General Council Meeting

Notice is hereby given pursuant to the provisions of the Local Government Regulation 2012, that the next Meeting of the Central Highlands Regional Council will be held in the Council Chambers, 65 Egerton Street, Emerald on

Tuesday, 8 August 2017
At 2.30 pm

For the purpose of considering the items included on the Agenda.

Scott Mason
Chief Executive Officer
AGENDA CONTENTS

COMMITTEE RECOMMENDATIONS / NOTES ........................................................................................................3
Minutes - Finance and Infrastructure Standing Committee Meeting - 8 August 2017 ........................................3
Minutes - Communities Standing Committee Meeting - 8 August 2017 ..........................................................13
Minutes - Leadership and Governance Standing Committee Meeting - 8 August 2017 ...............................20
CHIEF EXECUTIVE OFFICER .............................................................................................................................28
Local Government Managers Association (LGMA) Annual Conference ..... approx. 5 min ..........................28
COMMITTEE RECOMMENDATIONS / NOTES
Minutes - Finance and Infrastructure Standing Committee Meeting - 8 August 2017
Finance and Infrastructure Standing Committee Meeting

MINUTES

Meeting held in the Central Highlands Regional Council Chambers, Emerald Office
Tuesday 8 August 2017
Commenced at 8.30am
CENTRAL HIGHLANDS REGIONAL COUNCIL

FINANCE AND INFRASTRUCTURE STANDING COMMITTEE MEETING

TUESDAY 8 AUGUST 2017

MINUTES CONTENTS

PRESENT........................................................................................................................................................3
APOLOGIES ...................................................................................................................................................3
LEAVE OF ABSENCE....................................................................................................................................3
CONFIRMATION OF MINUTES OF PREVIOUS MEETING .................................................................3
Finance and Infrastructure Standing Committee Meeting: 11 July 2017........................................3
Conflict of Interest, Personal Gifts and Benefits................................................................................3
INFRASTRUCTURE AND UTILITIES’ SECTION ....................................................................................4
9.1 Infrastructure and Utilities - Department Update ..............................................................................4
CORPORATE SERVICES’ SECTION..........................................................................................................4
10.1 Local Government Association of Queensland (LGAQ) – 2017 Annual Conference – Call for Motions .4
10.2 Corporate Services – Department Update .......................................................................................5
COMMERCIAL SERVICES’ SECTION.....................................................................................................5
11.1 Commercial Services - Department Update ......................................................................................5
CHIEF EXECUTIVE OFFICER....................................................................................................................5
12.1 Australian Local Government Association – National Local Roads and Transport Congress 2017....5
12.2 Institute of Public Works Engineers Australasia Western Roads Symposium .................................6
12.3 Chief Executive Officer – Department Update ................................................................................6
GENERAL BUSINESS................................................................................................................................6
CLOSED SESSION..................................................................................................................................6
14.1 Infrastructure and Utilities - Department Update .............................................................................7
14.5 Emerald Airport – Hanger 7 Lease .....................................................................................................7
14.6 Commercial Services - Department Update ......................................................................................8
14.2 Request Rate Write Off .......................................................................................................................8
14.3 Cancelled Rate Assessments Report ................................................................................................8
14.4 Corporate Services – Department Update .......................................................................................8
CLOSURE OF MEETING............................................................................................................................9
MINUTES – FINANCE AND INFRASTRUCTURE STANDING COMMITTEE MEETING
HELD AT 9.30AM TUESDAY 8 AUGUST 2017 IN THE CENTRAL HIGHLANDS REGIONAL COUNCIL
CHAMBERS, EMERALD OFFICE

PRESENT
Councillors
Councillor (Crs) K. Hayes (Mayor), G. Godwin-Smith (Deputy Mayor / Chair)
Councillors (Crs) C. Brimblecombe, M. Daniels, C. Rolfe

Officers
Chief Executive Officer S. Mason, General Manager Corporate Services J. Bradshaw, General Manager
Infrastructure and Utilities G. Joubert, General Manager Commercial Services M. Webster, Minute
Secretary S Cooper.

Observers
Nil

APOLOGIES
Nil

LEAVE OF ABSENCE
Cr Brimblecombe sought leave of absence for the meeting of 12 September 2017.

CONFIRMATION OF MINUTES OF PREVIOUS MEETING
Finance and Infrastructure Standing Committee Meeting: 11 July 2017
Resolution:
Cr Daniels moved and seconded by Cr Brimblecombe “That the minutes of the previous Finance and
Infrastructure Standing Committee Meeting held on 11 July 2017 be confirmed.”

FISC 2017 / 08 / 08 / 001
Carried (5-0)

Business Arising Out Of Minutes
Nil

Outstanding Meeting Actions
Cr Godwin Smith sought clarification on item 784 and asked whether this item was still relevant.
Cr Rolfe advised that the item 876 regarding the School zone in Capella was in fact about the lack of
crossings on the highway rather than flashing lights.

Conflict of Interest, Personal Gifts and Benefits
Nil
INFRASSTRUCTURE AND UTILITIES’ SECTION

Attendance
Manager Infrastructure J. Hoolihan, Manager Water Utilities P. Manning and Infrastructure Project Engineer S. Robinson attended the meeting at 8.36am.
Co-ordinator Communications A. Ferris attended the meeting at 8.37am.

9.1 Infrastructure and Utilities - Department Update

Executive summary:
The following information provides an update on key activities for the Infrastructure and Utilities Department.

Considered by Council.

Attendance
Manager Infrastructure J. Hoolihan, Manager Water Utilities P. Manning and Infrastructure Project Engineer S. Robinson left the meeting at 9.02am.

CORPORATE SERVICES’ SECTION

10.1 Local Government Association of Queensland (LGAQ) – 2017 Annual Conference – Call for Motions

Executive summary:
The 2017 Local Government Association of Queensland Annual Conference is being held from 16 – 18 October 2017 at the Gladstone Entertainment Centre.

Submissions are currently being sought for motions for the annual conference and are due by Friday 25 August 2017.

Resolution
Cr Rolfe moved and seconded Cr Brimblecombe “That Central Highlands Regional Council endorse the following motions for submission to the 2017 Local Government Association of Queensland Annual Conference:

1. Averaging of valuations for rating
2. Discount on rates and charges
3. Valueless land and rating offsets
4. Rating valuations for solar farms / wind farms
5. Grant funding – return of funds to the region and infrastructure
6. Alternative Grant funding

Further, that Central Highlands Regional Council forward a copy of these motions to the Central Queensland Regional Organisation of Councils for their support.”

FISC 2017 / 08 / 08 / 002

Carried (5-0)
10.2 Corporate Services – Department Update

Executive Summary
The following information provides an update on key activities for the Corporate Services Department.

Attendance
Manager Finance Shelly Fogg attended the meeting at 9.09am.

Considered by Council.

Attendance
Manager Finance Shelly Fogg left the meeting at 9.11am.

COMMERCIAL SERVICES’ SECTION

11.1 Commercial Services - Department Update

Executive Summary:
The report provides information relating to the activities of the Commercial Services Department during the month of July 2017 and is provided for Councillor’s information.

Considered by Council.

CHIEF EXECUTIVE OFFICER

12.1 Australian Local Government Association – National Local Roads and Transport Congress 2017

Executive Summary:
The Australian Local Government Association (ALGA) is the peak body for all local governments in Australia. It is a non-profit organisation established solely to serve the 560 local government bodies in Australia. Each year the ALGA holds an annual conference that focuses on the local roads and transport networks.

The Roads Congress is an important opportunity to engage with the Government on how its policies will impact on the provision and maintenance of local roads, as well as the broader infrastructure and transport agenda. The Congress will feature national and international speakers and invitations have been extended to the Minister for Infrastructure and Transport, the Hon Darren Chester MP, the Minister for Local Government and Territories, Senator the Hon Fiona Nash, the Shadow Minister for Infrastructure, Transport, Cities and Regional Development, the Hon Anthony Albanese MP, as well as the Shadow Minister for Regional Services, Territories and Local Government, Mr Stephen Jones MP.

Resolution
Cr Brimblecombe moved and seconded Cr Daniels “That Central Highlands Regional Council authorise the Mayor Cr Hayes, Cr Rolfe, along with the Chief Executive Officer to attend the Australian Local Government Association National Local Roads and Transport Congress 2017 which is being held in Albany, Western Australia from 6 to 8 November 2017 as Council’s representatives”.

FISC 2017 / 08 / 08 / 003 Carried (5-0)
12.2 Institute of Public Works Engineers Australasia Western Roads Symposium

Executive Summary:
The Institute of Public Works Engineers Australasia Western Roads Symposium will be held in Longreach, 6-7 September 2017 in partnership with the Longreach Regional Council and the Department of Transport and Main Roads.

The symposium will explore the use of locally available materials in the construction, maintenance and operations of our road assets specifically related to western and northern climatic conditions. It will also promote the technical expertise and experience available to support stakeholders within the roads infrastructure industry.

Resolution
Cr Brimblecombe moved and seconded Cr Daniels “That Central Highlands Regional Council be represented at the Institute of Public Works Engineers Australasia Western Roads Symposium which is being held in Longreach from 6 – 7 September 2017 by Cr Rolfe.”

FISC 2017 / 08 / 08 / 004 Carried (5-0)

12.3 Chief Executive Officer – Department Update

Executive Summary:
The report provides information relating to the activities of the Chief Executive Officer during the month of July 2017 and is provided for Councillor's information.

Considered by Council.

GENERAL BUSINESS

Nil

CLOSED SESSION

Into Closed Session

Resolution
Cr Hayes moved and seconded by Cr Rolfe “That Council close its meeting to the public in accordance with Section 275 (1)(h) of the Local Government Regulation 2012 that Council staff involved in the closed discussions remain in the room.”

FISC 2017 / 08 / 08 / 005 Carried (5-0)

The meeting was closed at 9.25 am

Attendance
Manager Infrastructure J. Hoolihan, Manager Water Utilities P. Manning and Infrastructure Project Engineer S. Robinson attended the meeting at 9.25am
General Manager Commercial Services M. Webster and General Manager Corporate Services J. Bradshaw left the meeting at 9.25am
Attendance
Manager Infrastructure J. Hoolihan, Manager Water Utilities P. Manning and Infrastructure Project Engineer S. Robinson left the meeting at 10.00am

Out of Sequence
Due to unavailability of General Manager Corporate Services J. Bradshaw, the Commercial Services items were brought forward and discussed.

Attendance
General Manager Commercial Services M. Webster and Commercial Analyst A. Gissel attended the meeting at 10.01am.
General Manager Commercial Services M. Webster and Commercial Analyst A. Gissel left the meeting at 10.08am
General Manager Corporate Services J. Bradshaw and Finance Manager S. Fogg attended the meeting at 10.08am

Out of Closed Session
Resolution
Cr Brimblecombe moved and seconded by Cr Rolfe “That the meeting now be re-opened to the public.”

The meeting reopened to the public at 10.20am

FISC 2017 / 08 / 08 / 006 Carried (5-0)

14.1 Infrastructure and Utilities - Department Update

Executive Summary:
The following information provides an update on key activities for the Infrastructure and Utilities Department.

Considered by Council.

14.5 Emerald Airport – Hanger 7 Lease

Executive Summary:
Emerald airport publicly advertised the lease of Hangar 7. Two formal applications were received expressing interest in leasing the building. Both of the formal applications received provided the necessary details and information requested to assist in making a transparent decision.

Resolution:
Cr Rolfe moved and seconded Cr Daniels “That the Central Highlands Regional Council Finance and Infrastructure Committee endorse the arrangement of a lease of agreement for Hangar 7 be entered into with Mr Russell Nobbs, Heli Central Pty Ltd.”

FISC 2017 / 08 / 08 / 007 Carried (5-0)
14.6 Commercial Services - Department Update

Executive Summary:
The report provides information relating to Native Title and the financial performance of the Airport, Quarry and Saleyards businesses during the month of July 2017 (interim) and is provided for Councillor’s information.

Considered by Council.

14.2 Request Rate Write Off

Executive Summary:
Council has been pursuing the recovery of a large debt owed with respect to outstanding rates on property located at 6 Arnold Street Blackwater, currently held by the Department of Housing and Public Works, without success, and this Report is submitted seeking Council’s resolution to resolve this matter.

Resolution:
Cr Hayes moved and seconded Cr Brimblecombe “That the Central Highlands Regional Council write off the outstanding rates debt of $48,379.61 on Rate Assessment 15288, as there are no further avenues available to Council to pursue payment from previous owners”.

FISC 2017 / 08 / 08 / 008 Carried (5-0)

14.3 Cancelled Rate Assessments Report

Executive Summary:
The purpose of this report is to provide Council with an overview and progress report in relation to a number of cancelled rate assessments held in its records which contain outstanding rates and charges balances.

Considered by Council.

14.4 Corporate Services – Department Update

Executive Summary:
The report provides information relating to the activities of the Corporate Services Department during the month of July 2017 and is provided for Councillor’s information.

Considered by Council.
CLOSURE OF MEETING

There being no further business, the Chair closed the meeting at 10.23am.

CONFIRMED

CHAIR

DATE
Communities Standing Committee Meeting

MINUTES

Meeting held in the Central Highlands Regional Council Chambers, Emerald Office

Tuesday 8 August 2017

Commenced at 10.25am
PRESENT........................................................................................................................................................3
APOLOGIES ...................................................................................................................................................3
LEAVE OF ABSENCE ....................................................................................................................................3
Conflict of Interest, Personal Gifts and Benefits ........................................................................................3
Petitions .........................................................................................................................................................3
COMMUNITIES ...............................................................................................................................................4
Loan to Central Highlands Triathlon Club........................................................................................................4
Stock Routes...................................................................................................................................................4
Community Reference Groups – Action Planning Update ..............................................................................4
Youth Strategy Progress Report......................................................................................................................5
Call for Motions – LGAQ Annual Conference ..................................................................................................5
CHIEF EXECUTIVE OFFICER........................................................................................................................6
Show Dates 2018............................................................................................................................................6
GENERAL BUSINESS....................................................................................................................................6
CLOSED SESSION.........................................................................................................................................6
CLOSURE OF MEETING................................................................................................................................6
MINUTES – COMMUNITIES STANDING COMMITTEE MEETING
HELD AT 10.25AM TUESDAY 8 AUGUST 2017 IN THE CENTRAL HIGHLANDS REGIONAL COUNCIL
CHAMBERS, EMERALD OFFICE

PRESENT
Councillors
Councillors (Crs) K. Hayes (Mayor), G. Godwin-Smith (Deputy Mayor) C. Brimblecombe (Chair),
Councillors M. Daniels, G. Nixon

Officers
Chief Executive Officer S. Mason, General Manager Communities D. Fletcher, General Manager
Infrastructure G. Joubert, Minute Secretary B. Pusey

Observers
Councillors (Crs) A. McIndoe, C. Rolfe

APOLOGIES

Resolution:
Cr Hayes moved and seconded by Cr Godwin-Smith “That an apology be granted for Councillor P. Bell AM
for today’s Communities Standing Committee Meeting.”

CSC 2017 / 08 / 08 / 001
Carried (5-0)

LEAVE OF ABSENCE

Resolution:
Cr Godwin-Smith moved and seconded by Cr Daniels “That a leave of absence for Councillor Brimblecombe be granted for the Communities Standing Committee Meeting to be held on 12 September
2017.”

CSC 2017 / 08 / 08 / 002
Carried (5-0)

Business Arising Out Of Minutes
Nil

Outstanding Meeting Actions
Nil

Conflict of Interest, Personal Gifts and Benefits
Nil

Petitions
Nil

Attendance
Chief Executive Officer S. Mason left the meeting at 10.26am
Councillor C. Rolfe attended the meeting at 10.28am
Chief Executive Officer S. Mason attended the meeting at 10.28am
General Manager Infrastructure G. Joubert attended the meeting at 10.29am
Manager Finance S. Fogg attended the meeting at 10.37am
Loan to Central Highlands Triathlon Club

Executive summary:
The Central Highlands Triathlon Club has made a request to Central Highlands Regional Council for a financial loan of $10,000 to assist with preparations for the upcoming Nissan State Series Emerald Triathlon.

Resolution:
Cr Hayes moved and seconded by Cr Godwin-Smith “That the Central Highlands Regional Council approve the loan conditional to specific negotiated terms, with delegation provided to the Chief Executive Officer to undertake negotiations, and any further loans requested from community groups be approved, in accordance with and pursuant to, the creation of a financial assistance policy for Community organisations (or similar)”

CSC 2017 / 08 / 08 / 003

Carried (5-0)

Attendance
Manager Finance S. Fogg left the meeting at 10.43am
Manager Environment and Planning K. Byrne attended the meeting at 10.43am
Senior Ranger J. Bullivant attended the meeting at 10.43am

Stock Routes

Executive summary:
This information report is provided for the purpose of updating Council regarding the Stock Route Network across the Central Highlands region and the legislative amendments proposed in the Stock Route Management Bill 2016. Additionally, the report outlines the upcoming stock route audit report to be completed and information on funding the assets and maintenance of the stock routes.

Considered by Council.

Mayor K. Hayes thanked the Ranger Services team for their response to a recent event, for their professionalism in the community and providing support to a high standard.

Attendance
Manager Environment and Planning K. Byrne left the meeting at 10.54am
Senior Ranger J. Bullivant left the meeting at 10.54am
Manager Community Development S. Poulter attended the meeting at 10.55am
Community Development Officer B. Frawley attended the meeting at 10.55am

Community Reference Groups – Action Planning Update

Executive summary:
The Central Highlands Community Plan 2022 comprises a region-wide plan with regional goals and outcomes, as well as 13 place based community plans that list each community’s priorities with goals that link to the regional plan.

The 13 place based plans recognise the unique and diverse communities within the region, providing equal representation to their future aspirations and priorities within the Central Highlands.

With these plans in place, the next step to achieving these priorities is “Making it Happen”. To “Make it Happen” each of the 13 Community Reference Groups (CRG’s) have been tasked to set out how their priorities and goals will become a reality, through the creation of an Action Plan.

The Community Development Unit have been working with each of the 13 CRG’s to develop their Action Plan. This report provides an update of the progress made by each community on their Action Plan.
Youth Strategy Progress Report

Executive summary:
The Youth Strategy will be Central Highlands Regional Council’s plan for our region’s young people outlining council’s priorities to support them over the next 5 years. The strategy will be developed in line with council’s strategic documents, including the Central Highlands Community Plan 2022 and the new Corporate Plan 2017 - 2022.

The community engagement process is well underway with a number of engagement activities conducted to gain information and feedback to assist the development of the strategy. Engagement activities will continue until August 2017, with the draft Youth Strategy scheduled for presentation to council in November 2017, and the final version to be presented for adoption at the Communities Standing Committee meeting 12 December 2017.

Call for Motions – LGAQ Annual Conference

Executive summary:
The 2017 Local Government Association of Queensland Annual Conference is being held from 16 – 18 October 2017 at the Gladstone Entertainment Centre.

Submissions are currently being sought for motions for the annual conference and are due by Friday 25 August 2017.

Motion handout circulated to all Councillors to provide open discussion.

1. Prevention of a recycling market failure
2. Transport for vulnerable people in regional areas
3. Post codes in rural areas – (ongoing issue as noted in CRGs)
4. Disability access improvement in rural and regional areas
5. Fixed Phone lines to support education and telecommunications generally
6. Development and Planning
7. Environment and Waste
8. Ranger Services
9. Better utilisation of open space sporting facility between educational institutions and community sport
10. Expansion of e-kindys to areas across the Central Highlands
CHIEF EXECUTIVE OFFICER

Show Dates 2018

Executive summary:
The Minister responsible for the administration of the Holidays Act 1983, is empowered to appoint, upon request from the Chief Executive Officer of the local government for the district, a special holiday within the region whether it be a day, or the forenoon or afternoon of a day. Holidays of this nature are usually appointed in respect of an annual agricultural show, horticultural show or industrial show or other events which would be of significance to a particular district.

Resolution:
Cr Nixon moved and seconded by Cr Godwin-Smith “That Central Highlands Regional Council advise the Office of Industrial Relations that it requires the following dates to be gazetted in the respective areas as the Show Holidays for 2018:

Capella/Tieri: Friday 25 May 2018
Springsure/Rolleston: Friday 1 June 2018
Emerald / Comet / Gemfields: Wednesday 6 June 2018
Blackwater/ Bluff / Dingo / Duaringa: Wednesday 6 June 2018.”

CSC 2017 / 08 / 08 / 004 Carried (5-0)

GENERAL BUSINESS

Nil

CLOSED SESSION

Nil

CLOSURE OF MEETING

There being no further business, the Chair closed the meeting at 10.20am.

CONFIRMED

CHAIR

DATE
Minutes - Leadership and Governance Standing Committee Meeting - 8 August 2017
Leadership and Governance Standing Committee Meeting

MINUTES

Meeting held in the Central Highlands Regional Council Chambers, Emerald Office

Tuesday 8 August 2017
Commenced at 12.00pm
CENTRAL HIGHLANDS REGIONAL COUNCIL

LEADERSHIP AND GOVERNANCE STANDING COMMITTEE MEETING

TUESDAY 8 AUGUST 2017

MINUTES CONTENTS

PRESENT ......................................................................................................................... 3
APOLOGIES .................................................................................................................... 3
LEAVE OF ABSENCE ...................................................................................................... 3
CONFIRMATION OF MINUTES OF PREVIOUS MEETING .............................................. 3
Leadership and Governance Standing Committee Meeting: 11 July 2017 ..................... 3
BUSINESS ARISING OUT OF MINUTES ........................................................................ 3
OUTSTANDING MEETING ACTIONS ............................................................................ 3
MATERIAL PERSONAL INTEREST, CONFLICT OF INTEREST, PERSONAL GIFTS AND BENEFITS... 3
PETITIONS (IF ANY) ........................................................................................................ 3
CORPORATE SERVICES .................................................................................................. 4
9.1 Corporate Services - Department Update .................................................................. 4
9.2 Workplace Health and Safety Update - July 2017 ..................................................... 4
CHIEF EXECUTIVE OFFICER ......................................................................................... 4
10.1 Local Government Managers Association (LGMA) Annual Conference .................. 4
10.2 Corporate Communications Monthly Report – June 2017 ....................................... 5
10.3 Chief Executive Officer - Department Update .......................................................... 5
GENERAL BUSINESS ..................................................................................................... 5
CLOSED SESSION .......................................................................................................... 5
12.1 Corporate Services - Department Update ................................................................ 6
12.2 Workplace Health and Safety Update - July 2017 .................................................... 6
12.3 Chief Executive Officer - Department Update .......................................................... 6
CLOSURE OF MEETING .................................................................................................. 7
MINUTES – LEADERSHIP AND GOVERNANCE STANDING COMMITTEE – TUESDAY 8 AUGUST 2017 – PAGE 3

MINUTES – LEADERSHIP AND GOVERNANCE STANDING COMMITTEE MEETING
HELD AT 12.00PM TUESDAY 8 AUGUST 2017 IN THE CENTRAL HIGHLANDS REGIONAL COUNCIL CHAMBERS, EMERALD OFFICE

PRESENT
Councillors
Councillor (Crs) K. Hayes (Mayor / Acting Chair)
Councillors (Crs) C. Brimblecombe, A. McIndoe, G. Nixon and C. Rolfe

Officers
General Manager Corporate Services J. Bradshaw, Chief Executive Officer S. Mason,
Minute Secretary M. Wills

Observers
Councillors (Crs) G. Godwin-Smith, M. Daniels

APOLOGIES
Nil

LEAVE OF ABSENCE
Resolution:
Cr McIndoe moved and seconded by Cr Rolfe “That a leave of absence be granted for Cr Brimblecombe for 12 September 2017.”

LGSC 2017 / 08 / 08 / 001
Carried (5-0)

CONFIRMATION OF MINUTES OF PREVIOUS MEETING
Leadership and Governance Standing Committee Meeting: 11 July 2017
Resolution:
Cr Brimblecombe moved and seconded by Cr McIndoe “That the minutes of the previous Leadership and Governance Standing Committee held on 11 July 2017 be confirmed.”

LGSC 2017 / 08 / 08 / 002
Carried (5-0)

BUSINESS ARISING OUT OF MINUTES
Nil

OUTSTANDING MEETING ACTIONS
Nil

MATERIAL PERSONAL INTEREST, CONFLICT OF INTEREST, PERSONAL GIFTS AND BENEFITS
Nil

PETITIONS (IF ANY)
Nil
CORPORATE SERVICES

9.1 Corporate Services - Department Update

Executive Summary:
This report provides an update and overview of key issues of interest for the Corporate Services department activities of Council that report to this Committee.

Considered by Council.

Attendance
Cr Daniels attended the meeting at 12.12pm as an observer
Cr McIndoe left the meeting at 12.12pm
Safety Compliance Advisor C. Fitzgerald and J. Zimmerman attended the meeting at 12.13pm
Cr McIndoe returned to the meeting at 12.16pm

9.2 Workplace Health and Safety Update - July 2017

Executive Summary:
This report provides a summary of Council’s health and safety initiatives. The purpose of the information provided is to highlight to Council any issues, risks and opportunities impacting the safety and health of workers at Central Highlands Regional Council.

Considered by Council.

Attendance
Safety Compliance Advisor C. Fitzgerald and J. Zimmerman left the meeting at 12.19pm

CHIEF EXECUTIVE OFFICER

10.1 Local Government Managers Association (LGMA) Annual Conference

Executive Summary:
The Local Government Managers Association (LGMA) Annual Conference showcases the work of local governments, exploring the issues being tackled around the state in an effort to continuously improve service delivery in the community and performance within each local government. The annual conference provides opportunity to learn from colleagues, discuss challenges and pursue collaborative opportunities.

This report requests for the approval for Councillors and Scott Mason, Chief Executive Officer, to represent Central Highlands Regional Council at the Local Government Managers Association Annual Conference in September 2017.

Resolution:
Cr Nixon moved and seconded by Cr Brimblecombe “That Central Highlands Regional Council Leadership and Governance Standing Committee defer the matter for consideration to the General Council Meeting at 2.30pm today.”

LGSC 2017 / 08 / 08 / 003 Carried (5-0)
Attendance
Communications Officer H. Thomson attended the meeting at 12.21pm

10.2 Corporate Communications Monthly Report – June 2017

Executive Summary:
The Corporate Communications team compiles a report at the end of each month on the key statistics and analysis of its communications channels and the activities undertaken.

The report is used to inform the communications strategy and also to analyse the effectiveness of various corporate communications campaigns.

Considered by Council.

Attendance
Communications Officer H. Thomson left the meeting at 12.34pm

10.3 Chief Executive Officer - Department Update

Executive Summary:
This report is a monthly brief on the key activities from the Office of the Chief Executive Officer.

Considered by Council.

GENERAL BUSINESS
(Verbal matters raised by Councillors either as a question, acknowledgement and or additional follow-up by officers)

Nil

CLOSED SESSION

Into Closed Session
Resolution:
Cr Mclndoe moved and seconded by Cr Brimblecombe "That Council close its meeting to the public in accordance with Section 275 (1) (a) (b) (h) (f) of the Local Government Regulation 2012 and that Council staff involved in the closed discussions remain in the room."

LGSC 2017 / 08 / 08 / 004

The meeting was closed at 12.42pm

Attendance
Minute Secretary M. Wills left the meeting at 12.42pm
Safety Compliance Advisor C. Fitzgerald and J. Zimmerman attended the meeting at 12.42pm
12.1 Corporate Services - Department Update

12.2 Workplace Health and Safety Update - July 2017

Attendance
Safety Compliance Advisor C. Fitzgerald and J. Zimmerman left the meeting at 12.51pm

12.3 Chief Executive Officer - Department Update

Out of Closed Session
Resolution:
Cr Brimblecombe moved and seconded by Cr McIndoe “That the meeting now be re-opened to the public.”

LGSC 2017 / 08 / 08 / 005 Carried (6-0)

The meeting was opened at 1.17pm

Attendance
Minutes Secretary M Wills returned to the meeting at 1.17pm

12.1 Corporate Services - Department Update

Executive Summary:
This report provides an update and overview of key activities of interest for the Corporate Services department activities of Council that report to this Committee.

Considered by Council.

12.2 Workplace Health and Safety Update - July 2017

Executive Summary:
This report provides a summary of Council’s health and safety initiatives. The purpose of the information provided is to highlight to Council any issues, risks and opportunities impacting the safety and health of workers at Central Highlands Regional Council.

Considered by Council.

12.3 Chief Executive Officer - Department Update

Executive Summary:
This report is a monthly brief on the key activities from the Office of the Chief Executive Officer.

Considered by Council.
CLOSURE OF MEETING

There being no further business, the Chair closed the meeting at 1.18pm

CONFIRMED

MAYOR

DATE
Local Government Managers Association (LGMA) Annual Conference ..... approx. 5 min

AUTHOR / AUTHORIZING OFFICER: Scott Mason, Chief Executive Officer

EXECUTIVE SUMMARY:

The Local Government Managers Association (LGMA) Annual Conference showcases the work of local governments, exploring the issues being tackled around the state in an effort to continuously improve service delivery in the community and performance within each local government. The annual conference provides opportunity to learn from colleagues, discuss challenges and pursue collaborative opportunities.

This report requests for the approval for Councillors and Scott Mason, Chief Executive Officer, to represent Central Highlands Regional Council at the Local Government Managers Association Annual Conference in September 2017.

OFFICER RECOMMENDATION

That Central Highlands Regional Council approve Councillor (to be identified) and Scott Mason, Chief Executive Officer, to be Councils’ representatives at the Local Government Managers Association Queensland Inc. Annual Conference at the Gold Coast for the period 12 to 14 September 2017.

REPORT:

The Local Government Managers Association Queensland Inc. is hosting its Annual Conference at the Gold Coast, Queensland, on 12 to 14 September 2017. A copy of the conference brochure is attached to this report for information.

Central Highlands Regional Council requests the approval of Councillor Gail Nixon and the Chief Executive Officer to represent Council at the Annual Conference. It should be noted that in addition, General Manager Commercial Services has also been approved to attend the Annual Conference.

It is also acknowledged the Chief Executive Officer and General Managers Commercial Services will be attending the Annual General Meeting of the Local Government Managers Association Queensland Inc. on 13 September 2017 during the course of the Annual Conference.

CONSIDERATIONS / IMPLICATIONS:

<table>
<thead>
<tr>
<th>Risk Rating</th>
<th>Summary Project Risk Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health &amp; Safety</td>
<td>1</td>
</tr>
<tr>
<td>Service Delivery</td>
<td>1</td>
</tr>
<tr>
<td>Financial</td>
<td>1</td>
</tr>
<tr>
<td>Community</td>
<td>1</td>
</tr>
<tr>
<td>Environment</td>
<td>1</td>
</tr>
</tbody>
</table>

Risk:
This conference clashes with:
- Standing Committees and General Council Meeting – 12 September 2017
• Community Consultations - Tieri and Clermont-Rubyvale Rd / Rubyvale, Sapphire and Anakie / Willows Gemfields, Bogantungan and Lochington which are being held on 13-15 September 2017

**Corporate/Operational Plan Reference:**
5. Leadership and Governance;
5.1. - Corporate Plan Strategy: Leadership and communication
5.1.1 - Clearly define the functions, services, roles and responsibilities of council.

**Financial:**

- Conference Registrations (early bird) $945.00
- Flights – Emerald to Brisbane (based on red edeals are currently advertised) $320.00
- Accommodation (3 nights may be required) @ approx. $169.00 per night / per person $507.00

Total approximate cost $1,772.00

+ meals and transfers (hire car approx. $380.00)

**Year to date expenses (as at 3 August 2017)**

<table>
<thead>
<tr>
<th>Expense</th>
<th>Budget</th>
<th>Year to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Registrations</td>
<td>$41,000</td>
<td>$4,276</td>
</tr>
<tr>
<td>Travel Expenses</td>
<td>$49,800</td>
<td>$2,139</td>
</tr>
<tr>
<td>Accommodation and Meals</td>
<td>$45,200</td>
<td>$5,814</td>
</tr>
</tbody>
</table>

No Allowance in the 2017 / 2018 budget had been made for Councillors to attend this conference.

**Statutory/Policy/Delegations:**
Expenses Reimbursement and provision of Facilities for Mayor and Councillors Policy.

**Communication/Engagement:**
The Chief Executive Officer will submit a report to a future Leadership and Governance Standing Committee of the Central Highland Regional Council regarding the Annual Conference.

**ATTACHMENTS:**

1. LGMA Conference Program [7.1.1]
ALL THE WORLD'S A STAGE

"All the world's a stage and all the men and women are merely the players..."
So said William Shakespeare in 1599.

In 2017, we put Queensland councils on the stage and examine all the players and the parts they play. The LGMA Annual Conference showcases the work of local governments; exploring the issues being tackled around the state in an effort to continuously improve service delivery in the community and performance within each local government. As each of us seek to play our part in the sector, the Annual Conference provides an opportunity to learn from colleagues, discuss challenges and pursue collaborative opportunities.

LGMA welcomes you to join colleagues on the Gold Coast in September and share this event showcasing Queensland local government.
Tuesday, 12 September, 2017

10.00am – 2.00pm  LGMA Queensland Golf Day*
3.30pm – 4.30pm  Registration
4.30pm – 6.00pm  President’s Welcome
Reception

Evening at Leisure

*All Queensland councils are welcome to attend the Golf Day (not just conference attendees!)

Wednesday, 13 September, 2017

08.45am  Welcome
09.00am – 3.00pm  Conference Sessions
3.00pm  LGMA Queensland AGM
3.30pm – 5.00pm  Beach vs. Bush Challenge
Evening at leisure

Wednesday

8:45am  Welcome to country
9:00am  Conference welcome
9:15am  Michael Henderson – Get Tribal

Michael Henderson is a Corporate Anthropologist and has a profession, the mandate, to unearth ideas and trends that affect the very fabric of our society. His ground-breaking work on values has helped countless organisations explore what makes people tick and what we value most. While senior management often views their company as an enterprise, Michael offers a new point of view: the organisation as a tribe. He believes it is vital to ask where is the power, who are the heroes, why do people want to belong, what is the power structure and who has real power?

With experience across all sectors, Michael Henderson also has a degree in Anthropology and is qualified in Axiology, the science of human values. Michael is often described as a powerful, thought-provoking speaker as his ideas on culture often contradict traditional beliefs.

10:15am  Morning Tea

10:45am

Consistency and flexibility – the dilemma of modern strategy

Modern leadership theorists often describe the modern leader as someone who is adaptable: someone who can manage change and someone who can shift quickly as opportunities or threats arise. At the same time, research shows us that to be productive, people crave certainty and stability – they need leaders who they feel are consistent and whose responses they can reasonably predict. Similarly, communities, while seeking to be part of a modern and dynamic society, are also seeking the security of the known and predictable. How, as leaders of council, do we manage the dichotomy between the need for constant adaptation in a changing world and the demand for certainty and consistency?

In this session, three councils will provide case studies which highlight this very challenge, including: Gympie Regional Council; the town that saved Queensland needed saving; Bulloo Shire Council: Holding Strategy in Rural and Remote council’s; and Logan City Council: How to use a Futurist effectively. With plenty of time for discussion, delegates can explore the issues and seek feedback on their own views and ideas.
Engaging a disengaged community
The three case studies presented in this workshop explore initiatives aimed at creating greater engagement both with the community and within the community. Toowoomba Regional Council’s transformational initiatives to turn reluctant ratepayers into passionate subscribers, Noosa’s work in the engagement of community including consideration of community juries, participatory budgeting and general communication with ratepayers and Tweed Council’s work to assist the community to improve neighbour relationships all highlight different aspects of community engagement. Presenters will show what worked and which activities did not achieve the desired results; offering relevant lessons for engagement with communities for different purposes and under varied circumstances.

Delegates attending this session will have the opportunity to explore the application and efficacy of each initiative and discuss transferability to other areas, such as in their own councils.

12:15pm  Lunch

1:00pm
Managing people to drive strategy and productivity

Without people to drive your strategy, your strategy is just words on a page. Without productive people, your strategy implementation will be limited to immediate and ‘business as usual’ activities. This session considers the alignment of strategy with people and roles, driving performance and building a productive and consistent organisation. Case studies from Redland City Council, Mareeba Shire Council and City of Greater Geraldton will showcase initiatives while self-confessed local government ‘maverick’; Fox Rogers, will explain why we need more like him!

Suitable for anyone interested in driving productivity which is aligned with corporate strategy, this session is designed to allow discussion and engagement, providing delegates with time to question presenters, share ideas and explore solutions.

Community Wellbeing: a new (?) focus for local government

As local governments become more, or differently, involved in initiatives focussed on enhancing community wellbeing, a wide range of activities are being introduced around the state. Maranoa Regional Council’s award-winning Be Healthy Be Safe Maranoa initiative, Douglas Shire Council’s inclusion programmes and Pormpuraaw Shire Council’s Youth Summit are all great examples of these and show the diversity and breadth of activity. Delegates will also hear from Professor Matt Sanders of the University of Queensland about the Triple P Parenting programme which is working its way through communities with excellent results and which shows what long-term and sustainable change can be achieved.

 Originally the purview of community development officers, today community wellbeing initiatives cross into all aspects of council business and this session is designed to allow discussion and engagement, encouraging delegates to consider a broader commitment to community wellbeing across council but potentially still within current business models.

3:00pm  LGMA Queensland Annual General Meeting
Thursday, 14 September, 2017

08.30am  Welcome
09.00am – 3.00pm  Conference Sessions
6.30pm – 11.30pm  Gala Dinner

Thursday

8:30am  Minister Welcome

9:00am  Rosemary Vilgan - Building a culture of continuous innovation

Rosemary Vilgan held the position as CEO of QSuper, one of the world’s largest pension funds, from 1998 until the end of 2015. In this role, she transformed a public sector superannuation fund to become an award winning, vertically integrated, financial services business for over half a million customers with almost $90 billion in accounts and $60 billion under direct management.

Under Rosemary’s leadership, the organisation received numerous awards and in 2015 was awarded Best Superannuation Fund, Best Pension Fund and Best New Product. Rosemary led many innovations and in 2000 achieved superannuation equity for Queensland Government workers, which benefitted some 80,000 people, mainly women. In 2014 she won a Global Innovation Award from Pensions and Investment Magazine (USA) when, after seeing the devastation of the GFC on her customers, Rosemary designed and transitioned 400,000 customers to a new product that tailors savings to their age, account balance and the economic environment. Values and cultural fit were a key focus for Rosemary in leading the business and despite undertaking massive change over many years, its engagement score was 88% across over 1000 employees.

In speaking with other organisations, Rosemary is able to reflect on the lessons learnt through these experiences, distilling the critical components of her success.

10:00am  Morning Tea

10.45am  Healthy workplace - Healthy Output
An increasingly difficult challenge for modern councils is maintaining happy and healthy workforces. Across Australia, 1 in five employees has recently taken time off work due to feeling mentally unwell and untreated mental health costs Australia $10.6 billion per year (a large proportion of this is attributed to ‘presenteeism’). ASIC is now focussing on board and organisational culture as a key indicator of performance of an organisation. In local government, internal organisational and external community demands are putting more pressure on councils to find global solutions to what used to be in individual challenges.

In this workshop a number of councils which are seeking to reshape their cultures and to actively manage employee stress and mental health will discuss their experiences. Sunshine Coast Council will discuss their award-winning FRESHminds programme, Balonne Shire Council will explore the challenges of entrenched cultures and City of Ipswich will showcase the i-Health programme introduced through the efforts of their workplace health and safety team.
Delegates will also hear from Dr Amanda Biggs of Griffith University on the increasingly complex issue of mental and physical health in our communities and why these workplace wellbeing initiatives are so critical to the sustainability of our organisations. Amanda will discuss what leaders need to be aware of and how common policies and practices can inadvertently increase issues associated with mental and physical health of our workforces.

This session is designed to allow discussion and engagement, providing delegates with the opportunity to question presenters, share ideas and offer solutions.

**Legal Conundrums**

In the past twelve months a number of significant legal challenges have occurred involving Queensland councils. This session will explore some of these and will include commentary from Tim Fynes-Clinton of King and Company Solicitors. The case studies presented by councils will include legal issues relating to planning, industrial relations, rating and procurement.

This session is designed to allow discussion and engagement, providing delegates with the opportunity to question presenters, share ideas and consider alternative approaches and solutions.

1:45pm

**Dan Collins - Building a Culture of Accountability - the single biggest driver of organisational success**

Dan is a firm believer that Excellence is worth pursuing; constant progress is an in-built human condition.

There is not a single human alive who does not wish to be better - no one wants to be 'average'. Dan takes this principle into all that he does; partnering with organisations in helping them produce a culture of high-performance and accountability. He believes in creating a challenging and robust working environment where people can achieve their life aspirations at the individual level and, in so doing, drive team performance and output.

His personal success cannot be questioned. His life has been about high-performance; first as an athlete competing in kayaking at the 1992 Barcelona, 1996 Atlanta, Sydney 2000 and 2004 Athens Olympic Games. Post his Olympic career, Dan has been a leader in some of the world's most elite sporting organisations. Leading culture change and intervention programmes for the AIS, driving $90 million strategic initiatives programme for the International Rugby Board and a high performance consultant to NRL and AFL clubs as well as international sporting organisations such as Manchester United, Manchester City Football Academies and Japanese Rugby.

Dan has a Bachelor of Business through Griffith University and a Diploma of Coaching along with understanding life through the school of hard knocks. He gives back to the community through his 28 years of service to the Australian Surf Life Saving Association.

3:00 - The curtain falls – conference close
Conference Venue

Mercure Gold Coast Resort,
64 Palm Meadows Drive, Carrara, Qld 4211
Telephone: 07 5555 7700
Email: reservations@mercuregoldcoastresort.com.au

Some of the many facilities on offer at Mercure Gold Coast Resort include four floodlit tennis courts, a day spa, a fully equipped fitness centre, a spa and sauna, a restaurant and bar, laundry facilities, WIFI access, 24hr reception and in-room dining. Enjoy the swimming pool, golf course and the close proximity to Surfers Paradise, Broadbeach and Mermaid Beach. www.mercuregoldcoastresort.com.au

Getting There

Brisbane’s domestic airport is less than an hour’s drive to the Gold Coast. From Brisbane take the Pacific Motorway heading south towards Nerang. Continue towards Gooding Drive, Carrara. Veer left onto Gooding Drive Merrimac ramp. Veer left onto Palm Meadows Drive, Carrara.


Accommodation

*Please use the enclosed booking form to make your reservations.*

Room types and rates are subject to availability.

**Standard Room from $139.00 per room per night**
- Includes one king size bed or two queen size beds
- Tea and coffee making facilities
- In room safes
- Balcony or courtyard in all rooms
- Check in at 2pm and check out at 11.00am

**Superior Room from $169.00 per room per night**
- Includes one king size bed or two queen size bed
- Tea and coffee making facilities
- Wi-fi and internet access available
- In room safes
- Flat screen TV
- Balcony or courtyard in all rooms
- Check in at 2pm and check out at 11.00am

**Breakfast**

Full buffet breakfast is available daily from 06.30am at a special rate of $20.00 per person per day (reduced from $27.50pp).

Airport Transfer Company (from Brisbane)

Phone: 1300 282 111
Office Hours: Mon – Sun: 8am till 6pm
Email: info@airporttransfercompany.com.au
Web: www.airporttransfercompany.com.au
Things to see and do

www.visitgoldcoast.com

- Beaches
- Water activities
- Theme Parks
- Zoos, Sanctuaries and Wildlife Parks
- Cafes, Restaurants and Bars
- Shopping
- Tamborine Mountain
- Lamington National Park

Retail Therapy

HARBOUR TOWN
Gold Coast Highway, Corner of Oxley Drive, Biggera Waters
It's the go-to spot for all your outlet shopping needs.
www.harbourtowngoldcoast.com.au

PACIFIC FAIR SHOPPING CENTRE
Hooker Boulevard, Broadbeach
Pacific Fair Shopping Centre is soon set to be one of the biggest malls in the Southern Hemisphere.

ROBINA TOWN CENTRE
19 Robina Town Centre Drive
Robina Town Centre provided a fashion first for Queensland this year when they opened the state's first ever Zara.
www.robinatowncentre.com.au

Adventure

TREETOP CHALLENGE
Canyon Flyer Zipline Tour/High Ropes
Adventure Parks/Skyfall
1300 881 446
www.treetopchallenge.com.au/location

GO RIDE A WAVE
Learn to surf
1300 132 441

Health and Wellbeing

FUTURE THERAPY
(based at Mercure Gold Coast Resort)
Spa - massage and beauty therapies
07 5555 7740
www.futuretherapy.com.au

Local Running and Walking Groups

Climate

Spring (September - November) on the Gold Coast offers sunny days followed by mild tropical evenings. The temperatures fall between 15-25°C.
<table>
<thead>
<tr>
<th>Event</th>
<th>Location at Mercure Gold Coast Resort</th>
<th>Dress code</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGMA Queensland Golf Day</td>
<td>Palm Meadows Golf Course - 9 Holes</td>
<td>All players must have a collared shirt. No denim or board shorts allowed. Appropriate footwear, no work boots, sandals etc.</td>
</tr>
<tr>
<td>President’s Welcome</td>
<td>Poolside</td>
<td>Smart casual</td>
</tr>
<tr>
<td>Registration and Conference sessions Includes Morning tea, lunch and continuous tea and coffee</td>
<td>Masters Ballroom</td>
<td>Business casual. As the conference room temperature may vary, we suggest you wear layered clothing to ensure you are comfortable throughout the event.</td>
</tr>
<tr>
<td>AGM</td>
<td>Masters Ballroom</td>
<td>Business casual</td>
</tr>
<tr>
<td>Beach vs. Bush Cricket</td>
<td>The Green</td>
<td>Sport/Active wear Beach representatives - please wear blue Bush representatives - please wear green Cheer squads are actively encouraged!</td>
</tr>
<tr>
<td>Gala Dinner</td>
<td>Masters Ballroom</td>
<td>Cocktail</td>
</tr>
</tbody>
</table>
Registration and Schedule

Tuesday, 12 September, 2017
10.00am - 2.00pm LGMA Queensland Golf Day*
3.30pm - 4.30pm Registration
4.30pm - 6.00pm President’s Welcome Reception
Evening at Leisure

*All Queensland councils are welcome to attend the Golf Day (not just conference attendees!)

Wednesday, 13 September, 2017
08.45am Welcome
09.00am - 3.00pm Conference Sessions
3.00pm LGMA Queensland AGM
3.30pm - 5.00pm Beach vs. Bush Challenge
Evening at leisure

Thursday, 14 September, 2017
08.30am Welcome
09.00am - 3.00pm Conference Sessions
6.30pm - 11.30pm Gala Dinner

Conference Contact
LGMA Queensland / Telephone: 07 3174 5006
Email: admin@lgmaqld.org.au

FULL Registration

Includes: President’s Welcome, Beach vs. Bush Activity, all Conference Sessions and the Conference Dinner

<table>
<thead>
<tr>
<th></th>
<th>Early Bird On or before 14 July, 2017</th>
<th>Standard On or after 15 July, 2017</th>
<th>Late On or after 5 August, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGMA Qld Member</td>
<td>$945</td>
<td>$1100</td>
<td>$1320</td>
</tr>
<tr>
<td>Non-Member</td>
<td>$1200</td>
<td>$1480</td>
<td>$1776</td>
</tr>
<tr>
<td>LGMA Qld Retired Member</td>
<td>$580</td>
<td>$650</td>
<td>$780</td>
</tr>
<tr>
<td>Corporate*</td>
<td>$3890</td>
<td>$4555</td>
<td>$5466</td>
</tr>
<tr>
<td>Conference Dinner only</td>
<td>$165</td>
<td>$195</td>
<td>$230</td>
</tr>
</tbody>
</table>

- LGMA Queensland members must be financial for 2017/2018 at the time of registration to be eligible for the member rate.
- Please note that LGMA Queensland Membership is different from Council Subscription.
- Council subscribers are entitled to special conditions. Please confirm with LGMA on registration.
- Council Special – Send 5 delegates and receive the 5th registration for free (council subscribers only and conditions apply) - current for the 2017/18 financial year.
- Corporate pricing applies to non-local government organisations that are not sponsors of the event.
**Concurrent Sessions Only**

Includes: attendance at the concurrent sessions  
$65.00 single session  
$85.00 two sessions

**DAY Registration**

Wednesday 13 September only  
OR  
Thursday 14 September only  
$495.00 per person per day  
(excludes Gala Dinner)

**Golf**

Costs: $80.00 per person (includes cart, 9 holes of golf and snack box)

Hire equipment: Full set $30.00; Premium set $45.00 (please advise - left or right handed)

Dress code: Collared shirts required, no denim or board shorts, appropriate footwear (no work boots or open sandals/thongs)

Attendees: All local government staff are welcome

**Partners’ Programme**

A full Partners’ Programme includes:  
President’s Welcome on Tuesday  
Beach vs. Bush Challenge on Wednesday  
Gala Dinner attendance on Thursday  
$250.00 per person

---

**How to Register**

A separate registration form is included with this brochure. Additional forms are available from LGMA Queensland on (07) 3174 5006 or download a copy from the website www.lgmaqld.org.au

Completed registration forms can be faxed to (07) 3012 7862 or emailed to admin@lgmaqld.org.au and delegates will receive confirmation of their registration via email.

**Special Requirements**

Delegates with specific requirements such as prescribed medical diets or access requirements, are requested to advise their needs on the registration form or to email admin@lgmaqld.org.au. Failure to provide this information prior to the event may result in the requirements not being able to be met.

**Cancellation Policy**

A full refund will be paid on cancellations received prior to 11 August, 2017. A 50% administration fee will apply to cancellations received from 12 August, 2017 and no refund will be provided for cancellations received from 31 August, 2017. Cancellations must be received in writing, however LGMA Queensland will accept a substitute delegate.

**Privacy Notice**

Some information you provide on the conference registration form is personal information. This information is being collated for the purpose of: processing your registration; keeping you informed of upcoming events; marketing the services of LGMA Queensland to you; and enhancing and developing LGMA Queensland’s relationship with you. Although providing this information is voluntary, failure to provide sufficient information may result in your registration not being processed.

At the commencement of the conference, LGMA Queensland will distribute a list detailing the name of each registered delegate and the council or organisation they represent (if applicable). This list, together with the email address of every registered attendee will also be made available to forum sponsors for research and marketing purposes. If you object to the use of your details for this purpose please contact LGMA Queensland on 07 3174 5006 or Email: admin@lgmaqld.org.au

**Disclaimer of Liability**

Although every effort is made to ensure the programme is correct at the time of printing, sometimes unforeseen circumstances result in changes to the programme. LGMA Queensland will make every effort to ensure registered delegates are made aware of any unexpected changes.