



Redland
CITY COUNCIL

MINUTES

GENERAL MEETING

Wednesday, 21 February 2024

The Council Chambers
91 - 93 Bloomfield Street
CLEVELAND QLD

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**GENERAL MEETING
HELD AT THE COUNCIL CHAMBERS, 91 - 93 BLOOMFIELD STREET, CLEVELAND QLD
ON WEDNESDAY, 21 FEBRUARY 2024 AT 9.30AM**

1 DECLARATION OF OPENING

The Mayor declared the meeting open at 9:30am and acknowledged the Quandamooka people, who are the traditional custodians of the land on which Council meets.

The Mayor also paid Council's respect to their elders, past and present, and extended that respect to other indigenous Australians who were present.

2 RECORD OF ATTENDANCE AND LEAVE OF ABSENCE

MEMBERS PRESENT: Cr Karen Williams (Mayor), Cr Wendy Boglary (Division 1), Cr Peter Mitchell (Division 2), Cr Paul Gollè (Division 3), Cr Lance Hewlett (Division 4), Cr Mark Edwards (Division 5), Cr Julie Talty (Deputy Mayor and Division 6), Cr Rowanne McKenzie (Division 7), Cr Tracey Huges (Division 8), Cr Paul Bishop (Division 10)

VIRTUAL ATTENDANCE: Nil.

EXECUTIVE LEADERSHIP TEAM: Andrew Chesterman (Chief Executive Officer), Deborah Corbett-Hall (Acting General Manager Organisational Services), Louise Rusan (General Manager Community & Customer Services), Dr Nicole Davis (General Manager Infrastructure & Operations), Christopher Isles (General Manager Advocacy, Major Projects & Economic Development), Andrew Ross (Executive Group Manager Risk & Legal Services), Amanda Daly (Executive Group Manager People, Culture & Organisational Performance)

MINUTES: Sarah Lewin (Acting Corporate Meetings & Registers Team Leader)

LEAVE OF ABSENCE**COUNCIL RESOLUTION 2024/16**

Moved by: Cr Paul Bishop

Seconded by: Cr Wendy Boglary

That a leave of absence is granted for Councillor Adelia Berridge.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

COUNCILLOR ABSENCES DURING THE MEETING

Cr Julie Talty left the meeting at 9:50am and returned at 9:55am (during item 4).

3 DEVOTIONAL SEGMENT

Pastor Angie Herranz, of Chaplaincy Australia also a member of the Minister's Fellowship led Council in a brief Devotional segment.

CONDOLENCE

Councillor Paul Bishop expressed condolences for Ian Kelk:

It is with great sadness that I acknowledge the passing of Ian Kelk. Ian has been an educator and a resident of the Redlands community for many years, and was the former commodore of the Wynnum Redlands Canoe Club.

I will attend Ian's memorial service on Friday, and I will make a presentation at the next General Meeting. I wish to acknowledge the loss to his family and our community.

4 RECOGNITION OF ACHIEVEMENT

4.1 AUSTRALIA DAY HONOURS

Mayor Karen Williams recognised Australia Day Honours awards recipients Dr Vicki Flenady, James Niven and Joan Brotherton:

Today I have the great privilege of recognising three inspiring members of the Redlands Coast community, Dr Vicki Flenady, James Niven and Joan Brotherton.

These individuals are known for going above and beyond to help others in the community and have given many years of their lives to public service.

Their dedication, commitment and contributions to Redlands Coast and wider society are truly inspiring.

Last month they were acknowledged for their hard work with recognition on the Australia Day Honours List.

These accolades are given to individuals who consistently perform to the highest standard within their chosen field.

They recognise the very best our nation has to offer.

It gives me great pleasure to acknowledge their incredible service to the community today.

James Niven

James Niven received a Medal of the Order of Australia (OAM) for service to the building and construction industry.

James is heavily involved in the Queensland chapter of the Australian Institute of Building, where he has served as a committee member since 1997, and is the current chairman of the Events and Sponsorship Committee.

James previously served as treasurer, secretary and president.

James' work with the Australian Institute of Building extends to the national body, where he has been the Budgeting Moderator for a judging panel since 2002 and previously served as a National Councillor and Acting Executive Director.

James is the current director of Janivco, a position he has held since 1989, and was a Cost Planner with the organisation between 1989-2016.

James' other roles within the industry include Member of the Australian Institute of Quantity Surveyors and Member of the Queensland Education and Mentoring Committee, National Women in Construction.

Joan Brotherton

Joan Brotherton received a Medal of the Order of Australia (OAM) for service to lawn bowls.

Joan is involved in the sport on Redlands Coast and across Queensland.

Joan's roles with the Gateway District Ladies Bowls Association have included umpire coordinator, president, vice president, secretary, board member, match coordinator and delegate to Bowls Queensland.

Joan is the current umpire coordinator and secretary at Victoria Point Bowls and Recreation Club, where she previously served as president, ladies vice president and deputy chair.

Her other active roles in the sport include Bowls Queensland Umpire Committee member, bowls presenter and assessor, international technical officer, and Level 1 and 2 national umpire.

She is a former secretary and assistant secretary of Cleveland Bowls Club, bowls title holder in Queensland, New South Wales and the Northern Territory, and served as a bowls official at the 2010 Commonwealth Games in Delhi, India.

Dr Vicki Flenady

Dr Vicki Flenady was named a Member of the Order of Australia (AM) for significant service to medical research, particularly in the field of perinatal mortality.

Vicki has held various roles with the International Stillbirth Alliance, the Mater Research Institute, University of Queensland, and the Perinatal Society of Australia and New Zealand.

Vicki has also served as a member of the Perinatal Sub-Committee with the Maternal Perinatal Quality Council since 2004 and has been Chair of the Perinatal Mortality Committee since 2008, both of which fall under the banner of Queensland Health.

I think everyone here will agree that these individuals have demonstrated an exceptional level of service in their chosen fields.

And they are all very worthy recipients of Australia Day Honours. Congratulations!

5 RECEIPT AND CONFIRMATION OF MINUTES

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2024/17

Moved by: Cr Rowanne McKenzie

Seconded by: Cr Peter Mitchell

That the minutes of the General Meeting held on 17 January 2024 be confirmed.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

6 DECLARATION OF PRESCRIBED CONFLICT OF INTERESTS AND DECLARABLE CONFLICT OF INTERESTS

Nil.



7 MATTERS OUTSTANDING FROM PREVIOUS COUNCIL MEETINGS**7.1 SUBORDINATE LOCAL LAW NO. 4 (LOCAL GOVERNMENT CONTROLLED AREAS, FACILITIES AND ROADS) (2015) 2023 COMMUNITY CONSULTATION**

At the General Meeting 15 February 2023 (Item 13.3 refers), Council resolved as follows:

That in accordance with Council's Local Law-Making Process adopted on 20 March 2019; pursuant to section 29 of the Local Government Act 2009, Council resolves as follows:

- 1. To receive and note the Community Consultation Feedback Review (Attachment 3) of this report.*
- 2. To request officers provide Councillors with a detailed briefing of the proposed changes, discuss concerns including pedestrian and rider safety, infrastructure requirements and solutions at a Councillor workshop to be held on 13 March 2023.*
- 3. To request officers to bring back a further report to a future General Meeting with recommendations and the amended Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2015 to a future meeting of Council.*

A report will be brought to a future meeting of Council addressing dot point 3 above.

7.2 NOTICE OF MOTION - CR JULIE TALTY - REPORT ON COUNCIL'S PROGRAMS RELATED TO THE ENVIRONMENTAL PROTECTION AND BIODIVERSITY CONSERVATION ACT

At the General Meeting 19 July 2023 (Item 18.1 refers), Council resolved as follows:

That Council resolves as follows:

1. *That Council undertakes a comprehensive report on the programs and infrastructure provision including expenditure, both operational and capital, in relation to koalas and threatened species management, and native vegetation rehabilitation and revegetation.*
2. *That a report be brought back to Council, and made publicly available on the Council website, explaining the success or other outcomes over the last ten years, and where known, planned in the coming five years in relation to koalas and threatened species management, and native vegetation rehabilitation and revegetation.*
3. *That the report be provided to the Federal Government to assist in Environmental Protection Biosecurity Conservation (EPBC) assessment of community infrastructure.*

A report will be brought to a future meeting of Council.

7.3 DRAFT BIRKDALE COMMUNITY PRECINCT LOCAL GOVERNMENT INFRASTRUCTURE DESIGNATION CONSULTATION REPORT

At the General Meeting 13 September 2023 (Item 14.1 refers), Council resolved as follows:

That Council resolves as follows.

- 1. To endorse the Birkdale Community Precinct Local Government Infrastructure Designation Consultation Summary Report, including responses to submissions.*
- 2. To note that officers will continue to progress amendments to the Birkdale Community Precinct Local Government Infrastructure Designation based on the Consultation Report, and that a report seeking Council endorsement to make the designation will be brought to a future meeting of Council.*
- 3. To thank the community for its participation in the consultation.*

A report will be brought to a future meeting of Council.

7.4 SUSPECTED CONDUCT BREACH

At the General Meeting 17 January 2024 (Item 20.2 refers), Council resolved as follows:

In making this decision, the Council has considered the conduct circumstances, including the livestream publication of the General Meeting of 13 December 2023, the costs incurred to date, and the disruption caused to the meeting Chamber, the community, staff and Councillors present at the time.

The Council has also considered this officer report at Item 20.2, the Councillor legal advice circulated by email on 15 January 2024, the Councillor legal submission on 11 January 2024 and the Council legal response to the submission on 12 January 2024.

Subsequently, Council resolves as follows:

- 1. Pursuant to section 150AG (1)(a) of the Local Government Act 2009, and in accordance with 150K (1) of the Local Government Act 2009, the subject Councillor engaged in a conduct breach by refusing to follow an order from the Acting Chairperson to leave the meeting whilst a matter was discussed and voted on.*
- 2. Pursuant to sections 150AG (1)(b) and 150AH (1) of the Local Government Act 2009, to make the following orders:*
 - a) An order that the Councillor make a public apology, in a way agreed to by the Chief Executive Officer, for the conduct at the General Meeting scheduled 21 February 2024;*
 - b) An order reprimanding the Councillor for the conduct;*
 - c) An order that the Councillor attend training conducted by the Department of Local Government, to address the Councillor's conduct, including at the Councillor's expense, within the next six months if re-elected;*
 - d) An order that if the Councillor engages in the same type of conduct again, it will be treated as misconduct;*
 - e) An order that the Councillor reimburse the local government for the legal costs arising from the Councillor's conduct breach, up to a maximum amount of \$1,500, within the next three months.*
- 3. Pursuant to sections 150DX and 150DY of the Local Government Act 2009, to update the Councillor Conduct Register.*
- 4. That this report and attachment be made publicly available when the General Meeting minutes are published.*

8 MAYORAL MINUTE

Nil.



9 PUBLIC PARTICIPATION**MOTION TO SUSPEND STANDING ORDERS AT 9:59AM****COUNCIL RESOLUTION 2024/18**

Moved by: Cr Mark Edwards

Seconded by: Cr Peter Mitchell

That Council suspend standing orders for a five minute participation segment.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

1. Malcolm Farnham, resident of Capalaba regarding a petition against Development Application MCU23/0181 9 Jasen Street, Capalaba.

MOTION TO RESUME STANDING ORDERS AT 10:06AM**COUNCIL RESOLUTION 2024/19**

Moved by: Cr Mark Edwards

Seconded by: Cr Peter Mitchell

That Council resume standing orders.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

10 PETITIONS AND PRESENTATIONS

10.1 PETITION - CR WENDY BOGLARY - REQUEST TO STOP DESTRUCTION OF WELLINGTON POINT BUSH TRACK

COUNCIL RESOLUTION 2024/20

Moved by: Cr Wendy Boglary

Seconded by: Cr Paul Bishop

That the petition is of an operational nature and be received and referred to the Chief Executive Officer for consideration.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

10.2 PETITION - CR JULIE TALTY - REQUEST FOR FOOTPATH CONSTRUCTION REDLAND BAY

COUNCIL RESOLUTION 2024/21

Moved by: Cr Julie Talty

Seconded by: Cr Mark Edwards

That the petition is of an operational nature and be received and referred to the Chief Executive Officer for consideration.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

**10.3 PETITION - CR TRACEY HUGES - REQUEST TO INSTALL SPEED HUMPS ON SPIRIT DRIVE
CAPALABA**

COUNCIL RESOLUTION 2024/22

Moved by: Cr Tracey Huges

Seconded by: Cr Paul Bishop

That the petition is of an operational nature and be received and referred to the Chief Executive Officer for consideration.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

10.4 PETITION - CR TRACEY HUGES - DEVELOPMENT APPLICATION MCU23/0181 9 JASEN STREET CAPALABA

COUNCIL RESOLUTION 2024/23

Moved by: Cr Tracey Huges

Seconded by: Cr Mark Edwards

That the petition is of an operational nature and be received and referred to the Chief Executive Officer for consideration.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

11 MOTION TO ALTER THE ORDER OF BUSINESS

Nil.



12 REPORTS FROM THE OFFICE OF THE CEO

Nil.

13 REPORTS FROM ORGANISATIONAL SERVICES**13.1 JANUARY 2024 MONTHLY FINANCIAL REPORT****Objective Reference:** A8134910**Authorising Officer:** Peter Paterson, Acting Executive Group Manager Financial Services & Chief Financial Officer**Responsible Officer:** Peter Paterson, Acting Executive Group Manager Financial Services & Chief Financial Officer**Report Author:** Udaya Panambala Arachchilage, Corporate Financial Reporting Manager**Attachments:** 1. January 2024 Monthly Financial Report [↓](#)**PURPOSE**

To note the year to date financial results as at 31 January 2024.

BACKGROUND

Council adopts an annual budget and then reports on performance against the budget on a monthly basis. This is not only a legislative requirement but enables the organisation to periodically review its financial performance and position and respond to changes in community requirements, market forces or other outside influences.

ISSUES***2023-2024 budget review***

Council adopted its revised budget at the General Meeting on 13 December 2023 and the updated budget numbers are reflected in this report. The capital portfolio continues to be reprioritised and delivered.

Capital program progress

The Executive Leadership Team reviews the progress of the capital program on a regular basis. Council's capital works expenditure is ahead of budget by \$10.72M, due to the early and pro-active engagement with the market and the active management of contracts. The program is frequently and actively re-prioritised and managed to ensure that projects continue to be delivered on behalf of the community. Council is on track to deliver the largest annual capital expenditure program to date.

STRATEGIC IMPLICATIONS

Council has either achieved or favourably exceeded the following key financial sustainability ratios as at the end of January 2024.

- Operating Surplus Ratio
- Operating Cash Ratio
- Unrestricted Cash Expense Cover Ratio
- Asset Sustainability Ratio
- Asset Consumption Ratio
- Leverage Ratio

- Net Financial Liabilities Ratio

The Council-Controlled Revenue, Population Growth, and Asset Renewal Funding Ratios are reported for contextual purposes only. Population Growth and Asset Renewal Funding Ratios will not materially change from month to month.

Legislative Requirements

The January 2024 financial report is presented in accordance with the legislative requirement of section 204(2) of the *Local Government Regulation 2012*, requiring the Chief Executive Officer to present the financial report to a monthly Council meeting.

Risk Management

The January 2024 financial report has been noted by the Executive Leadership Team and relevant officers who can provide further clarification and advice around actual to budget variances.

Financial

There is no direct financial impact to Council as a result of this report, however it provides an indication of financial outcomes at the end of January 2024.

People

Nil impact expected as the purpose of the attached report is to provide financial information to Council based upon actual versus budgeted financial activity.

Environmental

Nil impact expected as the purpose of the attached report is to provide financial information to Council based upon actual versus budgeted financial activity.

Social

Nil impact expected as the purpose of the attached report is to provide financial information to Council based upon actual versus budgeted financial activity.

Human Rights

There are no human rights implications for this report as the purpose of the attached report is to provide financial information to Council based upon actual versus budgeted financial activity.

Alignment with Council's Policy and Plans

This report has a relationship with the following items of Council's *Our Future Redlands – A Corporate Plan to 2026 and Beyond*:

Efficient and effective organisation objectives

- 7.1 Improve the efficiency and effectiveness of Council's service delivery to decrease costs, and enhance customer experience and community outcomes.
- 7.4 Demonstrate good governance through transparent, accountable processes and sustainable practices and asset management.

CONSULTATION

Consulted	Date	Comment
Council departmental officers	Year to date 31 January 2024	Consulted on financial results and outcomes

Financial Services Group officers	Year to date 31 January 2024	Consulted on financial results and outcomes
Executive Leadership Team and Senior Leadership Team	Year to date 31 January 2024	Recipients of variance analysis between actual and budget. Consulted as required

OPTIONS**Option One**

That Council resolves to note the financial position, results and ratios for January 2024 as presented in the attached Monthly Financial Report.

Option Two

That Council resolves to request additional information.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2024/24

Moved by: Cr Peter Mitchell

Seconded by: Cr Rowanne McKenzie

That Council resolves to note the financial position, results and ratios for January 2024 as presented in the attached Monthly Financial Report.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

13.2 OPERATIONAL PLAN QUARTERLY PERFORMANCE REPORT DECEMBER 2023**Objective Reference:** A8138300**Authorising Officer:** Deborah Corbett-Hall, Acting General Manager Organisational Services**Responsible Officer:** Tony Beynon, Group Manager Corporate Governance**Report Author:** Daniella Busk, Acting Adviser Operational Planning & Performance**Attachments:** 1. **Operational Plan Quarterly Performance Report Quarter Two (October - December 2023)** [↓](#)**PURPOSE**

To provide an update on the progress of the Operational Plan 2023-2024 for Quarter Two from 1 October to 31 December 2023.

BACKGROUND

The *Local Government Act 2009* requires Council to adopt an operational plan each year. The Operational Plan 2023-2024 (the Plan) is an important planning document which sets out how Council intends to implement the Corporate Plan *Our Future Redlands – A Corporate Plan to 2026 and Beyond*.

The Plan is structured to reflect the seven goals (themes) of the Corporate Plan, and outlines activities that Council plans to deliver to progress the 30 Catalyst Projects and 37 Key Initiatives in the 2023-2024 financial year.

The *Local Government Regulation 2012* requires the Chief Executive Officer to present a written assessment of Council's progress towards implementing the annual Operational Plan at meetings of Council, at least quarterly.

ISSUES

The Operational Plan 2023-2024 Performance Report (Attachment 1) focusses on Council's performance from 1 October 2023 to 31 December 2023. It includes a progress and status update for each activity for Catalyst Projects and Key Initiatives outlined in the Plan.

The report provides commentary by exception on activities that are not 100% complete in Quarter Two. In addition, the report provides Key Activities and Highlights under each goal (theme) of the Corporate Plan.

The following summarises the status of the 67 Catalyst Projects and Key Initiatives outlined in the Operational Plan 2023 – 2024 as of 31 December 2023:

On Track	57
Monitor	5
Concern	1
Completed	4
Cancelled	0
Total	67

The four Catalyst Projects and Key Initiatives finalised by Council during the Operational Plan 2023 – 2024 are as follows:

- Catalyst Project 3.3 New City Entry Statement
- Catalyst Project 4.4 Minjerribah Panorama Coastal Walk
- Catalyst Project 5.3 Marine Public Transport Facility Program
- Key Initiative 7.3 Improve our value for money delivery through the upgrade of our financial management system.

The following summarises the status of the 70 activities outlined in the Operational Plan 2023 – 2024 as of 31 December 2023:

On Track	59
Monitor	5
Concern	1
Completed	5
Cancelled	0
Total	70

STRATEGIC IMPLICATIONS

Legislative Requirements

This report has been prepared in compliance with section 174(3) of the *Local Government Regulation 2012* which states that ‘*The chief executive officer must present a written assessment of the local government’s progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months*’.

Risk Management

The risk of not delivering the Plan is that Council does not achieve the commitments set out in the longer-term Corporate Plan. Each activity has associated risks which are managed by the relevant area of Council.

Financial

The Plan is funded by the 2023-2024 Annual Budget adopted by Council on 26 June 2023.

People

Although delivery of the Plan itself is dependent on staff resources, there are no direct impacts on people resulting from this report.

Environmental

Some activities within the Plan directly contribute to Council’s environmental commitments. However, this report does not have any direct environmental impacts.

Social

Some activities within the Plan directly contribute to Council’s social commitment. However, this report does not have any direct social impacts.

Human Rights

There are no human rights implications associated with this report.

Alignment with Council's Policy and Plans

This performance report is in response to Council's Operational Plan 2023-2024. The Plan outlines activities against the seven goals (themes) in the Corporate Plan that Council plans to deliver in 2023-2024. As such, it is a key planning document and consistent with Council's current Corporate Plan *Our Future Redlands – A Corporate Plan to 2026 and Beyond*.

Council adopted its Corporate Plan on 16 December 2020, for commencement on 1 July 2021. The Corporate Plan provides Council with a framework for forward planning and future delivery of services and infrastructure.

CONSULTATION

Consulted	Consultation Date	Comments/Actions
Executive Group Manager People, Culture and Organisational Performance General Manager Organisational Services, General Manager Community and Customer Services General Manager Infrastructure and Operations General Manager Advocacy, Major Projects and Economic Development	January 2024	The activity progress and comments have been provided by the officers involved in delivering the activities within the Operational Plan 2023-2024.

OPTIONS

Option One

That Council resolves to note the Operational Plan 2023-2024 Performance Report for Quarter Two from 1 October 2023 to 31 December 2023, at Attachment 1.

Option Two

That Council resolves to note this report and request additional information.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2024/25

Moved by: Cr Rowanne McKenzie

Seconded by: Cr Tracey Huges

That Council resolves to note the Operational Plan 2023-2024 Performance Report for Quarter Two from 1 October 2023 to 31 December 2023, at Attachment 1.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

13.3 EXPANSION TO PAYMENT METHODS - AMERICAN EXPRESS**Objective Reference:** A8142927**Authorising Officer:** Deborah Corbett-Hall, Acting General Manager Organisational Services**Responsible Officer:** Peter Paterson, Acting Executive Group Manager Financial Services & Chief Financial Officer**Report Author:** Katharine Bremner, Budget & Systems Manager**Attachments:** Nil**PURPOSE**

To inform Council that investigations are taking place to introduce an additional payment method in support to Redlands Coast residents, visitors and stakeholders as part of Council's broader Digital Transformation and Customer Experience initiatives.

BACKGROUND

Council officers in Financial Services were approached by American Express in 2023 to ask if Redland City Council (Council) would consider expanding the acceptable cards offered for payment to include its own card. Council currently only offers Visa and Mastercard for card payments as outlined on its rate notice, website and other communications. In line with *Our Future Redlands – A Corporate Plan to 2026 and Beyond*, Council is looking to enhance digital media platforms and technologies as well as ensuring process improvement initiatives are informed by customer insights aimed at improving the customer experience. Data presented to Council by American Express suggests its customers are wanting to use their cards with local governments. Council is mindful ratepayers and customers often want to control their payment times and dates and electronic payment channels are a way of fully controlling the time and amount of payment.

American Express card payment is accepted in some other local governments.

ISSUES

Council has a financial institution that it banks with and the Financial Services Group will work with the Commonwealth Bank of Australia to ensure current processes and payment channels are positively impacted if American Express cards were introduced as an acceptable payment method in addition to Mastercard and Visa.

STRATEGIC IMPLICATIONS**Legislative Requirements**

Council officers are required to implement policies and priorities that promote excellence in service delivery and continual improvement in line with the Local Government Act 2009. Council is committed to working with others to consider how to improve the way all stakeholders transact with it.

Risk Management**Financial**

There is no direct financial impact to Council as a result of this report and it is part of business improvement to enhance customer service and the customer experience at Council.

Following thorough investigations with key stakeholders, should officers choose to implement American Express as a payment channel:

- American Express has stated it is willing to support Council with technical funding and communications to ensure the ratepayer is not impacted by this introduction of this payment method; and
- if there is an associated merchant fee, this will be recouped by Council in the form of a surcharge in line with Council's current FIN-017-P Revenue Policy. Of note, BPAY is Council's preferred method of receiving payments and no surcharge will be placed on payments made to Council by BPAY.

People

There is no direct financial impact to Council as a result of this report - it is noting some operational improvements. Should Council introduce an additional card holding, Redlands Coast residents, stakeholders and visitors will have more options to transact with Council.

Environmental

There is no direct financial impact to Council as a result of this report.

Social

There is no direct social impact to Council as a result of this report - it is noting some operational improvements. Should Council introduce an additional card holding, Redlands Coast residents, stakeholders and visitors will have more options to transact with Council.

Human Rights

There are no human rights implications for this report as the purpose of the attached report is to inform Councillors of an opportunity to increase payment methods if the benefits to Redlands Coast ratepayers and customers outweigh the costs.

Alignment with Council's Policy and Plans

This report has a relationship with the following items of Council's *Our Future Redlands – A Corporate Plan to 2026 and Beyond*:

Efficient and effective organisation objectives

- 7.1 Improve the efficiency and effectiveness of Council's service delivery to decrease costs, and enhance customer experience and community outcomes.
- 7.4 Demonstrate good governance through transparent, accountable processes and sustainable practices and asset management.

CONSULTATION

Consulted	Consultation Date	Comments/Actions
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Councillors, Executive Leadership Team and Finance Officers	12 December 2023	Presentation from American Express at its request to talk to its members’ desire to pay local government payments with an American Express card
Chief Financial Officer	Throughout 2023	Approached via email by American Express to consider whether Redland City Council would consider expanding its current payment methods and insight to other Councils that have signed up with it

OPTIONS

Option One

That Council notes officers are working with American Express to provide an additional payment method for customers.

Option Two

That Council discontinues working with American Express as an additional payment method.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2024/26

Moved by: Cr Peter Mitchell
Seconded by: Cr Rowanne McKenzie

That Council notes officers are working with American Express to provide an additional payment method for customers.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

14 REPORTS FROM ADVOCACY, MAJOR PROJECTS AND ECONOMIC DEVELOPMENT

Nil.



15 REPORTS FROM COMMUNITY & CUSTOMER SERVICES**15.1 STATE GOVERNMENT CORRESPONDENCE AND COUNCIL'S RIGHT TO INFORMATION REQUEST IN REGARD TO SHAPINGSEQ 2023****Objective Reference:** A8144016**Authorising Officer:** Louise Rusan, General Manager Community & Customer Services**Responsible Officer:** David Jeanes, Group Manager City Planning & Assessment**Report Author:** Brett Hookway, Principal Strategic Planner

- Attachments:**
1. Correspondence from Deputy Director General Planning Group [↓](#)
 2. State Government Proposed Fast Track Amendment Process [↓](#)
 3. ShapingSEQ 2023 City Plan Alignment Amendment Requirements [↓](#)
 4. Notice - Amending Planning Scheme for Council comment [↓](#)
 5. Council Officer Response to Deputy Director General Planning Group [↓](#)
 6. Right to Information Request Notice of Decision [↓](#)
 7. Right to Information Request Documents Released [↓](#)

PURPOSE

To note recent State Government correspondence outlining a proposed fast track process to streamline amendments to City Plan to align with ShapingSEQ 2023 and to provide an update on Council's ShapingSEQ 2023 Right to Information request.

BACKGROUND**Background and correspondence timelines in relation to ShapingSEQ 2023**

The Deputy Director General Planning Group, Department of Housing, Local Government, Planning and Public Works recently wrote to Council officers advising of an urgent need to commence work to align Council's City Plan with the ShapingSEQ 2023 (see Attachments 1-4: correspondence from the Deputy Director General Planning Group, dated 19 January 2024). In summary, the correspondence included a draft notice detailing a new fast track amendment process and the expectations of State Government officers for Council to progress and finalise alignment amendments to City Plan before the end of 2024. The correspondence also sought a commitment that Council officers would work collaboratively with the State Government on alignment activities from early 2024 onwards.

The following chronology provides relevant background information leading up to the recent correspondence as follows:

15 September 2022: The Planning Minister advised Council of his decision to urgently prepare a housing strategy for the Redlands Coast. A key reason cited was that *'the Redland City Plan does not provide sufficient opportunity to deliver diverse housing options in the local government area'*.

14 December 2022: Council wrote to the Planning Minister outlining the critical elements the State Government should consider when preparing a housing strategy for the Redlands Coast.

3 August 2023: The draft ShapingSEQ 2023 Update was released for public consultation until 20 September 2023. All South East Queensland councils were given until the 9 October 2023 to make their submissions.

27 September 2023: Council endorsed the matters to be raised in its submission on the draft ShapingSEQ 2023 Update at a special meeting.

16 October 2023: The draft Redland Housing Strategy (RHS) was released for public consultation for 20 business days. Council endorsed the matters to be raised in its submission on the draft RHS at its General Meeting on 15 November 2023.

5 December 2023: Council officers were verbally advised by officers of the Department of Housing, Local Government, Planning and Public Works that the draft RHS is expected to be finalised in the first quarter of 2024.

15 December 2023: ShapingSEQ 2023 commenced. No major changes were incorporated to address Council's formal submission or the matters consistently raised by Council officers throughout the drafting process.

19 January 2024: Council officers received correspondence from the Deputy Director General Planning Group regarding the need for Council to undertake urgent work to align Council's City Plan with ShapingSEQ 2023 and a draft notice advising of a new fast track amendment process.

29 January 2024: The Group Manager City Planning and Assessment provided a written response to the correspondence received from the Deputy Director General Planning Group (see Attachment 5).

Background on Council's Right to Information (RTI) request with regard to ShapingSEQ 2023

Throughout the drafting of ShapingSEQ 2023, Council consistently sought further advice on how the ShapingSEQ 2023 drafting team assessed the projected dwelling supply to 2046 under the existing City Plan for Redlands Coast. In addition, further information and advice was consistently sought on how the Model for Urban Land Use and Transport Interaction (MULTI) model was developed and used to inform the drafting of ShapingSEQ 2023. In this regard it should be noted Council has consistently maintained that the estimated dwelling capacity figure used by the ShapingSEQ drafting team in preparing the draft ShapingSEQ 2023 was incorrect and significantly lower than the dwelling capacity that already existed under Council's City Plan. The State Government appears to have used its lower dwelling supply figure as a key justification for the inclusion of Southern Thornlands in the urban footprint in the final ShapingSEQ 2023.

As part of Council's submission on the then draft ShapingSEQ 2023, Council included an independent report, prepared by Land Supply Insights. The report reaffirmed the city has sufficient dwelling supply available under its current City Plan to accommodate the 2046 population and dwelling projections of the draft ShapingSEQ 2023 without any expansion of the urban footprint or the designation of any new growth areas in the City.

13 September 2023: Council resolved to lodge an RTI requesting further information used in the MULTI model and all documents related to the proposed inclusion of the Southern Thornlands in the urban footprint.

20 October 2023: the Department provided a notice of intention to refuse to deal with the application. The reason stated in this notice included '*...the application in its current form would substantially and unreasonably divert the resources of the Department from their use by the department in the performance of its functions. In particular, the ShapingSEQ team who are at a critical time and are currently working at full capacity to deliver the Shaping SEQ project.*'

In response to the notice of intention to refuse to deal with the application, the scope of the RTI request was modified by Council officers. The amended request was as follows:

1. *Specific inputs, assumptions and methodologies used to generate regional growth scenario 1, 2 and 3 using the MULTI model in the draft ShapingSEQ 2023 Update (draft ShapingSEQ).*
2. *Specific detailed investigation/s undertaken to justify the proposed inclusion of Southern Thornlands in the Urban Footprint. The highest priority documentation Council is seeking is:*
 - a. *The assessment conducted against each of the Urban Footprint Principles espoused in the South East Queensland Regional Plan.*
 - b. *Details of the sites in the region that were considered as potential alternative locations to accommodate future population growth, including details on what methodology was used to evaluate each site and how Southern Thornlands was determined to be the most suitable location.*

12 December 2023: Council received a RTI Notice indicating that 111 pages of documentation were within the scope of the application. Of the 111 pages, 62 pages were wholly or partially redacted and access was refused to 29 pages. Attachments 6 and 7 provide copies of the RTI Notice of Decision and document released. In summary, the released document responded to Council's RTI request in the following way:

- Details on MULTI: some additional information on the MULTI model and the key inputs and assumptions used has been provided.
- Assessment of Southern Thornlands against Shaping SEQ Urban footprint principles: Limited information has been provided in relation to Southern Thornlands assessment against the urban footprint principles.
- Assessment of potential alternative locations: no specific information has been provided on potential alternative locations to accommodate future population growth across the region (other than verbal reference to other Potential Future Growth Areas by officers of the Department of Housing, Local Government, Planning and Public Works) or on how Southern Thornlands was determined to be the most suitable location to accommodate a new growth area.

11 January 2024: an application for an external review of the information provided was lodged with the Office of the Information Commissioner.

ISSUES

ShapingSEQ 2023 Alignment Amendment

The correspondence received from the Deputy Director General Planning Group on 19 January 2024 advised of an urgent need to undertake work to align Council's City Plan with ShapingSEQ 2023 and requested a written Council officer response by 29 January 2024.

In summary, the response reiterates Council officers' longstanding commitment to work in partnership with officers in the Department of Housing, Local Government, Planning and Public Works on a range of significant planning projects and initiatives. The officer response notes, however, that there are a number of significant matters that will make delivering on the alignment amendments in the requested timeframe very challenging. These matters include, for example:

- **Timing of the release of the RHS:** Council is yet to receive formal advice on how matters raised in Council's submission have been considered. There is also no clear understanding of when the final RHS may be finalised and released. Once finalised, Council will need to consider its position on RHS before any work on potential City Plan amendments can commence.
- **Uncertainty over planning investigations for Southern Thornlands:** Currently there is no clarity regarding how the significant level of planning investigation required to be undertaken will be progressed. In particular, urgent advice is needed from the State Government in regard to whether it intends to progress a Priority Development Area designation of the site under the *Economic Development Act 2012*.
- **Political challenges with Local Government and State Government elections:** Caretaker arrangements in the lead up to local and state government elections will impact on the processing of amendments. Council officers are unable to progress work on any amendment until such time as there is a resolution of Council.
- **Major delays with current City Plan amendments:** To date, Council has experienced significant delays in progressing a number of proposed amendments. This raises concerns in regards to the capacity of the State Government to manage an increased volume of fast tracked amendments in the suggested 3, 6 and 12 month timeframes from SEQ councils.

Attachment 6 identifies additional matters and provides further details.

RTI request

To date, limited information has been provided in response to Council's RTI request. In this regard it may appear that either the State Government has not been forthcoming in its sharing of information with Council, or it may not have undertaken comprehensive critical assessments, such as its consideration of potential alternative locations to accommodate future population growth across the region and how Southern Thornlands was determined to be the most suitable location to accommodate a new growth area.

To ensure the principles of transparency and accountability in government decision-making are fully considered, an application for an external review of the information provided was lodged with the Office of the Information Commissioner on 11 January 2024. A further update to Council will be provided once the external review has been completed.

STRATEGIC IMPLICATIONS**Legislative Requirements**

There is a legislative requirement for Council to ensure its City Plan aligns with ShapingSEQ 2023.

Risk Management

There are no risk management implications associated with the recommendation of this report.

Financial

Amendments to City Plan to align with ShapingSEQ 2023 may be funded as part of the operating budget of the City Planning and Assessment Group. Additional budget may be required in the 2024/2025 financial year following final determination on the scope and timing of amendments required to be undertaken to align City Plan with ShapingSEQ 2023.

People

The ShapingSEQ 2023 alignment amendment is expected to be undertaken as high priority work and completed by the end of 2024. It is expected that this work can be progressed by staff in the Strategic Planning Unit, however, this may have implications for the delivery of other projects/work being undertaken by the team.

Environmental

There are no environmental implications associated with the recommendation of this report.

Social

There are no social implications associated with the recommendation of this report.

Human Rights

There are no known human rights implications associated with the recommendation of this report.

Alignment with Council's Policy and Plans

ShapingSEQ 2023 provides new policy direction for the SEQ region and each local government. Council will be required to amend any policy and plans that may be inconsistent with ShapingSEQ 2023.

CONSULTATION

Consultation with State Government officers took place throughout the drafting period for ShapingSEQ 2023.

OPTIONS**Option One**

That Council resolves as follows:

1. To note the correspondence from the Deputy Director General Planning Group, Department of Housing, Local Government, Planning and Public Works dated 19 January 2024, and the letter of response from the Group Manager City Planning and Assessment dated 29 January 2024.

2. To note the information provided on Council's Right to Information Request regarding details on the Model for Urban Land Use and Transport Integration (MULTI) and the inclusion of Southern Thornlands within the urban footprint of ShapingSEQ 2023.
3. To note that a request for an external review of the information provided to Council's ShapingSEQ 2023 Right to Information request was lodged with the Office of the Information Commissioner on 11 January 2024.
4. To note that a further update from Council officers on the outcomes of the external review by the Information Commissioner will be provided when received.

Option Two

That Council resolves to seek further information.

OFFICER'S RECOMMENDATION/COUNCIL RESOLUTION 2024/27

Moved by: Cr Julie Talty

Seconded by: Cr Wendy Boglary

That Council resolves as follows:

1. To note the correspondence from the Deputy Director General Planning Group, Department of Housing, Local Government, Planning and Public Works dated 19 January 2024, and the letter of response from the Group Manager City Planning and Assessment dated 29 January 2024.
2. To note the information provided on Council's Right to Information Request regarding details on the Model for Urban Land Use and Transport Integration (MULTI) and the inclusion of Southern Thornlands within the urban footprint of ShapingSEQ 2023.
3. To note that a request for an external review of the information provided to Council's ShapingSEQ 2023 Right to Information request was lodged with the Office of the Information Commissioner on 11 January 2024.
4. To note that a further update from Council officers on the outcomes of the external review by the Information Commissioner will be provided when received.

CARRIED 10/0

Crs Karen Williams, Wendy Boglary, Peter Mitchell, Paul Gollè, Lance Hewlett, Mark Edwards, Julie Talty, Rowanne McKenzie, Tracey Huges and Paul Bishop voted FOR the motion.

Cr Adelia Berridge was absent from the meeting.

16 REPORTS FROM INFRASTRUCTURE & OPERATIONS

Nil.



17 NOTICES OF INTENTION TO REPEAL OR AMEND A RESOLUTION

Nil.

18 NOTICES OF MOTION

Nil.

19 URGENT BUSINESS WITHOUT NOTICE

Nil.

20 CONFIDENTIAL ITEMS

Nil.

21 MEETING CLOSURE

The Meeting closed at 10:42am.

The minutes of this meeting were confirmed at the General Meeting held on 11 March 2024
6 March 2024.



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CHAIRPERSON