Correspondence

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Our ref: 2015-01727 (P1) 48423

27 April 2016

File 10 No. 919

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Exception Period

Queensland Ombudsman

ABN 257 657 579 00

Level 17, 53 Albert Street Brisbane Q 4000

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- P 07 3005 7000 1800 068 908 (outside Brisbane)
- F 07 3005 7067
- e ombudsman@ ombudsman.qld.gov.au

w ombudsman.qld.gov.au

Ms Lyn McLaughlin Mayor Burdekin Shire Council PO Box 974 AYR QLD 4807

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Dear Ms McLaughlin

Queensland Ombudsman - introduction and update for mayors and councillors

I am writing to introduce new mayors and councillors and update existing mayors and councillors on the resources available to assist members of your community who are dissatisfied with an action or decision of a state agency, council or publicly funded university.

The Ombudsman is a longstanding and major part of the integrity and administrative improvement system in the Queensland Government. The Ombudsman is an independent officer of the Parliament and, along with other integrity agencies, contributes to fair and accountable administration by governments in the state.

The *Ombudsman Act 2001* prescribes two objects to be achieved by the Ombudsman and the Office of the Ombudsman, as the administrative body established to perform the Ombudsman's functions. They are:

- (a) to give people a timely, effective, independent and just way of having administrative actions of agencies investigated; and
- (b) to improve the quality of decision-making and administrative practice in agencies.

The first of these objects consumes by far the greater level of resources in my Office, with the handling of more than 12,000 contacts in the 2014-15 financial year, including almost 7,000 complaints. Details about the handling of these contacts and complaints are included in the 2014-15 Annual Report available on the Ombudsman's website under the *Media and reports* tab.

The second object is achieved through an ongoing program of training and reviews carried out by the Office. In the 2014-15 financial year, over 2,600 agency officers participated in the various training courses. All training programs can be accessed on the Ombudsman's website at

http://www.ombudsman.qld.gov.au/Portals/0/05%20Training Workbook July2015.pdf.

The Office is also responsible for the oversight of public interest disclosures (PIDs) and provides advice and training to nominated coordinators in state agencies, councils and publicly funded universities. PIDs resources are available from the Ombudsman's website at

http://www.ombudsman.qld.gov.au/PublicationsandReports/PublicInterestDisclosures/tabid/339/Default.aspx

In addition, I am empowered to undertake investigations on my own initiative: the most recent being *The workplace death investigations report: An investigation into the quality of workplace death investigations conducted by the Office of Fair and Safe Work Queensland.* Copies of reports from own initiative investigations are all available on the Ombudsman's website.

For the information of councillors, I have enclosed a range of material which outlines the role and function of the Ombudsman as well as advising potential complainants how best to raise their concerns with state agencies, councils and publicly funded universities. It also spells out how to lodge a complaint with this Office and how complaints will be managed. Further details of my Office, and its functions, are available on the Ombudsman's website at www.ombudsman.qld.gov.au.

I ask that you distribute a copy of this letter and its attachments to councillors to assist them understand the role of this Office and how they might advise their constituents.

Yours sincerely

Phil Clarke

Queensland Ombudsman

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The Ombudsman's role and powers

This fact sheet provides information about the role and powers of the Queensland Ombudsman.

What does the Ombudsman do?

The Ombudsman Act 2001 (the Act) sets out the functions and powers of the Ombudsman and how the role is performed. Under the Act, the Ombudsman has two main purposes:

- to give people a timely, effective, independent and just way of having administrative actions of agencies investigated
- to improve the quality of decisionmaking and administrative practice in agencies.

The Ombudsman achieves this by:

- investigating maladministration by public agencies (either in response to a complaint or because the Ombudsman has decided to investigate a particular issue)
- making recommendations to agencies about rectifying the effects of maladministration and improve practices and procedures
- considering the administrative practices of agencies generally and making recommendations or providing information or other assistance to improve practices and procedures.

The Ombudsman has the power to review:

- state government departments and agencies
- local councils
- · public universities.

What is maladministration?

Maladministration is administrative action that is:

- unlawful
- unreasonable, unjust, oppressive or improperly discriminatory
- taken in accordance with a rule of law or a provision of an Act or a practice that is or may be unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances
- taken for an improper purpose, on irrelevant grounds or having regard to irrelevant considerations
- an action for which reasons should have been given but were not
- based wholly or partly on a mistake of law or fact
- was wrong.

The Ombudsman Act defines 'administrative action' as any action about a matter of administration, including:

- a decision and an act
- a failure to make a decision or do an act, including a failure to provide a written statement of reasons for a decision
- the formulation of a proposal or intention
- the making of a recommendation, including a recommendation made to a Minister
- an action taken because of a recommendation made to a Minister.

Recommendations

If maladministration is found in an investigation, recommendations may be made for public agencies to improve their processes.

What powers does the Ombudsman have?

The Ombudsman is an officer of Parliament and the Office of the Ombudsman is independent of government. This means no person or body can direct:

- how Ombudsman investigations should be conducted
- whether particular complaints should or should not be investigated
- the level of priority given to investigations within the Office of Ombudsman.

The Ombudsman is accountable to a Parliamentary committee. This committee regularly monitors and reviews the performance of the Ombudsman.

The Ombudsman Act provides for special powers to support investigations into possible maladministration. This includes powers to:

- make preliminary inquiries to decide whether a complaint should be investigated (an agency chief
 executive must give us reasonable help in conducting such inquiries)
- investigate informally (without using coercive powers)
- investigate formally (using coercive powers).

Most investigations are completed informally and cooperatively. However, the Ombudsman has formal powers to obtain answers and documents, if required. The Ombudsman also has the power to enter and inspect agencies' premises.

Contact us

- W www.ombudsman.qld.gov.au
- P (07) 3005 7000 1800 068 908 (if you live outside Brisbane)

If you are deaf, or have a hearing or speech impairment, please contact us through the National Relay Service, www.relayservice.gov.au.

If you need a translator, please contact us through the Translating and Interpreting Service on 131 450.





Making a complaint to an agency

Before making a complaint to the Queensland Ombudsman about a state government agency, local council or public university, you should first exhaust the agency's complaints process. This fact sheet explains how to make a complaint and what to do if you are unhappy with the agency's response.

How do I make a complaint?

All agencies in Queensland should have a complaints management system (CMS). A CMS provides information about where and how to make a complaint, how your complaint will be managed (timeframes and information on its progress and the result), and the process to request a review or appeal if you are unhappy with the final decision.

You should use the agency's CMS before making a complaint to the Ombudsman. This gives the agency an opportunity to fix the problem for you and for other people who might be affected as well.

The CMS should be available on the agency's website, or you can phone and ask for a copy. Read the CMS before making your complaint so you understand what needs to happen.

The following steps outline how to make a complaint to an agency.

1. Write to the agency

If you can, write to the agency rather than making a complaint over the telephone. This means there is a written record of your complaint and the information you provided.

Many agencies have complaint forms on their websites and most have contact details such as email and postal addresses for complaints. Alternatively call the agency, say you want to make a written complaint and ask for an email or postal address.

Your complaint needs to contain enough information for the agency to understand why you are unhappy.

You should include:

- · who was involved
- what occurred
- when it happened
- why you are unhappy
- what outcome would resolve your complaint.

Provide copies of documents or information you have to support your complaint.

Keep a copy of letters you send to the agency. It is also helpful to keep records of all contact with the agency, including conversations, emails, names, dates and times.

Once the agency has made a decision about your complaint, you should receive a letter to tell you the outcome. The letter should provide you with information about the decision, reasons for the decision, and advice about how to ask for an internal review if you are unhappy with the decision.

2. Ask for an internal review

If you are unhappy with the response to your complaint, ask the agency for an internal review. An internal review involves a senior officer investigating the process and the facts of the original decision or action, and deciding if it was correct.

Ask for an internal review by writing to the chief executive of the agency and explaining why you think its decision was wrong.

Once the agency has finished the internal review, you should receive a letter to tell you the outcome.

3. Contact the Queensland Ombudsman

If you are unhappy with the agency's internal review, you can contact the Ombudsman. Explain why you think the agency's decision is wrong and the outcome you are seeking. Also provide copies of relevant documents, especially the response to your complaint and the internal review decision from the agency. We will assess your complaint and see if we can investigate.

The fact sheet Responding to your complaint has more information about what happens when you make a complaint to the Ombudsman.

Contact us

W www.ombudsman.qld.gov.au

P (07) 3005 7000 1800 068 908 (if you live outside Brisbane)

If you are deaf, or have a hearing or speech impairment, please contact us through the National Relay Service, www.relayservice.gov.au.

If you need a translator, please contact us through the Translating and Interpreting Service on 131 450.



I've been treated unfairly by a state agency, local council or university.

If you haven't been able to sort out the issue with the agency on your own, contact the Ombudsman.

What we do helps agencies improve their services.

We are here to make sure all Queenslanders get a fair go in their dealings with agencies.

We don't take sides.

Our service is free and confidential.

Anyone can make a complaint.

I appreciate your efforts to resolve my dispute. I'm very happy with the result.

What can I complain about?

You can complain about the decisions and actions of agencies, for example:

- a decision to refuse you a service or subsidy
- the way an agency has handled your application
- a decision to exclude you from a program or service
- fees or charges levied by agencies
- the conduct of agency officers
- an agency's policy or procedure



The matter is settled... it wouldn't have been a happy ending if it weren't for the Queensland Ombudsman.

How do I make a complaint?

- They won't know there is a problem if you don't tell them. Give them a chance to fix the problem. This is the fastest way to resolve a complaint.
- 2 Use the agency's complaints process
 Tell them what happened, why it's
 wrong and how you think it should
 be fixed.
- contact the Ombudsman.

 Contact us for information, advice or to make a complaint. If we can't help you, we'll try and put you in touch with someone who can.

If you are still unhappy,

I'm so grateful the Office investigated my case. Thanks to your persistence the matter was resolved to my complete satisfaction.



How can the Queensland Ombudsman help me?

- Answer your questions and provide advice about the complaints process.
- Make inquiries or investigate your complaint.
- Refer your complaint to another agency.
- Recommend ways to fix the problem.

It's nice to know that you are not alone, that somebody is there to help.

Contact us



www.ombudsman.qld.gov.au



Freecall: 1800 068 908



Interpreter: 131 450



Speak & Listen: 1300 555 727

Queensland Ombudsman

GPO Box 3314, Brisbane, 4001 Level 18, 53 Albert Street, Brisbane

Your privacy

The information we obtain from complainants and other persons in the course of receiving and responding to complaints and inquiries is used for the purposes of our investigation and other responsibilities under the *Ombudsman Act 2001.* We do not disclose this information unless required by law.





How can the Queensland Ombudsman help me?





Circular

REGISTRATION OPEN FOR NGA 2016 BREAKFAST BRIEFING

For Action

Circular: 2016-011

Release Date: Thursday, 19 May 2016

Authorised by: Greg Hallam PSM Chief Executive Officer

Circular | FOR INFORMATION 2016-011: Delegates attending the ALGA National General Assembly can register now for the LGAQ's annual Queensland Local Government Breakfast.

To coincide with ALGAs National General Assembly, the LGAQ will hold the annual Queensland Local Government Breakfast and Briefing Session on Monday 20 June 2016.

As in previous years, the LGAQ will be holding the Queensland Local Government Breakfast for

Queensland delegates attending the ALGA National General Assembly.

The breakfast will be held from 7.00am – 8.45am on Monday, 20 June 2016, at the National Convention Centre, Canberra.

Keynote speakers have not been confirmed however given that the breakfast will be in the middle of the Federal Election campaign, we hope to secure senior representatives from both the Government and the Opposition for a discussion on the proposals contained in the LGAQ policy plan for the election. The breakfast will be an excellent opportunity for Queensland mayors, councillors and senior council staff to meet and informally discuss issues with the keynote speakers

There is no cost for councils to attend the annual Queensland Local Government Breakfast and

Briefing. However, for catering purposes you do need to register (including any dietary requirements), to Pam Toohey, Executive Officer, at pam_toohey@lgaq.asn.au on (07) 3000 2245 by **Tuesday 7 June 2015.**

Queensland Local Government Grants Commission



Our ref: D16/95998

19 May 2016

Councillor Lyn McLaughlin Mayor Burdekin Shire Council PO Box 974 AYR QLD 4807

Dear Councillor McLaughlin,

I am writing in my capacity as the newly appointed Chairperson of the Queensland Local Government Grants Commission (the Commission). The Commission's primary responsibility is the equitable distribution of the Commonwealth Financial Assistance Grant (FAG), which totalled approximately \$450.7 million in 2015–16, for all of Queensland.

The other members of the Commission are:
Stephen Johnston (Deputy Chairperson) – Deputy Director-General, Department of Infrastructure, Local Government and Planning
Ann Bunnell – former Councillor and Deputy Mayor of Townsville City Council Donna Stewart – former Mayor of Balonne Shire Council
Brendan McNamara – former Mayor of Flinders Shire Council
Janelle Menzies – Chief Executive Officer of Yarrabah Aboriginal Shire Council

This Commission will be examining the distribution of the FAG to ensure that it continues to be equitable, bearing in mind that it is a fixed pool of funding for allocation between Queensland's 77 local government bodies. Additionally, as with previous Commissions, we will be periodically visiting councils over the three-year term of the Commission. You will be notified if your Council is selected for a visit.

One insight the Commission has gained from discussions with members of the former Commission is the issue of population undercounts, especially in Indigenous communities. Although I am aware that it has been a longstanding issue, I urge you to ensure that every person in your community is made available to complete the census on 9 August this year. It is vital that each member of the community is made aware of its importance for a number of purposes, including the FAG calculation (and other funding) for each council. I am aware that several councils have already undertaken programs to ensure that each member of their communities is aware of the importance of the census.

Queensland Local Government Grants Commission



Finally I draw your attention to the annual Consolidated Data Collection, distributed by the Department of Infrastructure, Local Government and Planning, generally in August. This Collection is vital in the annual calculation of the FAG distribution. In particular, the section dealing with road data is the most important part of the Collection in relation to the FAG. It is absolutely vital that this data is completed as accurately as possible. If your Council would like assistance in completing this section, staff from the Department are available to assist or Council may request an audit of its road data, in which an auditor will attend Council and assist with asset registers, traffic counts etc.

I look forward to working with Queensland local governments over the next three years and ensuring that the FAG continues to be distributed equitably amongst Queensland councils.

If you have any further queries, please contact Michael Meehan, Executive Officer of the Commission, on 3452 6732 or michael.meehan@dilgp.qld.gov.au.

Yours sincerely

Pam Parker Chairperson

Queensland Local Government Grants Commission

CC: Chief Executive Officer



Circular

LGAQ recruiting Heavy Vehicle Access Liaison Officer

For Information

Circular: [Circular Number YYYY-XXX]

Release Date: Friday, 20 May 2016

Authorised by: Greg Hallam PSM Chief Executive Officer

The LGAQ is in the process of recruiting a Heavy Vehicle Access Liaison Officer (HVALO) as part of a Memorandum of Agreement (MoA) recently signed by the LGAQ and the National Heavy Vehicle Regulator (NHVR) to improve the safety and productivity of the local government road freight network. The MoA, which formalises the relationship between the LGAQ and NHVR, outlines how both organisations will work together to assist councils improve service delivery in their capacity as 'road managers' under the Heavy Vehicle National Law (HVNL).

A Project Steering Committee will be established to guide the implementation of key initiatives to be delivered under the MoA, including establishing the HVALO in LGAQ. The aim is for this position to commence in July 2016.

The primary purpose of the HVALO is to provide a direct line of assistance to Queensland local governments to improve their service delivery standards as 'road managers' under the HVNL. Roles and tasks will include:

- educating and guiding local governments in the implementation of their responsibilities under the HVNL.
- working with local governments to identify and implement 'pre-approvals' and 'notices'.
- providing information and advice on ways to improve local government performance.
- through liaison with local governments, facilitating the identification, development and delivery of business improvement initiatives using a risk-based approach.

It will also help to foster stronger working relationships between the LGAQ, the NHVR, the Department of Transport and Main Roads, the Queensland Police Service and key industry representatives.

For further information please contact Scott Britton, Principal Advisor – Roads, Transport and Infrastructure, email Scott_Britton@lgaq.asn.au or phone 1300 542 700.



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May 18 2016

Mayor Lyn McLaughlin Burdekin Shire Council PO Box 974 AYR Queensland 4807

Dear Mayor McLaughlin:

Congratulations on your election as Mayor of Burdekin Shire Council. We extend our best wishes to you and your colleagues, as you begin the journey towards serving your local constituency.

I represent an organisation which has a global focus, yet a very strong grassroots way of operating. Catholic Mission has a presence in your local government region, through our ongoing involvement and collaboration with local Catholic Churches and schools. In addition, we network with donors from within your council boundaries, to encourage greater engagement for the benefit of those whom we serve. Because of Catholic Mission's strong presence within your constituency, through Catholic parishes, schools and the donors I have mentioned, I would like to invite you to consider joining with us in our unique and innovative "Sock it to poverty" campaign.

All that is required to make a tangible difference is:

- Wear a pair of colourful socks, at a nominated time during Socktober (ie October);
- Take a photo of you wearing the colourful socks send it to us;
- Tell us your local Catholic Parishes and Schools (what does this mean?) we want to tell them about your involvement in Socktober;
- Make a corporate or individual donation towards our work around the world, through the grassroots presence of missionaries, such as religious brothers and sisters and priests;

Last year, many State MPs took part in Socktober. This year, with the local government elections now behind us, we want this vital part of our democratic system to join with us in "socking it to poverty". As we have explained above, taking part is simple – don the socks, display your decorated feet, donate some money.

To make your involvement even easier, why not have someone from your office attach a business card to the enclosed flyer it's designed for schools but it will work in this context and return it to us. We will follow you up from there. You may even like to have council staff take part as well, perhaps by hosting a Socktober morning tea or similar. (You could even adapt the focus on 'socks' to include some other pieces of colourful clothing (eg jerseys from your favourite, or local, footy team etc.)

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Catholic Mission Brisbane

GPO Box 543 Brisbane QLD 4001 The Catholic Centre 143 Edward Street Brisbane QLD 4000

Telephone: +61 7 3336 9239 Facsimile: +61 7 3229 4342 admin@catholicmission.org.au catholicmission.org.au

Freecall: 1800 257 296 (EST)



You may be asking yourself: 'Why should I consider this invitation?' Consider this:

From our small offices in Brisbane and Cairns, our trio of staff, plus a pool of volunteers, have contact with every Catholic Church and School across Queensland. Our work now puts us in touch with 66,288 Catholics in the Toowoomba Diocese, 107,707 Catholics in the Rockhampton Diocese, 80,245 Catholics in the Townsville Diocese, 62,247 Catholics in the Cairns Diocese and 716,434 Catholics in the Brisbane Archdiocese. I am sure you can identify which particular diocese your local council area falls into – but if you are not sure, please contact us so we can clarify it with you. We also have sustained, regular contact with 141,000 students and 17,000 teachers.

Thanks for considering this invitation and I look forward to the opportunity to work with your office in this simple, creative, and ultimately life-changing way. If you require any further information, please contact this office.

David McGovern

David M'Garen

Director 0431 481 731

What is socktober?

Socktober is an initiative of Catholic Mission and one way which your school can fundraise and engage in advocacy and formation activities for Catholic Mission during World Mission Month in October each year, or at other times throughout the year.

The way you use Socktober for fundraising, formation and advocacy is only limited to the ways your imagination can create activities relating to socks! Socktober activities promise to be fun, exciting and something your school can adapt, embrace and become involved with, according to your circumstances, resourcing and other commitments.

The 'sock it to something' concept is an Australian expression that means to fight, punch or strike out at. For example, each year Socktober will 'sock it' to social issues such as poverty, child labour, child trafficking and homelessness. We want you to help us fight, punch or strike out at social issues, but we also need your practical support.

After all:

Socks work best in pairs—we work best when we partner with your school.

Socks are all different—we recognise that every child is unique and special.

Socks keep us warm, protect us, help us to enjoy sport and have fun—Catholic Mission, with the support of your school, protects, houses, feeds and educates kids globally.

Socks are part of the everyday clothes we wear it's the normal everyday contributions that allow us to make an extraordinary difference.

Top 5 fundraising ideas

Hold a 'Crazy Sock Day' and encourage your students to wear crazy socks all over their body—what is the most creative way they can wear socks? Get children to donate a gold coin to participate.

Host a 'Rock Your Socks Off' dance party, either during a lunch break, or maybe an after-school disco fundraiser with a gold coin contribution.

'Pass the Sock Around' as a fundraiser in your classroom, year or throughout the entire school and ask people to place their donations in the sock.

Have a 'Sock-tion' of different items, and auction pairs of socks obtained from famous people, such as football players.

Hold a movie day, with a movie that focuses on feet, dancing and socks (e.g. 'Happy Feet', 'Footloose').



Put on a sock puppet show, with a focus on a story from the Bible or an issue of social justice.

2. Run a Socktober liturgy or Mass.

Socks need to be washed—create a 'Prayer Line' at your school (a portable clothes line showing socks with prayer points and other spiritual enrichment).

SOCKS OFF in SOLIDARITY
Aimed at secondary students

Coordinate all the students and staff at your school to take off their shoes and socks at exactly the same time on a nominated day.

Our vision is that for a suitable time span, students will bare their feet—and their heart—as a simple gesture to show solidarity for those hundreds of thousands of children who go barefoot to school every day.

SOCKTOBER'S SIMULATED STORYTIME

Aimed at primary students

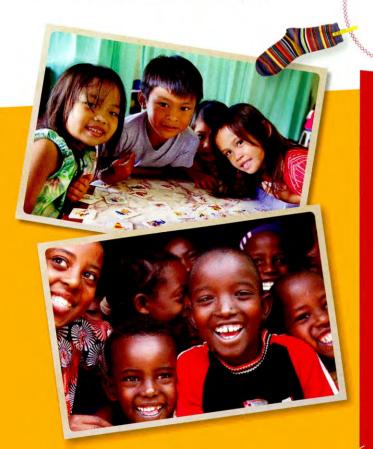
This activity is suggested for the 31st October (or nearest school day) to mark World Mission Month in October. The idea is to introduce your students to a piece of literature that offers a powerful message about 'mission', 'social justice', or 'making a difference', which all students in all classes in the school read and study at the same time.



About Catholic Mission

Catholic Mission is the official mission aid agency of the Catholic Church. We reach out, give life and call all people in the world to faith, justice and love. In Australia, we aim to form people for mission and raise funds for mission—both here in Australia and around the world.

We operate in over 160 countries around the world and support initiatives in 1100 dioceses, including remote Australia. We aim to meet grassroots needs identified by local Catholics, so all people have the opportunity for a full, enriched life—physically and spiritually—regardless of race, stigma, religion or gender. Catholic Mission aspires to continue the mission of Jesus Christ, compelled by his message, life and love.





For any questions on Socktober please contact your local Catholic Mission Diocesan Director.

To find out who they are and how to get in contact with them, head to our website:

www.catholicmission.org.au/about-us/australiannetwork/australian-offices

You can also email us at socktober@catholicmission.org.au and visit us at catholicmission.org.au/socktober





Socktober

Are you the missing sock in Catholic Mission's sock drawer?



Socktober is an activity of Catholic Mission and one way you can engage in World Mission Month during October, or throughout the year.



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supporting and encouraging those involved or interested in Local Government

Cr Abigail Noli

<u>Abigail.noli@douglas.qld.gov.au</u>
0447018967

Dear Councillor Lyn Maghlin

I am writing to congratulate you on your successful election into local government and to let you know that I am the Zone 1 Queensland Branch Representative for the Australian Local Government Women's Association (ALGWA).



ALGWA was founded in 1951 and was formed as a non-party political organisation to support women's participation in Local Government. The ALGWA Qld Executive Committee has been working hard to reinvent the association and to ensure that our offerings are innovative, relevant and available to everyone in local government, not just women or elected members.

ALGWA offers professional development workshops and training sessions to members at no cost which are predominantly held in Brisbane but also on occasion in Regional centres across Queensland. Our upcoming events are:

- Finance Management to be facilitated by Natalie Kent to be held on Friday 10/6/16 at LGAQ House Newstead
- Our 2016 State Conference will be hosted by Brisbane City Council from 27/7/16 to 29/7/16
 and it has the theme Disruption, Agility and Resilience and is designed to give attendees the
 inspiration and skills needed to effectively lead in a dynamic and evolving landscape.
 Technological, environmental and social disruption has wide implications for Local
 Government. The conference program will explore how innovation and agility can respond
 to these changes and how to maintain resilience in leadership to achieve this. Speakers

include:

- Louise Dudley
- CHIEF EXECUTIVE OFFICER
- QUEENSLAND URBAN UTILITIES
- Dr Jeanette Young
- QUEENSLAND CHIEF HEALTH OFFICER
- Megan Houghton
- DIRECTOR-GENERAL,

VIEW

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Please send correspondence to:

Karen Murray Private & Confidential C/- Logan City Council PO Box 3226 LOGAN CITY DC QLD 4114 Telephone: Facsimile: Email: Website: ABN: 16 445 091 911 07 3412 5380 07 3412 3412 admin@algwaqld.asn.au www.algwaqld.asn.au



supporting and encouraging those involved or interested in Local Government

- DEPARTMENT OF TOURISM, MAJOR EVENTS,
- SMALL BUSINESS & THE COMMONWEALTH GAMES
- Stewart Gillies
- LEADERSHIP AND COMMUNICATION CONSULTANT
- REDSKY
- Nicole Revell
- MANAGER WORKFORCE ANALYTICS
- SUNCORP GROUP
- Shannon Roberts
- ASSOCIATE DIRECTOR
- HUDSON TALENT MANAGEMENT

We will also be holding a breakfast event at the annual LGAQ conference in the Gold Coast in October. As well as a great opportunity for net-working and professional development there will be a guest speaker.

At an annual cost of \$82, ALGWA (Qld) membership offers value for money to members, not only in professional development but also the chance to network and seek support and advice from other members involved in Local Government from across the State.

Please find enclosed a membership form for ALGWA (Qld); please note if you join up now your membership will continue until 30/6/17, we would love to have you on board and welcome your membership to ALGWA.

On behalf of ALGWA QLD Branch we have also enclosed a small token of congratulations for your achievement on election.

Congratulations once again on your success and I look forward to catching up with you soon.

Yours faithfully,

Abigail Noli

Deputy Mayor Douglas Shire Council

ABN: 16 445 091 911





Supporting and encouraging those involved or interested in Local Government

WEBSITE: www.algwaqld.as	ก.ลน	ABN - 16 445 091 911	TAX INVOICE
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		NOTE: ALGWA (Qld) Inc hold public liabilit	ty insurance.



AUSTRALIAN LOCAL GOVERNMENT WOMEN'S ASSOCIATION

#ALGWA2016

Disruption, Agility and Resilience Inspiring Women's Leadership in Local Government







Thought Leadership – inspirational insights and shared experiences from accomplished leaders

Professional Development – interactive 'real world' take-aways readily applied to your personal and professional life

Networking – learn from like-minded peers, expand your professional network

QUEENSLAND STATE CONFERENCE | BRISBANE 28-29 JULY

Early And Closes 30 June, www.algwanld.asn.au

Speakers include

Louise Dudley Chief executive officer Queensland urban utilities

Dr Jeanette Young
QUEENSLAND CHIEF HEALTH OFFICER

Megan Houghton
DIRECTOR-GENERAL,
DEPARTMENT OF TOURISM, MAJOR EVENTS,
SMALL BUSINESS & THE COMMONWEALTH GAMES

Stewart Gillies Leadership and communication consultant Redsky Nicole Revell
MANAGER WORKFORCE ANALYTICS
SUNCORP GROUP

Shannon Roberts
ASSOCIATE DIRECTOR
HUDSON TALENT MANAGEMENT





AUSTRALIAN LOCAL GOVERNMENT WOMEN'S ASSOCIATION QUEENSLAND BRANCH









Queensland Fire and Emergency Services

Ph: (07) 3635 3745 Our Ref: 04489-2016

18 May 2016

Ms Eileen Robinson Local Disasater Coordinator Burdekin Shire Council 145 Young St AYR QLD 4807



Dear Ms Robinson,

Thank you for your correspondence of 17 May 2016, to Commissioner Katarina Carroll, Queensland Fire and Emergency Services (QFES), notifying the change to the Burdekin Shire Council Local Disaster Management Group Chairperson incumbent.

The Commissioner acknowledges you have advised that Councillor Lyn McLaughlin has the necessary expertise and experience to perform the functions and exercise the powers of the position of Chairperson in accordance with the *Disaster Management Act 2003*.

Should you require further assistance, please contact Mr Neil Francis, Executive Manager, State Disaster Coordination Centre on telephone (07) 3635 2334 or email neil.francis@gfes.qld.gov.au.

Yours sincerely

Steve Grant

Assistant Commissioner Emergency Management

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Emergency Services Complex 125 Kedron Park Road, Kedron

GPO Box 1425 Brisbane Queensland 4001 Australia

Telephone 13 QGOV Website www.qfes.qld.gov.au





Level 8 Forestry House 160 Mary Street Brisbane Q 4000

PO Box 10143 Adelaide Street Brisbane Q 4000

Phone (07) 3405 1111 Fax (07) 3405 1122 www.oic.qld.gov.au

ABN: 70 810 284 665

Office of the Information Commissioner Queensland

23 May 2016

Cr Lyn McLaughlin Mayor of Burdekin Shire Council PO Box 974 AYR QLD 4807

BURDEKIN SHIRE COUNCIL
File ID No. 490
2.7 MAY 2016
Document No.
Retention Period

Dear Cr McLaughlin

What Right to Information and Privacy mean for Mayors

Congratulations on your recent election.

Local governments have obligations under the *Right to Information Act 2009* (RTI Act) and the *Information Privacy Act 2009* (IP Act). The Office of the Information Commissioner (OIC) has a statutory role in fostering understanding of these obligations in the community and in Queensland Government departments, local governments, statutory authorities and public universities. OIC also has a role in providing guidance, support and assistance to Queensland government agencies about best practice implementation of the RTI and IP Act obligations.

Please find attached five key points about right to information and information privacy which may be of assistance to you in your role as Mayor.

If at any time we can provide you with more information or you or your constituents have any questions about the legislation please do not hesitate to contact OIC's Enquiries Service on 1800 642 0753 or (07) 3234 7373. More information on right to information, information privacy and OIC's role is also available by visiting us online at www.oic.qld.gov.au.

Yours sincerely

Rachael Rangihaeata

Information Commissioner

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Office of the Information Commissioner Queensland

Right to Information and Privacy

What they mean for local government

Right to Information

The RTI Act requires all documents of an agency, which includes local government, to be open unless there is a specified reason for them not to be e.g. Legal professional privilege.

The local government includes its Councillors, as set out in the *Local Government Act 2009*. This means that Councillor's documents are subject to the RTI Act.

The RTI Act requires disclosure of documents even if they may cause embarrassment to the government or may result in mischievous conduct by the applicant e.g. media publishing a misleading report.

The decision about whether to disclose information under the RTI Act must be made in accordance with legal requirements.

The RTI Act safeguards the independence of decision-makers by making it an offence to direct them to make a decision they do not believe is correct.

The RTI Act gives a right of access to government information. The RTI Act intends that government information be released administratively as a matter of course unless there is a good reason not to. Requested information should be released if at all possible without requiring a formal access application.

Privacy

The Privacy Principles govern how agencies collect, store, use, and disclose personal information. If an agency fails to comply with their privacy obligations there is capacity for the affected person to be awarded up to \$100,000 in compensatory damages.

The Privacy Principles apply to all personal information collected and held by a local government with some limited exceptions, such as information which is publicly available. This includes personal information collected and held by Councillors in their role as a Councillor, including correspondence and photographs.

Councillors are authorised to receive information from the chief executive of the local government under the Local Government Act. However Councillors must ensure that personal information is only used in accordance with the privacy principles.

Privacy considerations should be addressed early in policy and project development to ensure optimal outcomes and efficiencies. OIC can assist agencies to problem solve any issues as they arise.

Privacy is not about secrecy; it is about ensuring that personal information is protected in a way that allows government to carry out its functions.

For more information:

Web: www.oic.qld.gov.au Phone: (07) 3234 7373

Email: enquiries@oic.qld.gov.au



Circular

LGAQ Launches Federal Election Policy Plan

For Information

Circular: 2016-012

Release Date: Friday, 27 May 2016

Authorised by: Greg Hallam PSM Chief Executive Officer

The LGAQ has released the 2016 Federal Election Local Government Policy Plan, along with material that councils can use to support the plan.

In Townsville on 27 May 2016, President Margaret de Wit launched the LGAQ's policy plan for the 2 July 2016 federal election, accompanied by a news release.

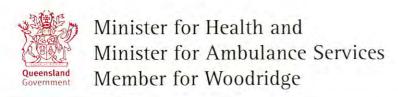
The plan, developed with input from the LGAQ Policy Executive and endorsed by the LGAQ Board, outlines 10 policy and legislative priorities that Queensland councils seek as part of an incoming Federal Government's agenda for the next term of the Australian Parliament. The LGAQ has sent the plan to all major and minor parties contesting the election for response.

On 12 May 2016, President Margaret de Wit wrote to all mayors and CEOs with copies of the plan and encouraging councils to find ways to 'localise' the proposals contained in the Plan.

The LGAQ has also produced a one-page summary of the plan for social media use.

Councils requiring assistance in preparing a local media strategy around the plan are invited to contact Craig Johnstone, LGAQ Media Executive on 1300 542 700 or Craig_Johnstone@lgaq.asn.au.

Queries about the content of the plan can be directed to Josh O'Keefe, Team Leader – Intergovernmental Relations on 1300 542 700 or Joshua_Okeefe@lgaq.asn.au.



BURDEKIN SHIRE COUNCIL
File ID No. 894

3 1 MAY 2016

Retention Period

MI210823

Councillor Lyn McLaughlin Mayor Burdekin Shire Council PO Box 974 AYR QLD 4807 Level 19
147–163 Charlotte Street Brisbane 4000
GPO Box 48 Brisbane
Queensland 4001 Australia
Telephone +61 7 3035 6100
Facsimile +61 7 3220 6225
Email health@ministerial.qld.gov.au
Website www.health.qld.gov.au

2 5 MAY 2016

Dear Mayor

I wish to take this opportunity to congratulate you on your election at the recent 2016 local government elections.

My Department and its 16 Hospital and Health Services value the partnerships we enjoy with local government and acknowledge the important role local government plays supporting the health and wellbeing of Queenslanders.

Since 2009, the smoking rate in Queensland has been steadily decreasing by about 3.5% per year. These low smoking rates are a great achievement and I thank the many Councils, who have worked collaboratively with the State Government to implement the smoke free areas.

Local Government plays a key role in food safety through the licensing and inspection of food businesses under the *Food Act 2006*. I seek your ongoing assistance to reduce the frequency of food borne illness.

I would also like to draw your attention to the essential role of local government in administering the public health risk provisions contained in the *Public Health Act 2005*. These risk provisions address diverse issues like recreational water quality, asbestos in the domestic setting and mosquito control – all of these activities can have profound impacts on the health of your constituents. The collaboration between local government and State Government to respond to Dengue and the Zika virus incursions offer a recent and very practical example of this effective collaboration.

I very much look forward to forging a strong working relationship with you and your team in order to provide the best health outcomes for Queensland.

Congratulations again and I wish you and your Council the very best for the rest of your term.

Yours sincerely

CAMERON DICK MP Minister for Health

Minister for Ambulance Services

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Burdekin Shire Council PO Box 974 Ayr, QLD 4807

25/05/2016

Dear Mayor McLaughlin,

On behalf of Northern Queensland Primary Health Network (NQPHN), we wish to congratulate you on your recent election as Mayor of Burdekin Shire Council.

NQPHN is Australia's fourth largest PHN, covering more than 500,000 square kilometres from Mackay in the south to the tip of the Torres Strait, providing vital support to health providers servicing a population of almost 700,000 people.

Health care touches every Australian family, every Australian community, and every Australian workplace, and as such we believe it's important that a critical focus for NQPHN is working towards building a "one-health" system.

With this concept in mind we believe health needs to be considered in all areas of government and non-government, as the health of a community is very much a litmus test as to how well the overall social fabric of a community is working. Those social determinants of health need to operate synergistically to ensure the health and welfare of the community is sustainable and providing social wealth.

The general health of any community can be a barometer of how all industries are faring, whether it be employment, transport or education.

In light of this, please find enclosed a snapshot of health in your community. This snapshot is also available for download from the NQPHN website at www.primaryhealth.com.au. We would like to extend an invitation for us to meet and discuss this infographic and how NQPHN can better connect health to your Council's activities.

This year will be one of both challenge and opportunity in health care, and NQPHN looks forward to working with you to build a better, safer, stronger health system, for the benefit of all Australians. Poster given

Should you wish to contact NQPHN, please feel free to contact Robin Moore, CEO, at VIEW

robin.moore@primaryhealth.com.au or on 0428 860 806.

We wish you every success as Mayor.

Trent Twomey Chairman

Jan Afmon 1

Robin Moore Chief Executive Officer

ACTION

NOTED

TENDER

Mackay

Suite 3, Level I Post Office Square Building 65-69 Sydney Street Mackay, QLD 4740

AGENDA

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Thursday Island

Ground Floor 80-82 Douglas Street Thursday Island, QLD 4875 Cairns

Ground Floor Grafton House 45 Spence Street Cairns, QLD 4870

Townsville

291 Ross River Road Aitkenvale, QLD 4814

HEALTH SNAPSHOT

Burdekin Shire

2016



Australian Government

NORTHERN OUEENSLAND

An Australian Government Initiative

This health infographic gives a picture of people's health in Burdekin compared to Queensland. It is designed to help local government and health services understand their community's needs, so that they can work together to improve people's health and reduce health inequalities.

POPULATION

17,916

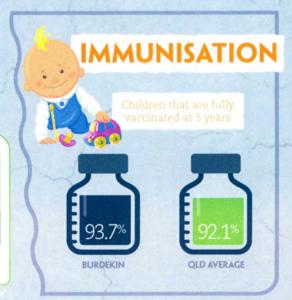
6.1% Identify as Aboriginal and Torres Strait Islander

49.4% 50.6% M

83 YEARS YEARS BURDEKIN

YEARS YEARS QLD BURDEKIN

LIFE EXPECTANCY



DAILY SMOKERS

BURDEKIN

QLD AVERAGE

12.1%

SMOKING in PREGNANCY

20%

BURDEKIN

QLD AVERAGE

VERWEIGHT

65.7% BURDEKIN

64.6%

64.8%

50.9%

QLD AVERAGE

BURDEKIN

HEALTH SNAPSHOT

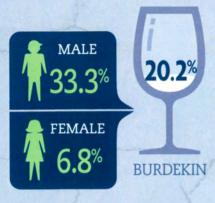
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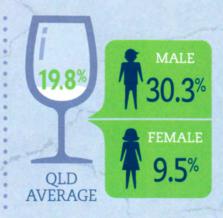
2016



An Australian Government Initiative

ALCOHOL CONSUMPTION





HEALTHY (EATING

FRUIT

53.6%

BURDEKIN

QLD

VEGETABLES

BURDEKIN

ARE HEALTHY EATERS



HOSPITALISATION RATES

PER 100.000 PEOPLE Townsville HHS 2009-2010 to 2011-2012

Potentially Preventable Hospitalisations (PPH)*

3,120 PPH

1,525 PPH ACUTE

1.523 PPH CHRONIC

90 PPH VACCINE PREVENTABLE

'Hospital admissions that potentially could have been prevented by appropriate utilisation of non-hospital health services

Specific Conditions

2,670 FALLS 65+

694 **CORONARY HEART**

666 MENTAL AND **BEHAVIOURAL**

362 DIABETES 336 CHRONIC OBSTRUCTIVE **PULMONARY DISAEASE**

331 PNUEUMONIA AND FLU

253 STROKE

218 ROAD TRANSPORT INJURY

DISABILITY

5.2% BURDEKIN

4.4%

QLD **AVERAGE** 44.6% Burdekin

60.1%

OLD AVERAGE

From: Richards, Travis

To: Lyn McLaughlin <Councillor.McLaughlin@burdekin.qld.gov.au>

Date: 30/05/2016 9:08:47 AM

Subject: Invitation to dinner with SunWater CEO

Good Morning Lyn

As I briefly mentioned at the last Burdekin Water Futures meeting, SunWater's new CEO, Ms Nicole Hollows will be touring the Burdekin Falls Dam and Burdekin Irrigation Scheme on 22 and 23 June 2016. On behalf of the CEO I would like to invite you to attend a dinner with the CEO, Chairman, Leith Boully and General Manager, Tom Vanderbyl. The dinner is scheduled for 7:30pm on Wednesday 22 June 2016 at the Ayr Travellers Rest Motel. The invited attendees are:

- Leith Boully (SunWater Chair)
- Nicole Hollows (SunWater CEO)
- Tom Vanderbyl (GM Operations)
- · Mario Barbagallo (BRIA Irrigators Board Chair)
- Russ McNee (Invicta Cangrowers Manager)
- David Sartori (Executive Officer LBWB)
- Michael Hoey (Chair LBWB)

I hope you can Join us for dinner and look forward to your response.

Regards

Travis Richards
Service Manager Burdekin
SunWater Limited | Clare

http://www.sunwater.com.au/home/contact-us

P 07 4790 8945 | M 0447 170 774

E Travis.Richards@sunwater.com.au

www.sunwater.com.au

connect with SunWater

On https://www.facebook.com/SunWater https://www.linkedin.com/SunWaterLimited https://www.linkedin.com/company/sunwater

ISO certification

Read the signs and stay safe

From: Ric Mingramm

To: info@outbackway.org.au <info@outbackway.org.au>

mayor@longreach.qld.gov.au <mayor@longreach.qld.gov.au> Lyn McLaughlin <Councillor.McLaughlin@burdekin.qld.gov.au>

Liz.schmidt@charterstowers.qld.gov.au <Liz.schmidt@charterstowers.qld.gov.au>

mayor@hinchinbrook.qld.gov.au <mayor@hinchinbrook.qld.gov.au>

Mayor@townsville.qld.gov.au <Mayor@townsville.qld.gov.au>

mayor@ccrc.qld.gov.au <mayor@ccrc.qld.gov.au>pscott@cook.qld.gov.au <pscott@cook.qld.gov.au>

Julia.Leu@douglas.qld.gov.au <Julia.Leu@douglas.qld.gov.au>

TomG@msc.qld.gov.au <TomG@msc.qld.gov.au> Mayor@trc.qld.gov.au <Mayor@trc.qld.gov.au>

Date: 30/05/2016 12:57:48 PM

Subject: Council Assistance

Mayors,

Ladies and gentleman Good Morning,

Scouts Queensland is conducting a short survey to determine the awareness of Scouts in today's Queensland community.

Scouts has around 12 000 members a far cry for its heights in yesterdays; so we are in a rebuilding and re-engagement program and would appreciate your assistance by getting our survey out to constituents in your council areas.

Attached is the link, which we would be extremely grateful if you could disseminate on our behalf.

Scouts Queensland Needs your Help!

If you have the time your response would be very much appreciated.

https://www.surveymonkey.com/r/77P8ZPV

I am more than happy to provide further information if necessary

Description: Description: Signature-southern-cross-250

Ric Mingramm MMgmt AFAIM

Social Enterprise Development Manager

The Scout Association of Australia, Queensland Branch Inc

32 Dixon Street Auchenflower QLD 4066

PO Box 520 Toowong QLD 4066

P: +61 7 3721 5736 | F: + 61 7 3870 4960

E: ric.mingramm@scoutsqld.com.au | W: www.scoutsqld.com.au

Follow us - Description: 1 Description: 2

Education for Life

From: Ric Mingramm

Sent: Monday, 30 May 2016 11:45 AM
To: 'ask@lgaq.asn.au' <ask@lgaq.asn.au>

Subject: LGAQ Assistance





31st May 2016

Lions Club of Ayr Inc.

Po Box 698

Ayr Qld 4807

Ph: 4782 57 61 M: 0488 101 472

BURDEKIN SHIRE COUNCIL
File ID No. 146

3 1 MAY 2016

Document 114

Retention Period

Dear Friends,

Please accept this invitation to attend a free high tea and meet with the Lions Hearing Dogs Trainer Belinda Waters on Thursday 9th June between 1 and 2pm at the Art Space in Brandon.

This is NOT a fundraising event, needless to say that donations are always welcome.

Come and meet with other professionals and members of the community to hear how rescue dogs can change the lives of the hearing impaired in your community and how access and ability not disability can enrich and empower the community.

Check out the latest art installations and craft trends with information on upcoming workshops and events at your local Art Space.

Doors open at 12.30pm with the Information Session commencing at 1pm to 1.20pm. Question time thereafter and High Tea served till 2pm. Lucky door prize drawn at 1.45pm.

Please RSVP for catering purposes by Tuesday 7th June via phone or email janicej49@bigpond.com

Kind Regards,

Mrs Jan Hatherell

President for the Lions Club of Ayr Inc.

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AUSTRALIAN LOCAL GOVERNMENT ASSOCIATION

27 May 2016

Burdekin Shire Council PO Box 974 AYR QLD 4807

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Dear Mayor McLaughlin

I am writing to provide you with a copy of the Joint Infrastructure Statement, initiated by the Australian Local Government Association (ALGA) and endorsed by seven other peak bodies. The Statement calls on all political parties to make a commitment to maintain long term infrastructure spending and thus address the growing infrastructure shortfall and improve national productivity.

This united action, by ALGA, Institute of Public Works Engineering Australasia, Planning Institute of Australia, Australian Logistics Council, Urban Development Institute of Australia, Property Council of Australia, National Farmer's Federation and Green Building Council of Australia, highlights our strategies to address the growing concerns about the risk to Australia's economic growth posed by years of under-investment in public infrastructure which has led to much of the nation's public infrastructure failing to meet the needs of Australian businesses and communities.

The Statement focuses on a 9-point Infrastructure Plan which calls for a political commitment to a range of actions including ensuring ongoing investment, both public and private, of no less than 5% of GDP in productive infrastructure projects, addressing the shortfall for maintenance of government-owned infrastructure and taking a more strategic, long term and transparent approach to infrastructure investment.

I believe that a Commonwealth commitment to the Infrastructure Plan we have outlined will make a major contribution to maintaining and growing our standard of living and to ensuring that Australia's cities and regions remain competitive, liveable and sustainable.

The Infrastructure Statement and Plan will feature in the program for this year's National General Assembly (NGA), held in Canberra from 19 – 22 June. The NGA will feature a panel session focusing on the 9-point Infrastructure Plan and a discussion with representatives of each of the peak bodies covering the impacts of the infrastructure shortfall on the diverse areas of Australia's economy that they represent.

I encourage you to support the enclosed statement, and to seek a meeting to discuss the issue of infrastructure investment with your local Member for Parliament.

I also encourage you to be part of the national discussion and to engage with the Statement partners at the NGA. You can register your attendance at www.alga.asn.au.

Yours sincerely

Mayor Troy Pickard President

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A JOINT STATEMENT ON ECONOMIC INFRASTRUCTURE INVESTMENT

We, the undersigned, have joined together to call on all Federal political parties to commit to long-term infrastructure investment in the 2016 Federal election.

We join together in this statement to highlight our collective concern about the risk to Australia's economic growth posed by years of under-investment in public infrastructure, particularly transport infrastructure.

The consequence of under-investment is that much of the nation's public infrastructure is struggling to meet the needs of Australian businesses and communities and will be further constrained into the future.

Modern, reliable and affordable infrastructure is fundamental to enhancing Australia's productivity, international competitiveness and workforce participation and is essential to maintaining the living standards that all Australians have grown to appreciate.

Analysis of ABS data by Infrastructure Australia shows that investment in infrastructure, across the economy, has averaged 5% of GDP for the last five years.

We recognise the important role of the private sector in the provision of infrastructure, but we also acknowledge the central role of the Australian Government in the development of infrastructure through necessary regulation and planning, the establishment of adequate safeguards for consumers and, where appropriate, the provision of adequate funding.

We acknowledge the financial challenges facing the Australian Government in the provision of services and infrastructure and we call on all Federal political parties to commit to working together with all levels of government and industry on sustainable long-term funding solutions.

Infrastructure investment is needed in both our cities and our regional areas. Cities are fundamental to Australia's economic prosperity and are where the majority of people live and work. Infrastructure Australia estimates that the annual cost of congestion in our cities may reach \$53 billion by 2031 and investment in infrastructure is the key to reducing this cost to productivity. Our regional

industries, in particular agriculture, are a central pillar of the national economy and must be more efficiently connected to markets here and overseas. Investment in infrastructure is needed to ensure our cities and regions remain competitive, liveable and sustainable.

We call on all Federal political parties to recognise the critical role of infrastructure in achieving productivity, growth and economic prosperity, and to respond to our 9-Point Infrastructure Plan.

The 9-Point Infrastructure Plan

- Ensure ongoing investment of no less than 5% of GDP into productive infrastructure projects that support continued economic growth and boost national productivity.
- 2. Address the funding shortfall for maintenance of government-owned infrastructure.
- 3. Invest in public infrastructure that is linked to strategic plans, meets cost-benefit principles, and is linked to the priorities identified by Infrastructure Australia.
- 4. Provide payments to infrastructure providers for community service obligations where it is uneconomic to meet the cost of service provision.
- 5. Adopt an integrated multi-modal approach to transport planning and funding which recognises the requirements of supply chains and passengers.
- 6. Enhance connectivity with strategic investment in roads and rail, including their linkages with aviation and ports.
- 7. Take a long-term strategic, planned and transparent approach to infrastructure investment.
- 8. Fund an evidence-based exploration of road user charges in partnership with all governments and stakeholders.
- Address congestion and transport challenges facing our major cities, better linking housing to employment, enhancing liveability and reducing barriers to economic growth.

Mayor Troy Pickard

AUSTRALIAN LOCAL GOVERNMENT ASSOCIATION

lan Murray AM

Chairman AUSTRALIAN LOGISTICS COUNCIL Romilly Madew

GREEN BUILDING COUNCIL AUSTRALIA

22modou

Robert Fuller

INSTITUTE OF PUBLIC WORKS ENGINEERING AUSTRALASIA

Brent Finlay

NATIONAL FARMERS: FEDERATION

Brendan Nelson

President
PLANNING INSTITUTE OF AUSTRALIA

Ken Morrison

Chief Executive

PROPERTY COUNCIL OF AUSTRALIA

Michael Corcoran

URBAN DEVELOPMENT INSTITUTE OF AUSTRALIA