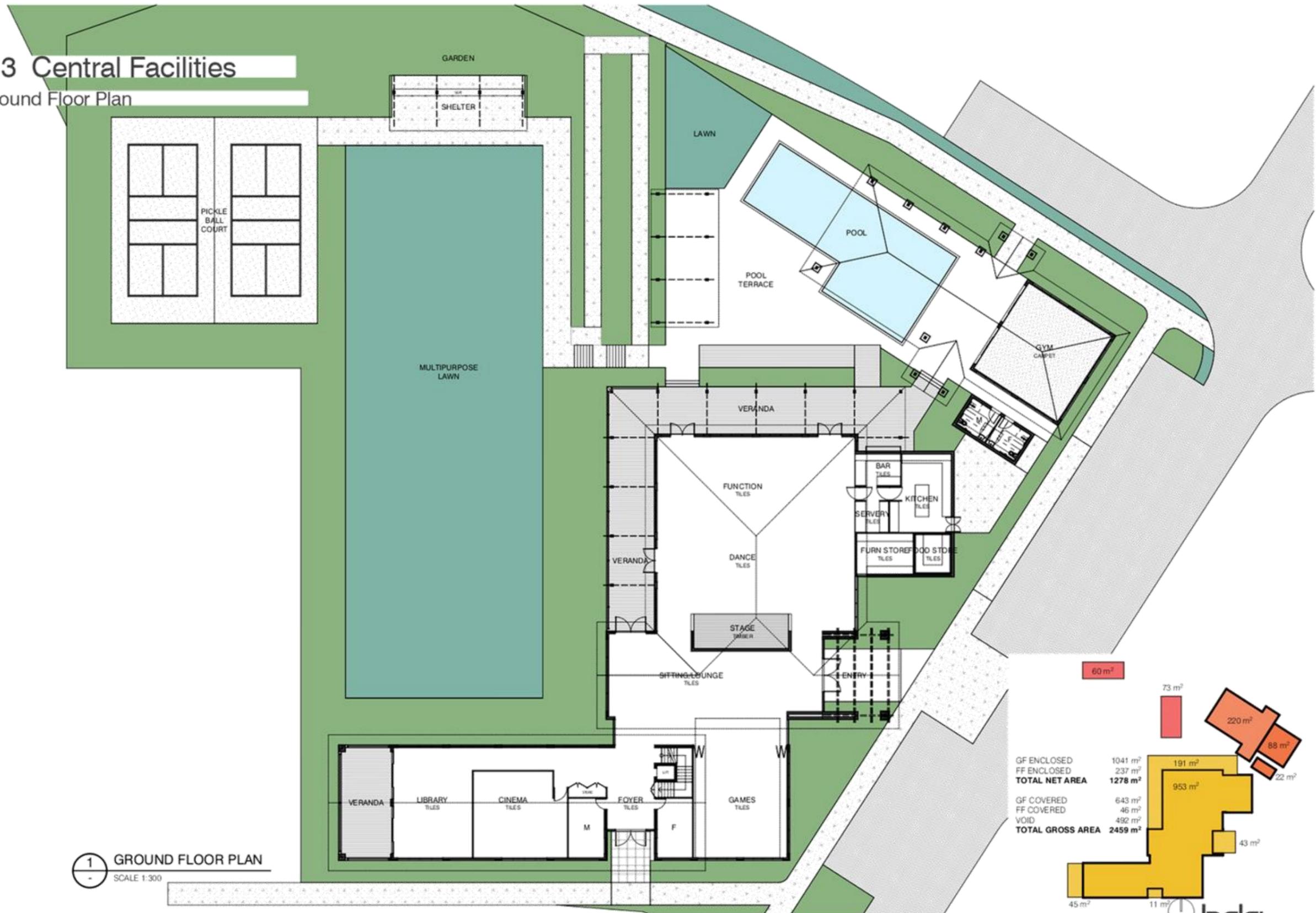
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<b>TYPE C2</b>	AREA	13m x 18m LOT
	166m <sup>2</sup> ENCLOSED	234m <sup>2</sup> LOT AREA
	10m <sup>2</sup> PATIO	75% SITE COVER
	176m <sup>2</sup> GFA	



# 7.3 Central Facilities

## Ground Floor Plan



1 GROUND FLOOR PLAN  
SCALE 1:300

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SCALE: 1:300 @ A3 54 / 66

# 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

**Attachments:** Nil

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#### 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 changes:
  - 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.

Moved: Cr Michael Enright

Seconded: Cr Marshall Chalk

That the General Manager Council Sustainability's recommendation be adopted

Carried unanimously

## 11 Confidential Matters

At 2.08pm, Council resolved into closed session, in accordance with Council's Meetings and Other Forums Procedure relating to closed Council Meetings and the provisions of Section 254J(3) of the *Local Government Regulation 2012*, to discuss confidential items relating to:

(c) the local government's budget

Moved: Cr Duncan McInnes

Seconded: Cr Virginia West

For: Crs Greg Christensen, Virginia West, Michael Enright, Marshall Chalk and Duncan McInnes

Against: Crs Derek Swanborough and Jeff McConnell

Carried 5/2

At 3.18pm, following discussion in closed session, Council resumed in open session for the proposal of resolutions.

Moved: Cr Michael Enright

Seconded: Cr Virginia West

Carried unanimously

**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

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**Recommendation**

That:

1. Council endorse the allocation of \$270,000 for the provision of additional scope to the Geissmann Oval public amenities project and that this will be ratified with 'in principle' support for inclusion in the September 2021 budget review; and
2. In accordance with clause 22.6.3 of the Scenic Rim Regional Council Standing Orders Procedure CM03.01PR.01, Council release the paragraphs of the Ordinary Meeting Confidential Agenda report pertaining to the additional scope of the Geissmann Oval public amenities project.

Moved: Cr Derek Swanborough

Seconded: Cr Jeff McConnell

That the General Manager Asset and Environmental Sustainability's recommendation be adopted

For: Crs Greg Christensen, Derek Swanborough, Jeff McConnell, Virginia West, Marshall Chalk and Duncan McInnes

Against: Cr Michael Enright

Carried 6/1

**Attachments**

- 1 Item 11.1 Report - Confidential Agenda Ordinary Meeting 17 August 2021

The Ordinary Meeting ended at 3.24pm.

To be confirmed on 7 September 2021.

**Cr Greg Christensen**

**Mayor**