



GLADSTONE
REGIONAL COUNCIL

GENERAL MEETING MINUTES

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

On Tuesday 4 October 2022

Commencing at 9.00am

**Mark Francis
CHIEF EXECUTIVE OFFICER, Acting**

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Elected Members

Councillor - Mayor M J Burnett
Councillor G G Churchill
Councillor K Goodluck
Councillor R A Hansen
Councillor D V O'Grady
Councillor N Muszkat
Councillor C Cameron
Councillor D Branthwaite

Officers

Mr M Francis (Chief Executive Officer, Acting)
Mrs R Millett (Executive Secretary)
Mrs T Whalley (Manager Governance and Risk)
Mr M Holmes (General Manager Finance Governance and Risk)
Ms S Hunter (General Manager Strategy and Transformation, Acting)
Ms K Lee (General Manager Community Development and Events)
Mr J Tumbers (General Manager Operations)
Ms A Moore (General Manager Strategic Asset Performance, Acting)
Mr R Huth (General Manager Customer Experience)
Mr T Mienie (General Manager People Culture and Safety)
Mrs V Hankinson (Governance Business Partner)
Mr L Griffiths (Manager Engagement and Partnerships)
Ms K Marxsen (Manager Arts and Entertainment)

G/0.3.2. APOLOGIES AND LEAVE OF ABSENCE

Councillor Chris Trevor was an apology with an approved leave of absence.

G/0.3.3. MESSAGES OF CONDOLENCE

Councillor Desley O'Grady passed on a message of condolence for the passing of Margaret Rule, mother of Selwyn Rule and Pam Rule, who passed away on 22 September 2022. Cr O'Grady mentioned that Margaret Rule was instrumental in getting the Rules Beach rodeo up and running in the early 1990's which ran for 13 years and introduced tourism into the Rules Beach area. Cr O'Grady noted that Margaret was a fun loving person, loved country music and used to attend the Boyne Valley Country Music Festival every year and loved life. Cr O'Grady passed on condolences to the family of Margaret Rule.

Councillor Darryl Branthwaite passed on condolences to the Purcell family with the passing of Jim Purcell OAM. Cr Branthwaite noted that anyone who has been involved in the maritime sector of the Gladstone Community would know Jim Purcell from his radio days with the Volunteer Maritime Rescue (VMR) noting that Jim Purcell was with VMR for many years. Cr Branthwaite noted that there wasn't anything about the Southern Great Barrier Reef that Jim Purcell didn't know, was an expert in maritime safety and had extensive knowledge of the local area and always assisted people in need. Cr Branthwaite mentioned that Jim Purcell will be sadly missed and that the Purcell family is in mourning. Cr Branthwaite passed on condolences to the sons, daughters and grand kids.

G/0.3.4. DECLARATION OF INTERESTS

Nil

G/1. MAYORAL STATEMENT OF CURRENT ISSUES

I would like to start by acknowledging the 1770 Cultural Connections Immersion Festival on the weekend. I'm sure it was a fantastic event, I had planned to be there however I had an infection in my eye and then an allergic reaction to the antibiotics which left me unable to be there for the beginning of the festival. I know Councillor Glenn Churchill attended on the Sunday. I believe it was a fantastic event and Cr Churchill can tell us more about that in the Councillor reports.

Coming up this week we have the Gladstone Engineering Alliance Major Industry Conference on Thursday 6 October 2022 and Friday 7 October 2022 with Deputy Mayor Kahn Goodluck representing Council at that event.

On the weekend, Builyan State School celebrated their 100th birthday. Congratulations to the team for putting on an amazing event and I know Councillor Desley O'Grady attended that one on behalf of Council as well. Thank you, Cr O'Grady. Lots of our local schools are turning 100 at the moment, Calliope just recently and Gladstone South State School coming up soon. Lots more events to celebrate education over 100 years in the Gladstone Region.

The Rio Tinto & QAL Martin Hanson Memorial Art Awards are calling for submissions starting today. If you know any local artists, particularly around Central Queensland (CQ), we'd love to see a local CQ artist win the big award and they are taking submissions starting today for the next week or so. Jump on the Gladstone Regional Art Gallery and Museum Facebook for more details on that.

This month is Seniors Month and we have a whole bunch of activities planned for seniors month with some already booked out. So to our seniors listening online make sure you check out the Gladstone Regional Council website for more details on what events are on and there is a jammed packed amount of events happening. Of course, it is also Breast Cancer Awareness month. Vicky Hankinson, Governance Business Partner, is in the gallery dressed in pink, thank you Vicky, raising awareness about breast cancer in our local community.

A couple more events coming up, Colour Me Capricorn is on this Sunday 9 October 2022, which is a fundraiser for the RACQ Capricorn Helicopter Rescue team who are doing amazing work in our local community. And the Calliope River Markers are also on this Sunday 9 October 2022.

The last thing I would like to mention, is the welcome return of the cruise industry to Gladstone on Monday 14 November 2022. Holland America Line's MS Noordam will dock in the Port City and we're looking forward to welcoming cruise ships back to our local community. They bring a lot of money into our local economy. Feast on East markets will be back and there will be lots of activities around the Region. Looking forward to welcoming the cruise ships back on Monday 14 November 2022.

G/2. CONFIRMATION OF MINUTES

G/2.1. CONFIRMATION OF GENERAL MEETING MINUTES FOR 20 SEPTEMBER 2022

Responsible Officer: Chief Executive Officer

Council Meeting Date: 4 October 2022

File Ref: CM7.2

Purpose:

Confirmation of the minutes of the General Meeting held on 20 September 2022.

Officer's Recommendation:

That the minutes of the General Meeting of Council held on 20 September 2022 be confirmed.

GM/22/4842 Council Resolution:

Moved Cr Churchill
Seconded Cr Cameron

That the Officer's Recommendation be adopted.

CARRIED

G/3. OFFICERS' REPORTS

G/3.1. REVISED UNREASONABLE CUSTOMER CONDUCT POLICY

Responsible Officer: General Manager Finance Governance and Risk

Council Meeting Date: 4 October 2022

File Ref: CM28.2

Purpose:

This report presents a revised Unreasonable Customer Conduct Policy for Council's consideration.

Officer's Recommendation:

That Council:

1. Repeal existing P-2017-40 Unreasonable Customer Conduct Policy; and
2. Adopt P-2022-08 Unreasonable Customer Conduct Policy tabled as Addendum 1 to this report.

GM/22/4843 Council Resolution:

Moved Cr Hansen
Seconded Cr O'Grady

That the Officer's Recommendation be adopted.

CARRIED

G/3.2. REVISED COMMUNITY INVESTMENT POLICY

Responsible Officer: General Manager Finance Governance and Risk

Council Meeting Date: 4 October 2022

File Ref: CM28.2

Purpose:

This report seeks the adoption of a revised Community Investment Policy following a review of funding streams.

Officer's Recommendation:

That Council:

1. Repeal existing P-2021-09 Community Investment Policy; and
2. Adopt proposed P-2022-09 Community Investment Policy attached as Addendum 2 to this report.

GM/22/4844 Council Resolution:

Moved Cr Muszkat
Seconded Cr Goodluck

That the Officer's Recommendation be adopted.

CARRIED

GM/22/4845 Council Resolution

Moved Cr Muszkat
Seconded Cr Goodluck

That Council repeal resolution GM/22/4844.

CARRIED

GM/22/4846 Council Resolution

Moved Cr Muszkat
Seconded Cr Goodluck

That Council:

1. Repeal existing P-2021-09 Community Investment Policy; and
2. Adopt proposed P-2022-09 Community Investment Policy attached as Addendum 2 to this report with the following amendment:
 - a. In section 1.0 - That the word "*individuals*" be added after the words "*Gladstone Regional Council recognises the value provided by local not for profit organisations,*".

CARRIED

G/3.3. ENDORSEMENT OF QUEENSLAND POLICE SERVICE LOCAL DISASTER MANAGEMENT GROUP MEMBER CHANGE

Responsible Officer: General Manager Finance Governance and Risk

Council Meeting Date: 4 October 2022

File Ref: ED1.6 and ES8.2

Purpose:

The purpose of this report is to endorse the change in membership for Queensland Police Service (QPS) in the Local Disaster Management Group (LDMG).

Officer's Recommendation:

That Council endorse Senior Sergeant Glen Fletcher, as the Queensland Police Service nomination for the Local Disaster Management Group.

GM/22/4847 Council Resolution:

Moved Cr Goodluck
Seconded Cr Cameron

That the Officer's Recommendation be adopted.

CARRIED

G/3.4. REGIONAL ARTS DEVELOPMENT FUND ROUND 2 2021/22**Responsible Officer:** General Manager Community Development and Events**Council Meeting Date:** 4 October 2022**File Ref:** CC7.16**Purpose:**

The purpose of this report is to seek Council endorsement of the Regional Arts Development Fund committee's recommendations for funding of projects submitted to the 2021/22 second round.

Officer's Recommendation:

That:

1. Council accept the recommendations of its RADF Committee and approve funding the following applications for the Round Two 2021-22:

Applicant	Project Title	Project Description	Artform	Total project value, including in-kind support	Total Funding Requested	RADF investment recommended (committee meeting held 14/9/2022)
Melissa Peacock – A Country Arts Practice	<i>Art-Port's Eco Community Christmas Tree Project</i>	Phase Two of An eco-champion project for all ages and abilities which contributes to the only of its kind public and community art exhibit in a regional airport, Australia.	Visual Arts, Community arts & cultural development	\$13,000	\$8,325.96	\$8,325.96
Captain Creek Community Sports and Recreation Club – Craig Walters	<i>Captain Creek Festival of Small Halls and Workshops</i>	Folk Music Festival for the Community, and a workshop for local musicians with Woodfordia artists covering instrumentation. Also platform for an emerging local artists to perform.	Festivals	\$15,100	\$5,800	\$5,800
Eloise Brown – Adagio	<i>Coppelia</i>	Young dancers from the Gladstone Region to stage the production of Coppelia with International professional ballerina Wendy Barker directing/choreographing	Dance	\$29,033	\$8,100	\$8,100
The Embroiderers Guild of Qld Inc – Gladstone Branch	<i>A Stitch in Time - 40 Years</i>	Develop and document in digital form our works, increase Social Media presence and celebrate our 40years	Craft, Visual Arts	\$12,442	\$2,400	\$2,400
Gladstone Chamber of Commerce (GCCCI) - Carey	<i>This is Us: These Are Our Stories</i>	A visual arts project featuring women in business in the Gladstone Region	Visual Arts	\$21,122.75	\$9,490.16	\$7,195

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McIntosh						
William Debois – Photopia	<i>Voices of Resilience</i>	Voices of Resilience mixes photography, writing and graphic art to showcase the strength of individuals who have had to overcome barriers and challenges	Visual Arts	\$27,760	\$9,600	\$9,600
The Blue Mirror – Helen Holden	<i>Postcards from Gladstone: Mural Walk</i>	The first mural will be designed and painted for the <i>Postcards from Gladstone</i> mural walk along Auckland Street and surrounds	Visual Arts	\$34,750	\$10,500	\$10,500
Joseph Brown	<i>Agnes Originals</i>	Agnes Originals is a performance platform for local and traveling original music held monthly to promote original music and entertainment	Music	\$12,000	\$8,000	\$8,000
Vincent Howard	<i>Soundtrack: The emotional wilderness</i>	An EP containing my songs	Music	\$4,300	\$1,800	\$1,800
Queensland Ballet – Katrina George	<i>Community Engagement and Education Regional Tour</i>	Building Community Cultural Capacity	Dance	\$4,186	\$3,000	{resolution}
Natalie Heinemann	<i>Storytellers Songwriting Retreat</i>	Opportunity for songwriters to co-write under the guidance of experienced facilitators and also learn about recording and releasing music	Music	\$1123.50	\$730.28	\$730.28
TOTAL				\$170,631.25	\$67,745.40	\$62,451.24

2. Council note the acceptance of Outcome Reports (7) for the following RADF projects:
 - a. Margaret Worthington
 - b. Paulette Flint
 - c. Rotary Middy
 - d. William Debois
 - e. Miriam Vale State School
 - f. Adrian Thomas
 - g. Collen McCray

GM/22/4848 Council Resolution:

Moved Cr Hansen
 Seconded Cr O'Grady

That the Officer's Recommendation be adopted.

CARRIED

G/4. DEPUTATIONS

Nil

G/5. COUNCILLORS REPORT

Councillor Glenn Churchill mentioned the 1770 Cultural Connections Immersion Festival noting that it was an exceptional two days and the weather was kind with a late storm arriving after the festival was finished. Cr Churchill noted that the focus of the festival was not only inclusiveness but continual awareness of the fact that our traditional owners have been here since the beginning with one of the highlights of the festival being the participation of various tribes from other parts of Queensland. Cr Churchill recognised Dr Kerry Blackman and Matt Cook and many others that are involved in organising the annual festival noting that the numbers have increased dramatically. Cr Churchill noted that Gay Sirris, Council's First Nations Liaison Officer, along with other council officers were in attendance with the collectables on the Council stand went in no time. Cr Churchill acknowledged that following a contentious issue from last years event regarding the rainbow bee-eater birds, the organising committee had a positive strategy in place to protect the breeding area, further noting that the breeding area is now protected and has become an area for people to see the birds in their breeding habitat. Cr Churchill mentioned that there was a major feature on the entrance to the festival in relation to their endeavours regarding the future of Australia Day and noted that we should hear more on that from the Australian Local Government Association (ALGA) or Local Government Association Queensland (LGAQ) perspective sometime in the future. Cr Churchill, on behalf of Council, congratulated the organisers and noted that it was pleasing that the Council was edified and promoted as a strong support of the festival with the funding provided. Mayor Burnett mentioned that Council, together with the Queensland Government, but strict conditions in place to ensure that the rainbow bee-eater nesting area were protected and thanked Cr Churchill for reconfirming that they were and that the organisers did a great job with the festival.

Mayor Burnett mentioned that he had met with Linda Burney, Minister for Indigenous Australians, the day prior to the festival and was advised that Australia will hold the referendum on the Voice to Parliament next financial year between July 2023 and June 2024. Mayor Burnett further mentioned that Council has already endorsed the Uluru Statement from the Heart and Queensland local governments have also unanimously supported the Uluru Statement from the Heart at a previous LGAQ conference.

Mayor Burnett mentioned that the next big event in Agnes Water is the Blues Roots and Rock Festival on Saturday 18 February 2023.

Councillor Darryl Branthwaite mentioned the Baffle Creek Family Fishing Festival that was held recently noting that it was a very successful event. Cr Branthwaite acknowledged that it was nice to see the whole community and from far afield, such as Sydney and Melbourne, join in the catch and release only event. Cr Branthwaite noted that there were over 260 entrants and that the organisers were very thankful for the funding provided by Council. Mayor Burnett mentioned that Council had put in a submission to the Queensland Government regarding the Great Sandy Marine Park Zoning Plan some time ago and if anyone wants to put a submission in regarding the draft zoning plan which is out for community consultation, the details are on Mayor Burnett's Facebook page or via the Queensland Government website.

Cr Branthwaite mentioned the Bella The Brave ball held on Saturday 1 October at the Gladstone Entertainment and Convention Centre. Cr Branthwaite acknowledged the attendance of special guest Dr Charlie Teo who highlighted the impact that brain cancer has on our communities, especially young children and was very engaging. Cr Branthwaite noted that there was over 350 people in attendance. Cr Branthwaite mentioned it was great to see the venue in full flight and gave credit to the team at the GECC, noting it was a spectacular event. Cr Branthwaite noted that over \$65,000 was raised on the night and congratulated the organisers.

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Cr Churchill mentioned that last Thursday, 29 September 2022, was National Police Remembrance day and thanked Councillors for their support, further acknowledging Councillor Rick Hansen and Councillor Chris Cameron for joining Cr Churchill at the Anglican Church for the ceremony. Cr Churchill noted that it was pleasing that the Council continues to pay respects, recognition and remembrance on this day which is to remember and honour the Queensland Police Officers who have been killed in the line of duty and further recognise the officers that go out every day to make sure that our communities are safe. Cr Churchill commented as president of the Queensland Retired Police Association Branch, that we remember and honour staff members, retired police and other officers that have died in the line of duty. Cr Churchill acknowledged that fortunately there hasn't been a loss of our officers in our region in the past 12 months and wished that it be the same for the future.

G/6. URGENT BUSINESS

Nil

G/7. NOTICE OF MOTION

Nil

G/8. CONFIDENTIAL ITEMS

Nil

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

THE MEETING CLOSED AT 9:38am.

ATTACHMENTS

Addendum 1



Gladstone Regional Council

Council Policy

Title	UNREASONABLE CUSTOMER CONDUCT
Policy Number	P-2022-08
Business Unit/s	FINANCE GOVERNANCE AND RISK CUSTOMER EXPERIENCE
Date of Adoption	
Resolution Number	
Review Date	
Date Repealed	

1.0 PURPOSE:

The purpose of this policy is to provide guidance and a consistent approach to managing unreasonable customer conduct.

2.0 SCOPE:

This policy applies to situations involving unreasonable customer conduct at Gladstone Regional Council.

3.0 RELATED LEGISLATION:

- *Criminal Code Act 1899*
- *Defamation Act 2005*
- *Human Rights Act 2019*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Police Powers and Responsibilities Act 2000*

4.0 RELATED DOCUMENTS:

- Complaint Management Policy
- Complaints Management Corporate Standard
- Code of Conduct Policy
- Compliance and Enforcement Policy
- Compliance and Enforcement Corporate Standard
- Councillor Conduct Code Policy
- DAART Program - Defence Against Armed Robbery Training and Personal Safety Awareness
- Managing Unreasonable Customer Conduct Practice Manual, 2nd Edition, NSW Ombudsman.
- Unreasonable Customer Conduct Corporate Standard





5.0 DEFINITIONS:

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

Term	Definition
Aggressive, Abusive and Offensive Conduct	includes, but is not limited to the making of rude, vulgar or offensive noises, expressions or gestures; verbal abuse of a personal or general nature; swearing, threatening or offensive behaviour and statements; assault and physical violence against a person or property
Assault	has the meaning given by the <i>Criminal Code Act 1899</i> (Section 245), which at the time of adoption of this policy was defined as: 245 Definition of assault (1) A person who strikes, touches, or moves, or otherwise applies force of any kind to, the person of another, either directly or indirectly, without the other person's consent, or with the other person's consent if the consent is obtained by fraud, or who by any bodily act or gesture attempts or threatens to apply force of any kind to the person of another without the other person's consent, under such circumstances that the person making the attempt or threat has actually or apparently a present ability to effect the person's purpose, is said to assault that other person, and the act is called an "assault". (2) In this section— applies force includes the case of applying heat, light, electrical force, gas, odour, or any other substance or thing whatever if applied in such a degree as to cause injury or personal discomfort
Chief Executive Officer	means the person holding the position of Chief Executive Officer under the Local Government Act 2009 at Gladstone Regional Council
Complaint	means an expression of dissatisfaction, orally or in writing, about the action of Council or its officers or agents
Councillor	means a Councillor of Gladstone Regional Council as defined under the <i>Local Government Act 2009</i> (includes the Mayor)
Council Officer	means employees of Gladstone Regional Council
Council Contact Methods	means how a customer can enquire about and/or obtain information about the infrastructure and services provided by Council. These customer contact methods include but are not limited to in person via access points such as customer service counters or libraries, telephone, face-to-face meetings, electronically via email, fax, in writing via Australia Post or other public interaction mechanisms provided by Council Officers, Councillors and Volunteers
Customer	means a person who is provided with or seeks to access facilities or services from Council. The person can be a ratepayer, resident, visitor,



	business or organisation
Decision Maker	means a Council Officer/s assigned the task of reviewing Unreasonable Customer Conduct and deciding whether or not to impose access restrictions to Council Contact Methods
Physical Force	means power, violence, or pressure directed against another person's body or property
Property	means a thing or things belonging to someone; possessions collectively
Senior Council Officers	where the relevant Manager is not present, the next most senior employee reporting to the Manager on duty at the time
Unreasonable Customer Conduct (UCC)	means conduct which, because of its nature or frequency, raises health, safety, resource or equity issues. It includes conduct beyond that commonly demonstrated by customers when they bring a grievance to Council and includes the behaviours defined in Section 6.1 of this Policy
Volunteer	means a person who freely offers to provide their services to Gladstone Regional Council without being paid

6.0 POLICY STATEMENT:

6.1 DEFINING UNREASONABLE CUSTOMER CONDUCT

Council follows the [NSW Ombudsman's Unreasonable Customer Conduct - Practice Manual](#). The NSW Ombudsman categorises Unreasonable Customer Conduct into five broad categories for the purpose of developing frameworks to manage the conduct. These categories are listed below.

6.1.1 Unreasonable persistence

Unreasonable persistence includes:

- instances where a person will not accept Council's decision on a matter and the person has exhausted all appropriate avenues of internal review or appeal;
- sending excessive amounts of correspondence, or making numerous phone calls and/or visits raising the same issue/s with different Council Officers or Councillors;
- circumstances where a person or group is sending / making continuous complaints on a wide range of issues which places unreasonable demands on Council resources.

6.1.2 Unreasonable demands

Unreasonable demands are any demands (expressed or implied) that are made by a person insisting on outcomes that are unattainable, moving the goal posts, or demanding to have their complaints dealt with in particular ways.

6.1.3 Unreasonable lack of cooperation

Unreasonable lack of cooperation is an unwillingness and/or inability by a person to cooperate with Council, Council Officers, or the complaints system and processes that result in a disproportionate and unreasonable use of Council Contact Methods, time and/or

resources. This includes customers providing disorganised, excessive or irrelevant information, being unwilling to consider other valid viewpoints, or refusing to define their issues of complaint when they are capable of doing so.

6.1.4 Unreasonable arguments

Unreasonable arguments include customers seeking cause and effect arguments where there are clearly none, holding conspiracy theories unsupported by evidence, and irrationally interpreting facts or laws and refusing to accept other more reasonable interpretations.

6.1.5 Unreasonable behaviour

Unreasonable behaviour is conduct that is unreasonable in all circumstances – regardless of how stressed, angry or frustrated a person may be – because it compromises the health, safety and security of others or the person himself / herself. This includes:

- (a) Aggressive, Abusive and Offensive Conduct (refer to definition); or
- (b) harassing or predatory behaviour towards Councillors, Council Officers, Volunteers or other customers.

6.2 OPTIONS TO MANAGE UNREASONABLE CUSTOMER CONDUCT

Unreasonable Customer Conduct will generally be managed by limiting or adapting the ways that Council interact with and/or delivers services to customers who engage in Unreasonable Customer Conduct. Council may adapt or restrict customer access to Council Contact Methods in some or all of the following ways depending on the circumstances:

1. Restrict who the customer has contact with
2. Limit what the customer can raise with Council
3. Restrict when the customer can have contact with Council
4. Limit the customer to writing only contact
5. Limit where the customer can make contact
6. Restrict contact through a representative only
7. Limit how the customer can make contact.

When dealing with Unreasonable Behaviour (Section 6.1.5), Council Officers are authorised to end a telephone call or in person contact where the customer engages in Aggressive, Abusive and Offensive Conduct.

Council Officers will not engage in Physical Force against a person unless it is reasonably necessary in self-defence. It is the role of the Queensland Police Service to exercise Physical Force against another person if required to maintain public safety, public order and/or for the protection of the rights and freedoms of other persons.

Physical Force against property is only authorised by warrant issued in accordance with Section 125 of the *Local Government Act 2009* or exercised in accordance with Council's other legislative powers and responsibilities (for example: impounding animals, vehicles, goods and materials).

6.2.1 Applying and Monitoring Restrictions and Limitations

Where a decision has been made to apply a restriction or limitation on a customer's access to



Council Contact Methods, the customer will be provided written notification of the decision and given an opportunity to request a review of the decision.

Where a decision is confirmed or a request for review is not received, the Decision Maker will monitor the customers contact with Council on an annual basis as a minimum, or another period considered reasonable and relevant on a risk assessment basis. The customer will be provided with an outcome of this monitoring and advised if the limitation/restriction is to continue, be amended or removed.

7.0 ATTACHMENTS:

Nil

8.0 REVIEW MECHANISM:

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

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

TABLE OF AMENDMENTS			
Document History	Date	Council Resolution No.	Notes (including the prior Policy No, precise of change/s, etc)
Originally Approved	05 Sept 2017	G/17/3167	
Amendment 1			
Amendment 2			
Amendment 3			

.....
LEISA DOWLING
CHIEF EXECUTIVE OFFICER

Addendum 2



Gladstone Regional Council
Council Policy

Title	COMMUNITY INVESTMENT POLICY
Policy Number	P-2022-09
Business Unit/s	COMMUNITY DEVELOPMENT AND EVENTS
Date of Adoption	
Resolution Number	
Review Date	
Date Repealed	

1.0 PURPOSE:

Gladstone Regional Council recognises the value provided by local not for profit organisations, individuals and businesses in delivering initiatives, projects and services that contribute to a liveable, sustainable and vibrant community.

This policy outlines a consistent, equitable, transparent and efficient framework under which all donations, grants, in-kind contributions and sponsorships are made to organisations delivering initiatives within the Gladstone Regional Council area. It ensures Council conforms to the legislative requirements prescribed under Section 194 and 195 of the *Local Government Regulation 2012* as the decision-making authority disseminating Council funds through donations, grants, in-kind contributions and sponsorships.

2.0 SCOPE:

Council is committed to ensuring our communities thrive. Through the Community Investment Policy we provide funding, expertise and support to organisations that deliver outcomes aligned to Council's plans and strategy.

The Community Investment Policy enables Council to:

1. Support our communities in attaining the resources and skills to identify and respond to local areas of need;
2. Partner with organisations to deliver community led outcomes;
3. Activate community participation amongst residents;
4. Support the community sector with planning, risk mitigation and capacity building initiatives; and
5. Contribute to the development of local students and sportspersons.

The following funding programs are outside the scope of this Policy:

- Existing Council Policies that make provision for funding as adopted from time to time; and
- Funding provided to organisations and/or individuals under the Regional Arts Development Fund and Council's Biosecurity Plan 2021-25.



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3.0 RELATED LEGISLATION:

Local Government Act 2009
Local Government Regulation 2012

4.0 RELATED DOCUMENTS:

Code of Conduct Policy
Community Investment Corporate Standard
Councillor Conduct Code Policy
Gladstone Regional Council Community Development Strategy
Gladstone Regional Council Community Investment Program Guidelines
Gladstone Regional Events Strategy 2019-2024
Privacy Policy

5.0 DEFINITIONS:

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

<i>Australian Registered Charity</i>	Means an organisation that is registered with the Australian Charities and Not-for-profits Commission (ACNC)
<i>Community Hall</i>	<i>Means a facility owned and/or operated by a not-for-profit community organisation where the primary purpose of the facility is for general community use (via a hire or other authorised use arrangement) where members of the public gather for group activities, social support, public information, entertainment, education and other social purposes. It excludes those facilities where community use is not the primary purpose and may be only a minor ancillary use of the facility.</i>
<i>Community Organisation</i>	Means an entity that carries out activities for a public purpose or an entity whose primary objective is not directed at making a profit
<i>Donation</i>	Means a contribution of goods or cash to an organisation without an expectation of direct counter-supply or serviceable deliverables, given unconditionally and voluntarily
<i>Educational Institution</i>	Means primary schools, secondary schools, universities and TAFE / Technical Colleges as recognised by the State and Federal Government
<i>Grant</i>	Means a financial payment from Council for non-commercial projects, activities or items which meet specific criteria within a formal application, assessment and acquittal process and any financial or other assistance given is conditional upon agreed terms and conditions
<i>Incorporated Association</i>	Means an organisation incorporated under the <i>Association Incorporation Act 1981</i> or other relevant legislation

GRC ECM Subject Index: File Reference:- CM28.1

<i>In-kind contribution</i>	Means the provision of any service, product or use of facility that would normally attract a fee and includes services procured by Council from external suppliers at its costs. This contribution may be provided in lieu of and/or in addition to a monetary contribution
<i>Not-For-Profit</i>	Means an organisation which does not operate for the profit, personal gain, or benefit of a particular person, people or members
<i>Project</i>	Means a service, event, activity or equipment purchase for which an organisation might seek assistance
<i>Public Interest</i>	Means the extent to which the community will be enhanced through funding the delivery of perceived benefits (social, educational, economic, environmental, cultural, and sport and recreational) of proposed projects and activities, having regard to competing interests or priorities
<i>Religious or Worship Group</i>	For the purposes of this Policy means an organisation or group which is based on, or otherwise connected with the practice, teaching, observance or belief in a Religion. The definition of Religion as defined by the High Court of Australia ' <i>means first, belief in a supernatural being, thing or principle; and second, the acceptance of canons of conduct in order to give effect to that belief, though canons of conduct which offend against the ordinary laws are outside the area of any immunity, privilege or right conferred on the grounds of religion</i> '
<i>Sponsorship</i>	Means a mutually negotiated arrangement entailing the provision of funds and/or in-kind contribution associated with an event, organisation or project, and results in tangible benefits (advertising, publicity or other) to Council as the sponsoring organisation
<i>Sporting Club</i>	Means sporting bodies that are not-for-profit and provide sporting facilities and opportunities for the public to engage in sport

6.0 POLICY STATEMENT:

This Policy enables Council to offer access to donations, grants, in-kind support and sponsorships under the Gladstone Regional Council Community Investment Program. Recognising the need to be responsive to our community and proactive in building community capacity, Council will provide support for local initiatives, projects and community related activities where Council considers it in the public interest.

The Community Investment Program provides opportunities for financial assistance and in-kind support under the key initiatives identified below. Guidelines for all initiatives under the Community Investment Program will be publicly available on Council's website during funding rounds. Eligibility criteria for specific funds is identified in Attachment 1 and applications will only be considered if minimum criteria are demonstrated, including the provision of Financial Statements and reporting information. How eligible applications received within funding rounds will be assessed and determined is outlined in Attachment 2.

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Due to the limited budget available to Council and the competitive nature of accessing community funds, organisations should not rely on the Community Investment Program as recurrent funding. In addition, applicants are encouraged to provide their ABN (or a Statement by Supplier form) and declare if they are GST registered to ensure the correct treatment of funding if approved under this Policy. GST is excluded from any funding amounts approved and will be added if required. Council reserves the right to part fund any grant application.

The Community Investment Program is separated into the following categories:

1. Grassroots Fund
2. Elevator Fund
3. Community Celebration Fund
4. Community Hall Fund
5. Charity Waste Fund
6. Bursary & Scholarships Fund
7. Gladstone and District Sports Foundation Fund
8. Strategic Projects Fund
9. Community Donations Fund

6.1 Grassroots Fund

The Grassroots Fund is intended for lower risk and lower cost proposals of up to \$10,000. Grassroots proposals can assist in developing the skills of the applicant body in preparing, delivering and acquitting funds and/or deliver an initial stage or smaller scale project for the applicant body.

6.2 Elevator Fund

The Elevator Fund is intended for higher risk, higher cost proposals of over \$10,000, which will involve a more detailed application and acquittal process. Applicants will need to demonstrate a higher level of competency, capacity and planning capability to deliver the stated outcomes than what is required for Grassroots proposals.

Grassroots and Elevator Funding Objectives:

The first two funds being, Grassroots and Elevator are divided into five funding objectives identified in Table 1. Applications must meet at least one of the objectives.

Table 1: Grassroots and Elevator Fund Objectives

Objective	Criteria
Capacity	The Capacity Objective aims to foster community led collaboration and partnerships that help communities develop their own solutions to local areas of need. Initiatives and activities under this objective will generally strengthen and build the skills, knowledge and capacity of community members and groups which can then be applied and shared. One of the key outcomes of the Capacity objective is to advance the community aspiration of collective action, cooperation and shared goals.



Objective	Criteria
Place	The Place Objective aims to foster the development of accessible, fulfilling and engaging places and spaces for community. This will be achieved through supporting the delivery of community led Initiatives, projects and activities that activate Council controlled or community owned and operated facilities, parks and open spaces to provide safe and accessible social infrastructure that meets the community's diverse needs.
Connect	The Connect Objective aims to foster community led initiatives and projects that strengthen relationships, community connection, civic participation and understanding across all sectors of the community.
Wellbeing	The Wellbeing Objective aims to foster healthy, safe and supported communities through the delivery of community led partnerships, programs, activities and resources that promote healthy lifestyles, positive wellbeing and safe communities.
Planning	The Planning Objective aims to foster and support the development of programs, plans and strategies that strengthen the community's ability to deliver well planned and sustainable organisations, facilities and activities across the region.

The funding limits that apply to each Fund will be published in the funding guidelines each year after budget adoption. Council will not retrospectively fund projects and initiatives that have already been undertaken or commenced.

6.3 Community Celebration Fund

Community Celebration Fund enables the development and delivery of initiatives and projects that facilitate community connection through events.

Applications will be considered under the following categories and may include a cash component and/or an in-kind contribution.

Category	Focus area
Ignite Event – Funds up to \$10,000 (0 – 2,500 people)	Support for events that contribute to community pride/social outcomes and regional economy that attract up to 2,500 participants.
Impact Event – Funds up to \$25,000 (2,500 – 5,000 people)	Support for events that demonstrate tourism and regional economy benefits and attract 2,500 to 5,000 participants, with 10% out-of-region visitors.
Destination Event – Funds up to \$50,000 (over 5,000 people)	Support for events that are well established, well designed, and clearly demonstrate return on investment, building community pride, return visitation, regional profile, economic stimulus and attract over 5,000 participants, with 15% out-of-region visitors.
Signature Event	Support for events that drive the primary criteria of destination profile, economic impact and overnight visitor expenditure. Attract visitors that invest in the region and over 25% out-of-region visitors.
Community Event	Support for community led events that are run by community organisations for broad public benefit.

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6.4 Community Hall Fund

The Community Hall Fund makes funding available to provide an annual donation to assist local organisations who own, lease or manage a Community Hall within the Council area with operating costs. The hall must meet the definition of Community Hall as set out in this Policy.

6.5 Charity Waste Fund

The Charity Waste Fund aims to assist charitable organisations that accept pre-loved household belongings from the burden of having to process and dispose of general waste deposited at their facilities.

6.6 Bursary and Scholarships Fund

1. Regional Schools Bursary Fund

The purpose of this Fund is to provide Gladstone Regional Council area educational institutions with funding to recognise and reward excellence in the areas of academic success, attitude, attendance and community contributions. Funding in the following amounts will be provided directly to the educational institution to administer and award:

- Primary - \$200
- Secondary - \$500
- Combined (primary/secondary) - \$500
- Technical College - \$500
- CQ University Gladstone - \$500
- CQU TAFE Gladstone - \$500.

2. Col Brown Memorial Award

The purpose of this Fund is to recognise excellence and achievement for a local apprentice or trainee engaged through Apprentices and Trainees Queensland. Annually, Council will provide \$1,000 directly to Apprentices and Trainees Queensland to administer and decide the award.

3. CQ University Gladstone Campus Scholarships

The purpose of these Scholarships is to encourage Gladstone Regional Council area students to remain in the Region and further their education at a CQ University Gladstone Campus with the objective of strengthening the future regional workforce. Seven scholarships of \$2,000 will be awarded annually to one Year 12 student from each of the seven participating regional secondary schools to contribute to the cost of studying on a CQ University Gladstone Campus. Funds will be provided directly to CQ University to administer and award the scholarships.

6.7 Gladstone and District Sports Foundation Trust Fund

This fund provides for an annual donation to the Gladstone and District Sports Foundation to support young people who reside in the Gladstone Regional Council area to compete at a State or National level. The donation is provided directly to the Trust to administer.

6.8 Strategic Projects Fund

The purpose of the Strategic Projects Fund is to strengthen not for profit organisations through the provision of financial support to upgrade existing or build new facilities where the organisation has suitable land tenure as defined in the supporting guidelines.

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6.9 Community Donations Fund

This fund is to support initiatives that contribute positively to the community that may not align with other funding provided for in this policy. Funding of up to \$500 may be granted, with applications to be submitted as required throughout the year.

6.10 Governance Principles to apply for Extraordinary Requests

It is acknowledged that from time to time, Council may need to consider community funding requests or circumstances that require agility in funding provided to the community that have not been captured through this policy. In these circumstances, good governance principles and processes must still apply with officers to conduct a documented assessment of extraordinary requests against the principles and objectives contained in this Policy. Decision making on extraordinary requests are to align with the requirements set out in Attachment 2 based on the funding limits for the Grassroots and Elevator Funds.

7.0 ATTACHMENTS:

1. Eligibility Criteria Matrix
2. Summary of Funding Assessment Requirements.

8.0 REVIEW MECHANISM:

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

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

TABLE OF AMENDMENTS			
Document History	Date	Council Resolution No.	Notes (including the prior Policy No, precise of change/s, etc)
Originally Approved	16/9/2008	08/538	
Amendment 1	1/9/2009	09/482	
Amendment 2	5/7/2011	G/11/621	
Amendment 3	7/8/2012	G/12/1162	
Amendment 4	2/7/2013	G/13/1624	
Amendment 5	15/7/2014	G/14/2087	
Amendment 6	25/8/2015	G/15/2528	
Amendment 7	01/09/2015	G/15/2544	
Amendment 8	02/08/2016	G/16/2860	
Amendment 9	20/12/2016	G/16/2950	
Amendment 10	18/07/2017	G/17/3124	
Amendment 11	7/05/2019	G/19 /3768	Combination of previous Policies: P-2017-39, P-2014-37 & P-2105-03. New policy adopted 7 May 2019 but not to commence until 1 July 2019.

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TABLE OF AMENDMENTS			
Document History	Date	Council Resolution No.	Notes (including the prior Policy No, precise of change/s, etc)
Amendment 12	06/07/2021	GM/21/4550	Formerly P-2019-08 – Introduces changes to align with Community Development Strategy
Amendment 13	04/10/2022		Introduces Donations Fund and removes Mayors Discretionary fund and Community Led Investment fund.

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LEISA DOWLING
CHIEF EXECUTIVE OFFICER

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Attachment 1 – Eligibility Criteria Matrix

ELIGIBILITY CRITERIA To apply for funding organisations MUST meet the following:	GRASSROOTS FUND					ELEVATOR FUND					COMMUNITY CELEBRATION FUND					COMMUNITY HALL & CHARITY WASTE FUNDS		BURSARY & SCHOLARSHIP FUND			GLADSTONE & DISTRICT SPORTS FOUNDATION TRUST FUND	STRATEGIC PROJECTS FUND	COMMUNITY DONATIONS FUND
	Capacity	Place	Connect	Wellbeing	Planning	Capacity	Place	Connect	Wellbeing	Planning	Ignite Event	Impact Event	Destination Event	Signature Event	Community Event	Community Hall Fund	Charity Waste Fund	Regional Schools Bursary Fund	Col Brown Memorial Award	CQ University Gladstone Campus Scholarship	Gladstone and District Sports Foundation Trust Fund	Strategic Projects Fund	Community Donations Fund
ELIGIBLE IF CRITERIA MARKED ✓ Not-For-Profit Community Organisation based in or servicing the Gladstone Regional Council area and may be an Australian Registered Charity but not a Religious or Worship Group	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓			✓	✓	✓
Not-For-Profit Sporting Club based in or servicing the Gladstone Regional Council area	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓								✓	✓
Educational Institution in the Gladstone Regional Council area																		✓		✓			✓
Business based in and servicing the Gladstone Regional Council area		✓					✓				✓	✓	✓	✓									
Australian Registered Charity																✓							✓
Religious or Worship Group																✓							✓

EXCLUSIONS – THE ENTITIES SHOWN BELOW ARE INELIGIBLE FOR ALL FUNDS

X	Political Organisations and Political Parties
X	Organisations that have access to funds generated from permanently licensed premises or onsite gaming machines
X	Educational Institutions include kindergartens, childcare organisations and schools (does not include Community Donations Fund, Regional Schools Bursary Fund and CQ University Gladstone Campus Scholarship Fund)
X	Local, State or Federal Government Agency (examples: air travel, hospitals, main roads, railways and public transport, public works, industrial relations, police and prisons)
X	Organisations that have had an unsuccessful acquittal, an overdue acquittal, or not acquitted funds by the approved due date for prior Gladstone Regional Council Community Investment Policy funding

Additional information on eligibility is contained in the Funding guidelines



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Attachment 2: Summary of Funding Assessment Requirements

CATEGORY		ASSESSMENT LEVEL	ACQUITTAL REQUIRED
Grassroots Fund			
Grassroots Fund	Officer		Yes
Elevator Fund			
Elevator Fund	Panel → Council General Meeting		Yes
Community Celebration Fund			
Ignite Event	Officer		Yes
Impact Event	Panel → Council General Meeting		Yes
Destination Event	Panel → Council General Meeting		Yes
Signature Event	Panel → Council General Meeting		Yes
Community Event	Officer		Yes
Community Hall & Charity Waste Funds			
Community Hall Fund	Officer		No
Charity Waste Fund	Officer		No
Bursary and Scholarships Fund			
Regional Schools Bursary Fund	Officer		No
Col Brown Memorial Award	Officer		No
CQ University Gladstone Campus Scholarship	Officer		No
Gladstone and District Sports Foundation Trust Fund			
Gladstone & District Sports Foundation Trust Fund	Officer		No
Strategic Projects Fund			
Strategic Projects Fund	Panel → Council General Meeting		Yes
Community Donations Fund			
Community Donations Fund	Officer		No



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