

NOTICE OF MEETING & AGENDA

Special Meeting

Wednesday 29 September 2021

Roma Administration Centre

NOTICE OF MEETING

Date: 29 September 2021

Mayor:

Councillor T D Golder

Deputy Mayor:
Councillors:

Councillor G B McMullen
Councillor J R P Birkett
Councillor M C Edwards
Councillor J L Guthrie
Councillor J M Hancock
Councillor W L Ladbrook
Councillor C J O'Neil
Councillor W M Taylor

Chief Executive Officer:

Ms Julie Reitano

Executive Management:

Mr Rob Hayward (Deputy Chief Executive Officer/Director
Development, Facilities & Environmental Services)
Ms Sharon Frank (Director Corporate & Community Services)

Attached is the agenda for the **Special Meeting** to be held at the Roma Administration Centre on **29 September, 2021 at 12.00PM**

A handwritten signature in black ink, appearing to read 'Julie Reitano'.

Julie Reitano
Chief Executive Officer

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Confidential Items

In accordance with the provisions of section 254J(3) of the Local Government Regulation 2012, a local government may resolve to close a meeting to the public to discuss confidential items that it's Councillors or members consider it necessary to close the meeting.

C Confidential Items

C.1 Traffic impacts associated with proposed development (2021/20326)

Classification: Closed Access

Local Government Regulation 2012 Section 254J(3)(e) legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government.

C.2 Employee Code of Conduct

Classification: Closed Access

Local Government Regulation 2012 Section 254J(3)(b) industrial matters affecting employees.

Closure

OFFICER REPORT

Meeting: Special 29 September 2021

Date: 27 September 2021

Item Number: 3.1

File Number: D21/78176

SUBJECT HEADING: Council Submission to Commonwealth
Government - Regional Telecommunications
Review

Classification: Open Access

Officer's Title: Manager - Economic & Community Development

Executive Summary:

At its ordinary meeting of 25 August, Council resolved to provide a submission to the Federal Government – Regional Telecommunications Review. The draft submission for approval is provided with this report, for final review before lodging before close of business 30 September 2021.

Officer's Recommendation:

The Council authorises its Chief Executive Officer or delegate to lodge the attached submission to the Commonwealth Government, in response to its Telecommunications Issues paper of July 2021.

Individuals or Organisations to which the report applies:

Are there any individuals or organisations who stand to gain a benefit, or suffer a loss, (either directly or indirectly) depending on the outcome of consideration of this matter?

(Note: This is to assist Councillors in identifying if they have a Material Personal Interest or Conflict of Interest in the agenda item - i.e. whether they should participate in the discussion and decision making).

The Maranoa community generally

Acronyms:

Are there any industry abbreviations that will be used in the report?

Note: This is important as particular professions or industries often use shortened terminology where they refer to the matter on a regular basis. However, for individuals not within the profession or industry it can significantly impact the readability of the report if these aren't explained at the start of the report).

Acronym	Description
Nil	Nil

Context:

Why is the matter coming before Council?

Council's resolution of 25 August stated that the draft document will be presented to Council for further consideration at an upcoming meeting.

Background:

Has anything already happened in relation to this matter?

(Succinct overview of the relevant facts, without interpretation)

The attached draft submission has been developed for consideration and was discussed in some detail with Council in a briefing session of 15 September 2021.

Legislation, Local Laws, State Policies & Other Regulatory Requirements:

What does the legislation and other statutory instruments include about the matter under consideration? (Include an extract of the relevant section's wording of the legislation – please do not just quote the section number as that is of no assistance to Councillors)

Nil

Council Policies or Asset Management Plans:

Does Council have a policy, plan or approach ordinarily followed for this type of decision?

What are relevant sections of the policy or plan?

(Quote/insert the relevant section's wording / description within the report)

N/A

Input into the Report & Recommendation:

Have others' views or input been sourced in developing the report and recommendation to Council? (i.e. other than the report author?) What did each say? (Please include consultation with the funding body, any dates of critical importance or updates or approvals required)

On 15 August 2021 Council resolved as follows, and in compliance, this report is provided.

Resolution No. OM/08.2021/73

That Council:

- 1. Receive and note the Mayor's email of thanks and acknowledgement dated 20 August 2021.***
- 2. Put forward a submission to the Regional Telecommunications Review 2021.***
- 3. Be provided a draft submission for further consideration at an upcoming meeting.***

Funding Bodies:

Is the project externally funded (or proposed to be)? If so, are there any implications in relation to the funding agreement or grant application. (Please do not just include names)

N/A

This Financial Year's Budget:

Will the matter under consideration impact how much Council collects in income or how much it will spend? How much (\$) Is this already included in the budget? (Include the account number and description).

If the matter under consideration has not been included in the budget, where can the funds be transferred from? (Include the account number and description) What will not be done as a result?

N/A

Future Years' Budgets:

Will there need to be a change in future years' budgets to cater for a change in income or increased expenditure as a result of Council's decision? How much (\$)? (e.g. estimate of additional maintenance or operating costs for a new or upgraded project)

No budget implications

Impact on Other Individuals or Interested Parties:

Is there anyone who is likely to be particularly interested in or impacted by the decision, or affected by the recommendation if adopted? What would be their key interests or concerns? (Interested Parties Analysis - IS9001:2015)

N/A

Risks:

What could go wrong if Council makes a decision on this matter? (What is the likelihood of it happening and the consequence if it does) (List each identified risk in a table)

Nil

Advice to Council:

What do you think Council should do, based on your skills, qualifications and experience, your knowledge of this and related matters, and the facts contained in the report?

(A summary of what the employee thinks Council needs to hear, not what they think individual Councillors want to hear – i.e. employees must provide sound and impartial advice – the employee's professional opinion)

Council is advised to authorise the lodgment of this submission.

Recommendation:

What is the 'draft decision' based on the advice to Council?

Council authorises its Chief Executive Officer or delegate to lodge the attached submission to the Commonwealth Government, in response to its Telecommunications Issues paper of July 2021.

Does this recommendation suggest a decision contrary to an existing Council policy? If so, for what reason?

No

Link to Corporate Plan:

Corporate Plan 2018-2023

Strategic Priority 4: Growing our region

4.2 Economic development

Supporting Documentation:

- | | | |
|---|--|-----------|
| 1 | Action Sheet - Ordinary Meeting - 25 August 2021 - L.7 - Federal Government Regional Telecommunications Review | D21/70967 |
| 2 | Response to Regional Telecommunications Review 2021 Vs 0.2 | D21/78179 |
| 3 | Regional-Telecommunications-Review-2021-issues-paper | D21/78178 |

Report authorised by:

Deputy Chief Executive Officer/Acting Director Infrastructure Services

FOR ACTION

ORDINARY

25/08/2021

TO: Manager - Economic & Community Development (Sims, Edward)

Subject:	Federal Government Regional Telecommunications Review
Target Date:	6/09/2021
CEO Notes:	Coordinate drafting of a submission on behalf of Council for the Federal Government's Regional Telecommunications Review 2021 (due by 30 September 2021), for tabling at a future meeting for Council endorsement prior to submitting.
File Reference	SF13/423 D21/68153
Action:	Report required - future meeting

Resolution No. OM/08.2021/73

Moved Cr Golder

Seconded Cr Edwards

That Council:

1. Receive and note the Mayor's email of thanks and acknowledgement dated 20 August 2021.
2. Put forward a submission to the Regional Telecommunications Review 2021.
3. Be provided a draft submission for further consideration at an upcoming meeting.

CARRIED

9/0

[Open Item in Minutes](#)

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Click the **Actions** button on the Infocouncil Toolbar to update the outstanding actions. Please note if this action sheet is for information rather than for action there is no need to complete the process below.

For completed actions: Please update the notes and update the finalisation date.

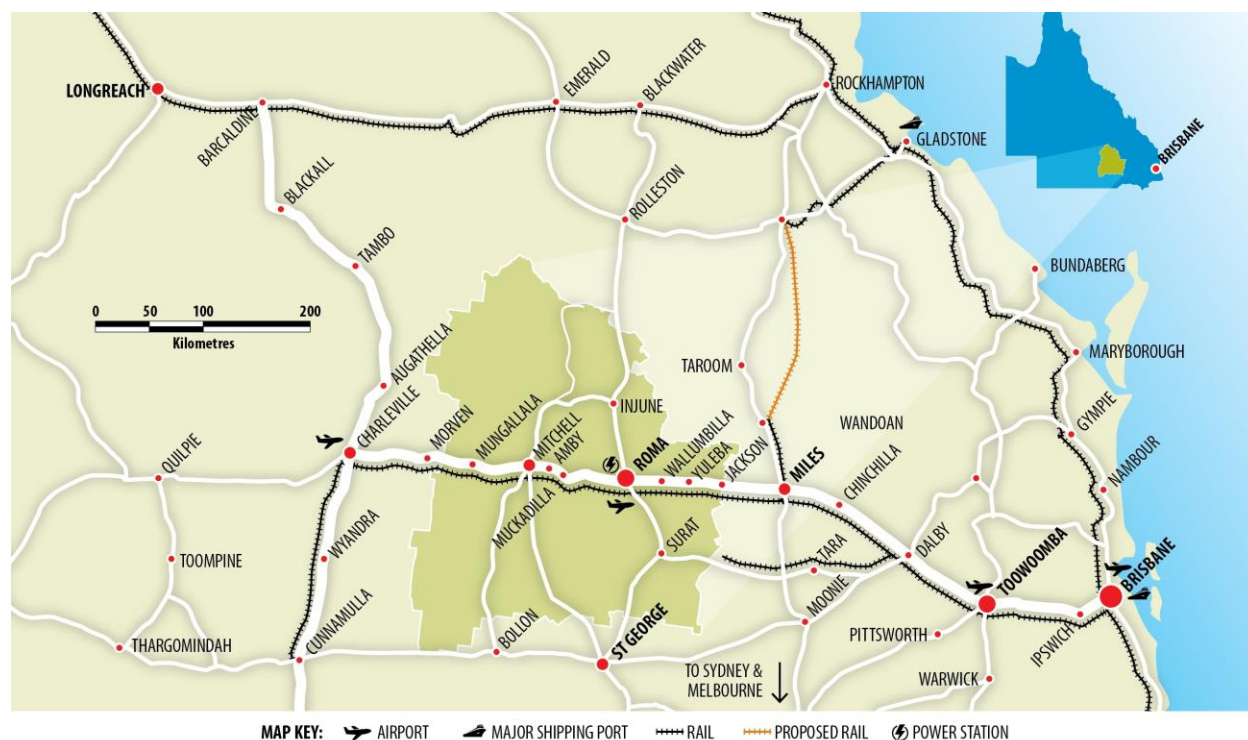
For ongoing actions: Please update the notes and the expected completion date.

Please continue to update the comments until the matter has been finalised.

**Subject: Maranoa Regional Council – Response to
issues paper – Regional Telecommunications
Review 2021.**

Introduction:

The Maranoa local government area (the Maranoa) is in Queensland's south-west and covers an area of approximately 59,000 square kilometres. The region's main township and administrative capital, Roma, is approximately 350 kilometres from the major service hub of Toowoomba and approximately 480 kilometres from Queensland's capital city of Brisbane.



Other small townships in the Maranoa region include Amby, Injune, Jackson, Mitchell, Mungallala, Surat, Wallumbilla, and Yuleba. The remaining Maranoa population residing outside of townships are rurally based, and account for approximately 30% of the region's population. The main Issues that Maranoa Regional Council is trying to address are sustainability of our population through liveability enhancements, supporting job creation, and the provision of services for community safety, and lifestyle.

We claim that like all regional Australians, we deserve the same access to services as our Urban counterparts. As a percentage of Gross Domestic Product, Regional Australians produce per capita a greater share of contribution than do our urban counterparts. Aside from our claim for equity of access to services, as Australian taxpayers generally, we raise the point

that sustainable populations in regional Australia and particularly rural and remote Australia, production levels might not be sustainable.

Notwithstanding this claim as a right, we petition that to improve our performance on the global scene, we must capitalise on the opportunities through innovations and automations. Accordingly, the latest technologies must be available to regional Australians.

Maranoa Regional Council has a responsibility to lead the sustainability of its communities, and arguably a significant factor in future population attraction and retention is access to reliable and affordable, business grade Telecommunications and Internet Based technologies.

Council is pleased to provide input into the Regional Telecommunications Review 2021, in the hope that the information that we provide might assist the Australian Government to frame policies and programs that ensures that through the use of technology, regional Australia has the same social and economic opportunities as urban Australia.

Response:

Adequacy:

The issues paper states that 99.5% of Australia's population and 33% of the Australian landmass mass is serviced by a mobile phone network is questionable, however the potential of the remaining 66% of landmass, which is not serviced by adequate and reliable mobile phone or broadband services is overlooked in the narrative.

The 66% of land mass that is not serviced by adequate broadband or voice services is some of the most productive land for agriculture and mining in the world, and whose population produces per capita, a far greater proportion of Australia's exports and contribution to gross domestic product, than their city counterparts. This is the untapped potential of Australia's future economic and lifestyle development.

This is the paradigm shift needed to alter our thinking about policy and programmes that will ensure equity of access to what has become essential infrastructure associated with broadband, voice and mobile technology, for future generations.

Regional Telecommunications Review 2021 – Issues Paper – Questions

1.

a. What telecommunications services are required in regional Australia to meet current and future needs?

- Need to have at least 4G mobile services at a reliable standard.
- Residential and commercial access to scalable, unmetered high-speed data (low latency) services, including enterprises that are in remote and rural locations.
- Regional services should mirror those available in major centres.
- A cost effective and widespread IoT (Internet of things) communications network for automation, remote access, and telemetry requirements.

b. Are there any things regional communities and businesses need to do, but can't, on their existing services?

- Most rural enterprises particularly inland and remote sites do not have access to mobile communications, this limits business functions and social interactions.
 - As more applications and services move to cloud-based platforms where upload and download speeds are critical, current systems available are inadequate. For business to be able to ensure a degree of continuity and protection from the growing threats of cyber-attack and ransom ware, offsite backups including site storage (private or public) are critical.
 - Due to technological barriers, business and population migration aspirants are denied the incentive to relocate to a place of their choice to enjoy a regional lifestyle while running a business.

2. What changes in demand, barriers or challenges need to be addressed when it comes to telecommunications services in regional, rural, and remote Australia?

- a. Access to high bandwidth telecommunications in regional areas should align with those services in major urban centres irrespective of location, for every Australian. Demand for data management, and automation systems for agricultural enterprises driven by a need to stay competitive is being met through the individual efforts of farm management.
- b. Population growth in some regional centres is on a positive trajectory, which is improving demand for services, however this is not the case for most regional Australian communities. The Australian Government's has long term population growth and immigration targets, which must be underpinned by liveable places, if regional Australia is to play a part in this population growth story then it must have the same services as regional population centres.
- c. Bridging the business viability of existing telecommunications providers who either dominate or compete for a smaller market.
 - i. Aggregation of demand for telecommunications particular in smaller regional centres
 - ii. Government intervention in leveraging government owned telecommunications infrastructure to enable local telecommunications systems to be developed.

3. How have the Government's policies and programs affected telecommunications service outcomes in regional, rural, and remote Australia? How can these be improved?

- a. In the late 1990's Government policies drove the opening of the internet market through such programs as Networking the Nation.
- b. The recent creation of the NBN Co network has provided the infrastructure necessary to achieve total coverage of the Nation in all its remoteness.
- c. Recent focus of NBN Co on regional communities is giving hope and a pathway for future technology solutions to support, Health, Education, Business, Community Safety and Society which supports population growth targets and future generations.

• **How can these be improved?**

Many telcos find it unviable to provide affordable services in smaller population centres, and to bridge the gap, Government policies could be improved by enabling such concepts as:

- Supporting all telcos to bid for Government incentives that will bridge the viability gap e.g., Mobile Black Spots Program for Data Services
- Community based solutions managed by Not-for-profit or cooperative entities that have benevolent community-based objectives, like Community Broadcasting Licenses.
- Explore alternative methods of data transfer e.g., available spectrum (Television etc)
- Enable access to all Commonwealth owned infrastructure, to providers of services who require market entry anywhere. This will enable telecommunications services anywhere in Australia, for community benefit, by multiple providers. Insist that any new infrastructure built (especially with Commonwealth funds) be available to all Telco's.

In the Maranoa Local Government Area, we have very few options for the provision of services. One or two major players in a market can take their time to respond to maintenance and services disruptions and can be less competitive due to an absence of competitors.

4. How do service reliability issues impact on regional communities and businesses? How do outages, including in natural disasters, impact on communities and businesses?

- a. It is imperative to the success of an enterprise to be available for its customers, whether it be in a shop front or virtual presentation. Reliability of communications by telephone, eftpos systems and back-office data transfer systems need to be reliable. Any downtime is an inconvenience to a customer especially in remote locations where often the buyer is reliant of transport systems to deliver much needed inputs their business.
- b. Under the COVID19 conditions, workers have had to work from home in ever increasing numbers, this aspect of the workplace is for some enterprises, proving most cost effective and good for business. In more regional and remote areas where telecommunications infrastructure is inadequate, this has not been possible due the absence of reliable connectivity.

- c. In times of Natural Disaster, it is common in regional areas, that power and all telecommunications are lost due to lack of scalable redundancies. This creates a threat to community safety and economic hardship and an inability for businesses to operate.
- d. Retail and services businesses are not considered critical to community sustainability and therefore are often the last to receive assistance to resume trade.

5. How might such impacts be addressed to ensure greater reliability? How can the network resilience be addressed in regional areas?

Non-Commercial Service Level Agreements (household services) do not provide a guarantee of services for any period. This is largely due to the sometimes inability of service providers to access their infrastructure and reinstate or maintain services, which is usual in times of disaster.

Local Governments **or local community contractors** could play a role as 1st responders during times of local disasters, by providing timely situation reports and responding to requests for remedial actions that might quickly reinstate services i.e., Refuelling generators, rebooting systems, etc.

6. How did the use of digital services change for regional consumers and businesses during the response to the COVID-19 pandemic? What insights for future service delivery does this provide?

Our efforts to protect Australians from contracting COVID19, largely relies upon the imposition of self-isolations and lock downs of communities. By necessity, this has changed the way that people have approached their employment. Work from home arrangements have provided viable solutions to the isolation issue and enabled employers to continue operating and keep wages and salaries circulating in the economy.

This has only been made efficient through appropriate technologies that support audio visual systems and fast data transfers and volumes. This change in the way we do business is showing signs of becoming a “new normal” with many Australians “working from home” as a preferred option for employer and employee both. This change in the way we deliver personal services can only be possible for all Australians everywhere, if the digital technologies are available and affordable.

Accordingly, the Nation’s leaders must create a framework which supports the creation of provision of and maintenance of systems and technologies

7. What can be done to improve the access and affordability of telecommunications services in regional, rural, and remote Indigenous communities?

Affordable services for all Australians particularly in remote indigenous communities can only be achieved where there is a **competitive market** with adequate demand and multiple providers competing for the available market. Accordingly, publicly funded telecommunications infrastructure (NBN Co, and other Government subsidised infrastructure) should be made available to all providers (**Telcos**) on an equal access basis across the Nation. Legislative

controls that promote ethical market behaviour should be put in place to ensure that the base level services are of an adequate minimum standard.

8. How can investment in telecommunications infrastructure work with other programs and policies to encourage economic development in regional Australia?

Telecommunications is changing the way we live our lives, more applications that do things for us, are emerging and has created a new way of living and doing business. Technological innovations that decrease the need for human labour are common place and getting better as the race for efficiency and green living continues.

This is an opportunity that should be available for everyone in Australia, irrespective of location.

In this current business environment technology that enables higher profits, reduces risk, and enhances lifestyle is not available everywhere in Australia. Locations of higher populations where providers are assured of early and high returns on their investment are the priority.

Regional Australians have struggled to attract services from the private sector for reasons that are valid and based on commercial return, and therefore either they are incentivised to provide the infrastructure to make the services available, or the Commonwealth of Australia bridges the gap by continuing to make the investment.

In regional areas service delivery is also monopolised both on a wholesale and retail basis, further constraining availability of high bandwidth, reliable, and scalable technology.

We need to defeat this inequity by creating an operating environment that is available to everyone irrespective of social or economic status. This may require a minimum standard for technology that must be present before a development of any size anywhere can be approved.

Major project development, through to residential or agricultural developments anywhere in Australia and its territories, must be required to contribute to a national grid of technology that everyone can reach on an equitable basis. Accordingly, all policies and programmes aimed at encouraging and enabling investment and or development, must have as part of its key access criteria a component that measures how the project will add to the growth of the grid. This might require a mixture of:

- a mandatory levy for each approval
- an income or other taxation levy
- a non-competitive fund (like the Future Fund) devoted to bridging the technology gap
- Subsidies for business investment (like the domestic solar program)

9. What role could innovation, including new models, alternative investors, or new ways of doing business, play to encourage investment in regional telecommunications infrastructure? What are the barriers?

Innovative technological solutions that provide data transfer and voice communications particularly in remote locations are key to providing equity of access at a minimum standard to all Australians.

Technologies that enable business grade access to the opportunities of e-business for those in remote locations, already exists, e.g. there are existing technologies that creates “technology hot spots” on farm enterprises. The barriers to everyone having a “hot spot” is comprised of financial criteria associated with services providers meeting their return-on-investment levels or the ability for land holders and entrepreneurs being able to afford the costs of the infrastructure.

Current and future technologies could be subsidised/funded through mechanisms that obligates investors to meet “Minimum Data and Communications Service delivery Standards” for access in Australia, such as those suggested in Question 8 of this submission.

10. To what extent will new technologies enable significant change to the delivery of telecommunications services in regional Australia over the next 5-10 years? Are there any barriers to accessing these technologies?

Perhaps the most significant emerging data transmission technology of today is the [Starlink](#) solution currently being trialled in Australia. It promises a minimum 50 to 150 MBPS through low latency internet access to all of Australia excluding capital cities, through a network of low earth orbit satellites. Starlink is being promoted as the best solution for non-urban centres compared with terrestrial based services, and based on the USA experience with Starlink, these claims likely will prove true.

Satellite technologies are proven to work well in Regional Australia, albeit with some challenges associated with weather patterns and technological capacity and reliability. This unreliability, no matter the frequency or duration is a serious constraint on business and social critical interaction. Australians in increasing numbers, are using smart phones, internet TV, and automations, etc for a smooth and successful daily life. They rely on uptime internet as a given and any downtime is devastating particularly with business critical and security applications and are justified in seeing satellite technology as 2nd choice over terrestrial solutions.

One should also consider that the risks involved in entrusting the carriage and management of personal and business information, to any one corporation/entity, is of concern. Accordingly, no one privately owned service should be encouraged or supported to dominate any market in Australia, therefore irrespective of who provides or controls the services a commonwealth owned redundancy for satellite technology should be considered

11. How can Government better support the rapid rollout of and investment in new telecommunications solutions in regional areas?

See Question 8.

12. How can different levels of Government, the telecommunications industry and regional communities better co-ordinate their efforts to improve telecommunications in regional Australia?

The State and Federal departments associated with communications should work with Local Government to conduct technology audits to determine where the gaps to meeting “Minimum Data and Communications Service Delivery Standards” are, and then scope, design and cost solutions that meet the standards at that site. Investment should follow to provide a permanent

irrevocable access to all registered telecommunications providers in Australia under service level agreements that provide redundancy in the event of technology/service failure.

13. What changes to Government investment programs are required to ensure they continue to be effective in delivering improved telecommunications?

Government should, as a matter of policy, promote access to internet and voice technology as a basic right for living in Australia. Accordingly, the provision of technology infrastructure must influence all policies and programmes to incentivise and or impose on providers to contribute to a national grid.

14. How can regional consumers be better supported to identify, choose, and use the best connectivity options for their circumstances, as well as to understand and use their consumer rights?

Regional consumers could be supported in an environment where a “Minimum Data and Communications Service Delivery Standard” exists, by making available the choice to use it or not, in just the same way that is available to urban centres. Under the current “free market” conditions there is limited choice, and the equity balance is weighted away from the consumer. If a commonly available “enabling” infrastructure in Regional Australia, was available to the 100 plus telecoms providers in Australia then the consumer would be assisted by providers to understand and choose the best options for them.

15. To what extent is public information on connectivity options, including predictive coverage data and speeds, sufficient to help regional customers make informed decisions? What other information is needed?

Not all Regional Australia is disadvantaged by distance away from capital centres or represents smaller populations or indeed are isolated. Gladstone, Bendigo, Dubbo are regional centres but have critical mass enough to be attractive to service providers in abundance, enough for all to win a piece of the market.

Compare them to, Injune in SW Queensland or Gloucester in NSW or Lyndhurst in South Australia which is at the southern end of the Strzelecki Track to Moomba and Innamincka. It has a population of 15 permanent residents, supports around 20 outlying cattle stations and a healthy Tourism industry but has limited services to support any prospects of growth, let alone technology services which visitors and businesses take for granted. This is true for most rural and remote communities in Regional Australia. They are encouraged to grow and be sustainable but not empowered to do so.

Due to the poor prospects of financial returns, providers cannot make or continue to maintain a presence in these towns, and accordingly, choice is limited to a monopoly which may not be as responsive as the community needs.

16. What other matters should the Committee consider in its review and why are they important?

Maranoa Regional Council can offer no more advice in addition to our response to questions 1 through 15.

For further information contact Maranoa Regional Council Manager of Economic and Community Development:

Ed Sims edward.sims@maranoa.qld.gov.au or by phone 0447 733 109



Australian Government
Regional Telecommunications Review

Regional Telecommunications Review 2021

Issues Paper

July 2021



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Overview

A Regional Telecommunications Independent Review Committee (the Committee) is established every three years under Part 9B of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* to conduct a review into telecommunications services in regional, rural and remote parts of Australia.

The Committee for the 2021 Regional Telecommunications Review (the Review) was appointed on 1 June 2021. The 2021 Committee is comprised of the Hon Luke Hartsuyker (Chair), Ms Kristy Sparrow, Professor Hugh Bradlow, Mr Michael Cosgrave and Ms Sue Middleton.

As part of the Review, the Committee will consider:

- the impact of Government policies and programs to improve regional connectivity and digital inclusion;
- insights from COVID-19 on the changing digital needs of regional, rural and remote areas;
- service reliability issues which impact regional communities and options for mitigating them;
- the role of emerging technologies in delivering telecommunications services in regional Australia;
- ways of encouraging further investment in regional telecommunications;
- the role of telecommunications in supporting broader regional development goals;
- ways to improve co-ordination between government and industry in telecommunications investment; and
- consumer awareness and education regarding telecommunications options in regional areas.

The full Terms of Reference for the Review are at **Appendix B**.

The Committee invites regional communities, businesses and governments to engage directly with the Review over the coming months through face-to-face consultations, written submissions and online forums.

The Committee will report to the Minister for Regionalisation, Regional Communications and Regional Education by 31 December 2021. The Committee may make recommendations to Government. Where it does so, it should consider the costs and benefits.

Further information about the 2021 Regional Telecommunications Review and the Committee is at www.rtirc.gov.au.

Have your say

The Committee welcomes submissions from individuals, businesses, peak bodies and other interested organisations. This issues paper provides an outline of key areas of interest and invites submissions that share a range of experiences and perspectives.

There are questions in this paper to provide guidance for framing submissions. You can address all the questions or just those that are relevant to you. However, submissions are not limited to the questions provided.

Submissions will be accepted until 30 September 2021 via:

- webform: www.communications.gov.au/have-your-say
- email: secretariat@rtirc.gov.au
- post: 2021 Regional Telecommunications Review Secretariat
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
CANBERRA ACT 2601

Submissions will be made publicly available at www.rtirc.gov.au unless the submission is confidential or is inappropriate for publication. All submissions will be treated as non-confidential unless the submitter specifically requests that a submission, or part of a submission, is kept confidential. Any personal information which is provided in a submission will be treated in accordance with the Department of Infrastructure, Transport, Regional Development and Communications' [privacy policy](#) and the Australian Privacy Principles.

Introduction

Telecommunications plays a key role in supporting the productivity and wellbeing of regional, rural and remote Australia and the significant contribution the bush makes to the nation.

The particular importance of regional telecommunications has been underlined by a number of recent events, including natural disasters and the COVID-19 pandemic. These events have reinforced the value of high-speed, reliable and resilient broadband and mobile networks in regional areas to support public safety, day-to-day business, social contact and access to essential services like health and education.

Connectivity is also a big part of encouraging people to live, work and invest in regional areas. The regions offer attractive lifestyle amenity for many people and regional Australia is experiencing renewed interest from business and government. Taking advantage of this opportunity for regional growth requires residents and businesses to be able to access the same level of telecommunications services available in urban areas.

Since the 2018 Regional Telecommunications Review (the Edwards Review), the telecommunications market in regional Australia has continued to transform through increased private and public investment, the development of new technologies and the ongoing implementation of policy reforms. Major changes include the effective completion of the National Broadband Network (NBN), the rollout of 5G mobile services, the creation of the Universal Services Guarantee, and the delivery of new government grants programs and public awareness initiatives.

However, providing quality telecommunications services in regional Australia remains a challenge. Significant investment is necessary to provide connectivity across Australia's large landmass, despite the relatively small population in remote areas. The rollout of new systems takes time, and planning for the future needs to start early so new systems are available when needed.

The 2021 Review aims to gain a better understanding of the role telecommunications services and technologies can play in addressing the challenges and opportunities facing regional, rural and remote Australians. This includes remote Indigenous communities, which have their own unique digital needs.

Through the Review, the Committee hopes to understand the lived experience of regional consumers, communities and businesses in getting and staying connected, and wants to examine whether current and emerging services, technologies, programs and policies are adequate to meet future needs.

The Review can also play a valuable role in setting a long-term forward agenda for infrastructure improvements to maximise the opportunity and prosperity of the bush. The Committee is looking for ways to improve collaboration between regional communities, government and the telecommunications industry to make sure that investments in telecommunications are coordinated and deliver to regional needs.

Key Issues

The Committee seeks views on a wide range of telecommunications issues in regional, rural and remote Australia, including issues of adequacy, opportunity and awareness.

Adequacy

Changing Demand

The three main telecommunications services used in both regional, rural and remote areas and urban Australia are mobile voice and data, broadband internet and fixed voice services. These are used for a variety of purposes and are delivered using a range of technologies.

The Committee wants to identify the most important telecommunications services in regional, rural and remote areas, and whether they will meet future needs. This includes the extent to which the technologies available to regional Australians allow them to access everyday digital services, and how this experience is different to that in urban areas.

Mobile

Mobile services are available to 99.5 per cent of Australia's population and 33 per cent of the Australian landmass. Mobile phones remain the device most frequently used to connect to the internet and to make voice calls. While mobile devices continue to be mainly used for sending messages and making calls, more data-intensive uses like navigation, emails, social media and streaming are becoming common. However, rates of usage for these purposes are significantly lower outside of the major cities.

Mobile networks, as well as some satellite and broadband networks, are increasingly being used for machine-to-machine applications using the 'Internet of Things' (IoT). This can range from the monitoring of council utilities and EFTPOS machines in regional communities, to tracking transport and freight on regional highways, to monitoring and controlling on farm processes, such as irrigation and stock control.

At present, mobile services are mainly delivered over the 4G network, which covers 99.2 per cent of the Australian population. 3G networks are also still widely used alongside 4G coverage for voice services, although other options such as Wi-Fi calling, apps like WhatsApp and Facebook Messenger, and Voice over Long-Term Evolution (VoLTE) are becoming increasingly popular.

About 0.3 per cent of Australia's population (around 75,000 people), located mainly in remote areas, receives 3G-only mobile coverage. 3G networks are also used to provide connectivity for some IoT devices. Additionally, basic 3G-only handsets are sold by some retailers as affordable and accessible devices for older Australians.

Australia's three major mobile network operators, Telstra, Optus and TPG Telecom (formerly Vodafone Hutchison Australia) have commenced the rollout of fifth generation (5G) mobile networks in a number of larger regional locations, with plans from Telstra to cover 75 per cent of the population this year. The Government is also supporting trials of new 5G uses in sectors like agriculture, mining, medical technology and construction through its 5G Innovation Initiative.

To support its 5G network rollout, Telstra has announced that it will decommission its 3G network in 2024. Telstra has indicated that it will expand its 4G network to a similar footprint as the current 3G network, but specific detail around the timeframe and extent of this transition are not yet widely available.

This is not the first switch-over of mobile networks. However, given that many regional people rely on 3G networks, the Committee would like to identify ways to support regional communities through this transition in order to minimise its impact on existing quality of service and the accessibility of telecommunications services.

Additionally, in parts of regional Australia, the costs of improving mobile coverage are high due to factors such as the distance from existing infrastructure. Given the smaller populations in many regional areas, this high cost reduces the commercial incentives for carriers to expand their networks.

To address this issue, the Government has provided significant investment in the cost of building new infrastructure through grants programs like the Mobile Black Spot Program (MBSP) and the Regional Connectivity Program (RCP). These

are discussed further on pages 11-12, along with programs run by other tiers of government and industry. The Committee is interested in examining the effectiveness of these programs over the course of the Review.

Broadband

In December 2020, the Minister for Communications, the Hon Paul Fletcher MP, declared that the National Broadband Network (NBN) should be treated as built and fully operational. Currently, roughly 2.85 million regional premises can access NBN fixed-line services, more than 600,000 can access NBN fixed wireless services and over 400,000 can access Sky Muster satellite services. In 2019, NBN Co launched the Sky Muster Plus and Business Satellite Service products, which provide increased unmetered data and access to business-grade services.

A number of alternative internet options also exist in regional Australia. In the NBN fixed wireless and satellite footprint, some existing ADSL networks continue to be used, though this number is rapidly decreasing. A number of Wireless Internet Service Providers (WISPs) have deployed regional fixed wireless networks on a commercial basis, offering diverse speed tiers and data limits compared to those provided via the NBN.

The provision of broadband services in Australia is underpinned by the Universal Services Guarantee (USG), which guarantees all premises in Australia have access to broadband regardless of location. This is supported by the Statutory Infrastructure Provider (SIP) regime, which creates obligations on wholesale broadband providers to supply services with minimum peak speeds upon request.

However, the costs of providing broadband services in regional Australia are very high. The Australian Competition and Consumer Commission (ACCC) estimates that the NBN Co fixed wireless and satellite networks will incur a net loss of around \$12.9 billion (present value) over 30 years. The new Regional Broadband Scheme is designed to support the sustainable funding of these NBN services.

In regional Australia, the most common reported uses of broadband internet include sending email and web browsing, as well as watching videos, banking, accessing news, shopping and using social media. However, other uses, such as remote working, online education and telehealth, while not new to many consumers in regional areas, are becoming increasingly critical to everyday life across the regions.

The Committee is interested in views on the different types of broadband access technology used by regional communities and businesses, and whether these are reliable and affordable. The Committee is also interested in examining the effectiveness of the USG in ensuring access to baseline broadband connectivity in regional Australia.

Fixed Voice

Nation-wide, Telstra provides access to basic voice services through the Universal Services Obligation, which legislates the provision of standard telephone services to premises, as well as public payphones.

On the NBN fixed-line network (which services the majority of premises), fixed voice services are delivered via Voice over Internet Protocol (VoIP) using a broadband connection. Outside the fixed-line footprint, users can also access VoIP telephony over the NBN fixed wireless and Sky Muster satellite networks, or can choose to keep their existing landline phone service active.

Outside the NBN fixed-line footprint, Telstra delivers approximately 400,000 telephone services through a mixture of its copper network, the High Capacity Radio Concentrator (HCRC) and Wireless Local Loop (WLL) systems and satellite.

Telstra also operates around 15,000 payphones nationally. Payphone usage has been declining steadily, although they are still used in some remote Indigenous communities and urban locations (such as transport hubs and public housing).

While fixed voice services to homes and businesses continue to play an important role for some community members, their delivery faces a range of challenges. In particular, much of the infrastructure is aging and expensive to maintain, raising concerns about service quality, reliability and longevity. This legacy infrastructure is also less functional and harder to upgrade than other platforms like mobile and broadband, which have replaced fixed voice for the majority of Australians.

The Government has provided \$2 million for Alternative Voice Services Trials (AVST) to identify new ways of delivering voice services in regional areas, including over fixed wireless, satellite and mobile. The 12-month trials will explore the potential for alternative technologies to provide better services and functionality, more in line with consumer preferences for mobile and broadband services.

The Committee is interested in hearing views on the future delivery of fixed voice services, particularly from consumers and businesses who use copper and other legacy technologies like HCRC.

Questions

1. What telecommunications services are required in regional Australia to meet current and future needs? Are there any things regional communities and businesses need to do, but can't, on their existing services?
2. What changes in demand, barriers or challenges need to be addressed when it comes to telecommunications services in regional, rural and remote Australia?
3. How have the Government's policies and programs affected telecommunications service outcomes in regional, rural and remote Australia? How can these be improved?

Service Reliability

The reliability of fixed-line, mobile and satellite networks is critical in regional, rural and remote Australia, including semi-rural communities on the fringes of major cities. Access to networks is of limited value if they are not reliable, whether on a day-to-day basis, or in time of particular need, such as COVID lock-downs or natural disasters.

Temporary or persistent network issues cause disruption to everyday life, including work and study. They may mean that regional businesses cannot communicate with clients or process customer payments. In remote communities, issues with telecommunications can affect residents' access to basic services such as groceries, banking or emergency services.

While some consumer protections exist, particularly for landline telephone services, the Committee is interested in hearing from regional, rural and remote communities about their experiences with service outages and how these have been handled by service providers.

Natural disasters like bushfires and extreme weather events place pressure on telecommunications networks when they are most needed. Telecommunications outages caused by loss of mains power and damage to networks can affect local emergency coordination efforts and the operation of public warning systems, as well as disrupting supply chains and access to essential services in the aftermath of disaster events.

No communications system is totally resilient during an emergency. However, it is vital that regional telecommunications networks are as reliable and redundant as possible, so that regional communities can respond to, and recover from, natural disasters.

In response to the 2019-20 bushfires, the Government has provided \$37.1 million in initiatives to prevent, mitigate and manage telecommunications outages in natural disasters. This includes \$18 million for the Mobile Network Hardening Program to upgrade the backup power supply at telecommunications facilities in disaster-prone areas.

Other measures include \$10 million for the deployment of temporary telecommunications facilities such as Cells on Wheels and NBN Co Road Muster trucks, \$7 million for the installation of NBN Sky Muster services at emergency centres, and \$2.1 million to improve public information on access to telecommunications in natural disasters. NBN Co Road Muster trucks have already been successfully deployed in response to the 2019-20 bushfires and Cyclone Seroja in Western Australia in April 2021.

All of these measures will help to address issues of telecommunications resilience in regional areas. However, the Committee welcomes views on further ways to maintain and increase the reliability and redundancy of telecommunications networks in times of stress.

Questions

4. How do service reliability issues impact on regional communities and businesses? How do outages, including in natural disasters, impact on communities and businesses?
5. How might such impacts be addressed to ensure greater reliability? How can the network resilience be addressed in regional areas?

COVID-19

The COVID-19 pandemic has had an unprecedented impact on Australia's regions. Extended periods of lockdown, interstate and national border closures and social distancing measures to prevent the spread of COVID-19 have disrupted normal patterns of work, study and travel across regional Australia.

In this environment, telecommunications services have played a key role in the continued function of everyday life. In regional Australia, almost two-thirds of internet users either commenced or increased work from home. The NBN saw significantly increased downstream and upstream growth between March and June 2020, as workers adopted online collaboration platforms like Zoom and Microsoft Teams while working from home.

Similarly, COVID-19 response measures saw an increased uptake of online education and telehealth services in the regions. Over half of regional internet users reported new or increased study from home activities, and 4 in 5 started or increased their participation in telehealth consultations. These data-intensive activities generated additional demand for high-speed connectivity across regional areas.

The telecommunications industry responded to increased demand for connectivity as a result of the pandemic. NBN Co provided a temporary boost to network capacity on its network and increased download data limits and data capacity on the Sky Muster service to support online learning in regional areas. Mobile carriers also provided a range of financial hardship assistance and bonus data measures to support customers.

While these measures were designed as a temporary response to the pandemic, the Committee is interested in understanding the extent to which the industry's COVID-19 response reflected increasing demand for connectivity in regional Australia and what this indicates for the future delivery of telecommunications services in the regions.

Commonwealth, state and territory governments also worked with the telecommunications industry, schools and health providers to support the transition to remote learning and telehealth. The Australian Government added a number of temporary Medicare items to help health care practitioners deliver telehealth services. Some state and territory education departments also loaned computers, SIM cards and other devices to students to facilitate online education during school closures, though in some cases this was left to individual schools.

Initial studies into the uptake of telehealth in Australia during the pandemic suggest that patients have generally been satisfied with the service, with many indicating that they would continue using it after the pandemic. However, parents and educators have identified significant challenges with wide-scale remote learning, particularly due to varying levels of telecommunications access between individual communities, schools and families. These challenges are increased in regional Australia by lower levels of digital access and affordability compared to urban areas.

The Committee is therefore keen to hear the lived experiences of regional, rural and remote consumers in using telecommunications services for health and study during the COVID-19 pandemic, including regarding barriers to access and the effectiveness of government initiatives to facilitate remote education and telehealth.

Questions

6. How did the use of digital services change for regional consumers and businesses during the response to the COVID-19 pandemic? What insights for future service delivery does this provide?

Indigenous Australia

Levels of digital inclusion amongst Aboriginal and Torres Strait Islander Australians continue to remain lower than the national average, including in regard to the take-up and affordability of telecommunications services.

As with the wider community, mobile phones are the most commonly used device for voice and data services in Indigenous communities. However, Aboriginal and Torres Strait Islander Australians are also more likely to only use mobile services than the national average. This likely reflects a strong preference towards pre-paid mobile plans due to the ability to 'pay-as-you-go', providing more financial control than other forms of access which charge monthly fees.

Wi-Fi services are also available in some remote areas, both through free access at local community facilities or using a pre-paid voucher system with data quotas. The National Indigenous Affairs Agency also funds community phones which may use a similar payment model. While Sky Muster is available across Australia, take-up is low in remote communities.

Although pre-paid mobile and Wi-Fi internet options are often easier to manage, these services can charge higher costs for data than post-paid mobile and broadband plans. Additionally, higher levels of 3G-only mobile coverage in remote areas can lead to slower speeds and heavy network congestion, which may reduce uptake of data-intensive activities.

The Committee is interested to examine the adequacy of telecommunications for Indigenous Australians in regional, rural and remote areas. In particular, the Committee welcomes views on ways to improve levels of telecommunications access and affordability in remote Indigenous communities.

Questions

7. What can be done to improve the access and affordability of telecommunications services in regional, rural and remote Indigenous communities?

Opportunity

Regional Development

The regions are a key source of Australia's economic productivity, with regional industries representing approximately 30 per cent of national Gross Domestic Product and two thirds of export earnings. Regional development has the potential to assist economic recovery and diversification, increasing resilience against future economic shocks and driving new opportunities for trade and investment.

The Government is prioritising growth in key regional industries, including food, resources, tourism, education and healthcare, through a range of initiatives such as [Ag2030](#) and the [Our North Our Future](#) strategy to develop Northern Australia. Large-scale infrastructure projects like the [Inland Rail](#) corridor between Brisbane and Melbourne will also facilitate increased growth opportunities in regional industries and communities.

Alongside energy and transport infrastructure, access to telecommunications is becoming increasingly critical to attracting and supporting new investment opportunities in regional areas. High-speed business-grade connectivity enables the uptake of new business technologies, facilitates training and development for staff, and increases competitive exposure to national and international markets.

Digital infrastructure is also essential to support the migration of skilled workers and families to regional areas. More people are relocating to regional areas due the financial and lifestyle benefits they offer. To support this growth opportunity, regional communities need to be able to provide access to the essential services and activities, such as specialist health services, education and even recreation, available in larger areas. This is underpinned by access to high-speed, reliable mobile and broadband connectivity.

In order to maximise opportunities for regional development and the growth of regional communities, the Committee is keen to examine how the deployment of telecommunications infrastructure can complement other broader infrastructure and economic investments in regional areas.

Questions

8. How can investment in telecommunications infrastructure work with other programs and policies to encourage economic development in regional Australia?
9. What role could innovation, including new models, alternative investors or new ways of doing business, play to encourage investment in regional telecommunications infrastructure? What are the barriers?

Emerging Technologies

The ongoing development of emerging technologies has the potential to improve the delivery of high-speed, reliable and competitive telecommunications services in regional, rural and remote areas.

A number of companies are investing in emerging satellite technologies, including Low Earth Orbit Satellites (LEOSats), to provide high-speed broadband to regional areas. These satellites orbit much closer to the Earth's surface than geostationary satellites like NBN Co's Sky Muster. The closer proximity reduces latency and enables higher bandwidth and speeds, improving the user experience for data-intensive and real-time applications like videoconferencing and streaming. However, a larger number of satellites is needed to provide consistent connectivity.

One such LEOSat provider is SpaceX, which has recently launched a beta trial of its Starlink internet service in central Victoria and southern New South Wales. Other providers, such as OneWeb, Telesat and Amazon, are planning the deployment of their own LEOSat networks. While this technology is generating a lot of interest, without a solid business case and local presence the commercial viability of LEOSats in the Australian market is not yet clear.

Regional businesses are also adopting networks of smart devices, such as sensors, tags and machinery, connected to the Internet of Things (IoT) to collect, process and analyse data which improves efficiency and productivity. In the agricultural sector, on-farm connectivity is enabling farmers to make real-time, data-based decisions to maximise yields, manage irrigation and the usage of fertilisers and pesticides, and monitor livestock health. These devices can use existing mobile and broadband networks, or specific low-powered wide range and narrowband networks such as LoRaWAN and NB-IoT.

Some regional companies, like Leading Edge DC and Connected Farms, are also investing in cloud computing and edge data centres in regional cities such as Tamworth, Roma and Dubbo to improve access to enterprise-grade data processing for local businesses. These data centres are located close to the places where data from sensors and autonomous devices is generated, improving the speed and reliability with which regional businesses can store, access and analyse this data. The market for edge data centres is expected to grow significantly over the coming years.

The potential of IoT and edge computing applications in regional areas can be supported by the increased deployment of 5G networks. The lower latency, higher bandwidth and increased data speeds offered by 5G technology could allow for more widespread use of sensors in the agricultural sector to collect real-time data, as well as the use of automated machinery in industries like mining and logistics. Additionally, improvements to video quality and file transfer rates over the 5G network could improve experience with telehealth and remote education.

Though these networks and technologies are largely being deployed on a commercial basis by the telecommunications industry, the Committee is seeking views on whether existing Government policy settings could be improved to assist the development of promising new telecommunications technologies and their rollout to regional areas by industry.

Questions

10. To what extent will new technologies enable significant change to the delivery of telecommunications services in regional Australia over the next 5-10 years? Are there any barriers to accessing these technologies?
11. How can Government better support the rapid rollout of and investment in new telecommunications solutions in regional areas?

Maximising Outcomes

In regional areas, issues of high cost of infrastructure deployment and limited consumer demand have reduced commercial incentives for telecommunications providers to invest in new mobile and broadband infrastructure and expanded coverage, including in areas of importance for regional economies and communities.

The Government has sought to maximise both investment and coverage outcomes by providing funding on a competitive basis for the capital cost of deploying telecommunications infrastructure in commercially marginal areas. Through the Mobile Black Spots Program, for instance, Commonwealth investment of \$380 million over the first five rounds has generated over \$830 million in total investment from state and territory governments and the telecommunications industry, funding over 1,220 new mobile base stations across Australia.

This approach has also delivered investment in broadband and mobile infrastructure projects which improve digital connectivity in regional areas of economic and social importance through the Regional Connectivity Program (RCP). Round 1 of the RCP is funding 132 projects at a total cost of \$232 million, including applicant and third-party co-contributions. Successful grantees include local councils, major telecommunications companies, regional businesses, community groups, educational facilities and fixed wireless providers.

The telecommunications industry has responded to this co-investment model through its own funding opportunities. For instance, Telstra has launched a \$200 million co-investment fund to enhance and extend mobile coverage in regional areas. Similarly, in its latest Corporate Plan, NBN Co announced a \$4.5 billion network investment plan, including upgrades to the existing fixed-line network, measures to increase the affordability of enterprise-grade NBN wholesale offerings in regional areas, and a \$300 million Regional Co-Investment Fund.

State and Territory Governments have also committed funding in recent years to a variety of initiatives to improve mobile, broadband and IoT connectivity, including the Western Australian Digital Farm Grants Program, the New South Wales Regional Digital Connectivity Program, and Victoria's Digital Future Now Package. Many of these programs provide co-contributions to projects funded under Commonwealth grants programs like the MBSP and RCP.

Despite the large amount of funding available for regional telecommunications infrastructure, many local governments and communities may not have the resources necessary to identify appropriate solutions to local telecommunications problems and to attract investment from third parties. There are also differences in the application requirements and intended outcomes of Commonwealth, State and Territory and telecommunications industry funding programs, which may restrict opportunities for co-investment using multiple funding streams.

The Committee is therefore interested in recommendations to improve and increase engagement between different levels of government, the telecommunications industry, and regional communities and businesses, in order to make sure that telecommunications investments are equitable, co-ordinated, and responsive to the needs of regional areas.

Additionally, the current design of the MBSP is becoming less sustainable as it moves into less commercial areas and the mobile network operators increasingly focus on upgrades to their existing networks. Although the design of future rounds of the MBSP is a decision for Government, the Committee is interested in views on how to ensure the ongoing effectiveness of this program.

The Government has also committed further funding for additional rounds of the RCP including dedicated funding to improve telecommunications infrastructure in Northern Australia. The first round of the RCP has proved popular with regional communities. However, the Committee welcomes feedback on ways to maximise the outcomes of the program.

Questions

12. How can different levels of Government, the telecommunications industry and regional communities better co-ordinate their efforts to improve telecommunications in regional Australia?
13. What changes to Government investment programs are required to ensure they continue to be effective in delivering improved telecommunications?

Awareness

Education

Levels of digital ability in regional Australia continue to lag behind metropolitan areas, although this divide is narrowing. Digital ability can be understood as the level of skill and confidence a user has with digital services, as well as the range of activities a user performs online and their attitude towards digital services.

While access to telecommunications in regional Australia is improving, many businesses and communities experience difficulty in identifying the best local options for getting and staying online, as well as making the most of their connectivity for work, study and recreation.

A number of connectivity options, such as Sky Muster satellite, ADSL and independent fixed wireless, may be available in a particular area. However, these may not be appropriately marketed and regional consumers may not be aware that

they are able to access these services. Additionally, consumers are often not aware of individual factors, such as the physical location of modems and other devices in the home, which can affect quality of service.

There are also protections for consumers experiencing unsatisfactory telecommunications services, including under the Australian Consumer Law, the Customer Service Guarantee and each provider's Service Level Agreement. The Telecommunications Industry Ombudsman also provides support in addressing customer issues. However, again, consumers may not be fully aware of their rights and how to use them to address their issues.

As part of its response to the Edwards Review, the Government recently launched a Regional Tech Hub to help regional and rural Australians get connected and stay connected more easily. Operated by the National Farmers Federation in partnership with ACCAN, the Regional Tech Hub builds on the work of the regional consumer advocacy group Better Internet for Rural, Regional and Remote Australia (BIRRR).

The Regional Tech Hub includes a range of practical resources on selecting the most appropriate telecommunications options in regional areas, troubleshooting common issues, escalating faults with service providers and understanding consumer rights. The Regional Tech Hub also provides an online helpdesk, phone support line and social media channels.

The Regional Tech Hub has received more than 5,400 visits since launch and has close to 1,100 followers on social media. BIRRR also has over 13,000 followers on Facebook, highlighting consumer support for these services. However, navigating the options available for users in regional Australia remains an area where greater improvements can be made.

With this in mind, the Committee is interested in exploring additional and expanded ways to assist regional users to access, maintain and make the most of their telecommunication services. The Committee is also particularly interested in ways to assist and encourage WISPs, satellite providers and other smaller telecommunications providers to improve the level of publicly available information about their service offerings in regional areas.

Questions

14. How can regional consumers be better supported to identify, choose and use the best connectivity options for their circumstances, as well as to understand and use their consumer rights?

Public Information

Mobile network operators publish network coverage maps on their websites to assist customers in identifying appropriate services in their area. This coverage data is predictive, meaning it uses a number of technical assumptions to indicate the likely areas to receive coverage from nearby base stations and may not accurately reflect a user's experience on the ground.

However, different mobile network operators may use different assumptions, mapping technologies and standards to generate this information. This can make it difficult for consumers to accurately compare the coverage provided by one mobile network operator over another and to make informed choices about the best mobile service for their individual circumstances.

In 2018, the Australian Competition and Consumer Commission (ACCC) convened a Regional Mobile Issues Forum, which recommended that the mobile network operators improve mobile coverage information for consumers. In response, the major mobile network operators and the Australian Mobile Telecommunications Association (AMTA) committed to improve the comparability of their network coverage data.

While the mobile network operators have adopted consistent terminology around coverage information, the extent to which technical differences in predictive coverage mapping still persist is unclear. The Committee is interested in seeking further clarification on this matter from the telecommunications industry.

There have been improvements in the accuracy and transparency of information on broadband speeds. The ACCC publishes quarterly data on speeds and outages on the NBN fixed-line and fixed wireless networks, and has provided guidance to service providers on how to advertise speeds. Advocates for regional and rural consumers have also expressed support for expanded monitoring and reporting of satellite performance.

Analytics companies like [Opensignal](#) provide independent analysis of the performance of global mobile networks, including in Australia. However, the Committee would like to identify how information on mobile performance and

quality of service could be made more widely available to regional consumers to assist them in making decisions on which mobile providers best meet their connectivity needs.

Similar issues arise in relation to the coverage of fibre and fixed wireless networks. The Committee is interested in exploring ways to improve the level of information on local fibre and fixed wireless footprints and backhaul networks that is made readily available to consumers, including through improved mapping on providers' websites.

Questions

15. To what extent is public information on connectivity options, including predictive coverage data and speeds, sufficient to help regional customers make informed decisions? What other information is needed?
16. What other matters should the Committee consider in its review and why are they important?

Appendix A – List of Questions

1. What telecommunications services are required in regional Australia to meet current and future needs? Are there any things regional communities and businesses need to do, but can't, on their existing services?
2. What changes in demand, barriers or challenges need to be addressed when it comes to telecommunications services in regional, rural and remote Australia?
3. How have the Government's policies and programs affected telecommunications service outcomes in regional, rural and remote Australia? How can these be improved?
4. How do service reliability issues impact on regional communities and businesses? How do outages, including in natural disasters, impact on communities and businesses?
5. How might such impacts be addressed to ensure greater reliability? How can the network resilience be addressed in regional areas?
6. How did the use of digital services change for regional consumers and businesses during the response to the COVID-19 pandemic? What insights for future service delivery does this provide?
7. What can be done to improve the access and affordability of telecommunications services in regional, rural and remote Indigenous communities?
8. How can investment in telecommunications infrastructure work with other programs and policies to encourage economic development in regional Australia?
9. What role could innovation, including new models, alternative investors or new ways of doing business, play to encourage investment in regional telecommunications infrastructure? What are the barriers?
10. To what extent will new technologies enable significant change to the delivery of telecommunications services in regional Australia over the next 5-10 years? Are there any barriers to accessing these technologies?
11. How can Government better support the rapid rollout of and investment in new telecommunications solutions in regional areas?
12. How can different levels of Government, the telecommunications industry and regional communities better co-ordinate their efforts to improve telecommunications in regional Australia?
13. What changes to Government investment programs are required to ensure they continue to be effective in delivering improved telecommunications?
14. How can regional consumers be better supported to identify, choose and use the best connectivity options for their circumstances, as well as to understand and use their consumer rights?
15. To what extent is public information on connectivity options, including predictive coverage data and speeds, sufficient to help regional customers make informed decisions? What other information is needed?
16. What other matters should the Committee consider in its review and why are they important?

Appendix B – Terms of Reference

1. The Regional Telecommunications Independent Review Committee must conduct a review of the adequacy of telecommunications services in regional, rural, and remote parts of Australia.
2. In determining the adequacy of those services, the committee must have regard to whether people in regional, rural and remote parts of Australia have equitable access to telecommunications services that are significant to people in those parts of Australia, and currently available in one or more parts of urban Australia.
3. In conducting the review, the committee must make provision for public consultation and consultation with people in regional, rural and remote parts of Australia.
4. In conducting the review, the committee is to have regard to:
 - a. the impact of the Government's policies and programs for improving connectivity, competition and digital literacy in regional, rural and remote areas, including rollout of the National Broadband Network, the Mobile Black Spot Program, the Regional Connectivity Program and the Regional Tech Hub;
 - b. insights from COVID-19 on consumer access to and usage of broadband and mobile technology in regional, rural and remote areas;
 - c. emerging technologies that could lead to significant changes in how telecommunications services are delivered in regional, rural and remote parts of Australia in the next 5-10 years;
 - d. service reliability and impacts on customers and communities in regional and remote areas;
5. Taking into account Term of Reference 4, the committee is to consider:
 - a. whether changes are warranted to existing Government policies and programs to ensure they continue to be effective, fit for purpose and are maximising the social and economic potential from existing and emerging technological advances;
 - b. policy settings that might be needed to support more rapid rollout of and investment in new telecommunications technologies in regional areas;
 - c. ways in which improvements in digital connectivity could support the Government's broader regional development policies and priorities, such as decentralisation and the development of Northern Australia;
 - d. ways in which State, Territory, and Federal programs to support regional connectivity could be further coordinated.
6. The report may set out recommendations to the Australia Government
7. In formulating a recommendation that the Australian Government should take a particular action, the committee must assess the costs and benefits of that action.
8. The committee must prepare a report of the review by 31 December 2021 and give it to the Minister for Regional Communications.

OFFICER REPORT

Meeting: Special 29 September 2021

Date: 29 September 2021

Item Number: 3.2

File Number: D21/78758

SUBJECT HEADING: Proposed service station at 129-131 McDowall Street, Roma (Lot 2 on RP60707)

Classification: Open Access

Officer's Title: Lead Town Planner

Executive Summary: At the north-west intersection of McDowall Street and Quintin Street, on the fringe of the Roma CBD, is a vacant commercial block. For several decades the site had been occupied by a Hotel (the Empire) - but the Hotel was demolished in around 2014 to make way for a proposed Motel. Despite having been issued with all required development approvals, the Motel was never built, and the lot has been vacant ever since. The owners of the premises are now seeking a development approval to build a service station on the lot.

The development approval required to facilitate the outcome is subject to impact assessment and in accordance with Section 45 of the *Planning Act 2016* must be assessed against the assessment benchmarks (to the extent relevant) and any matters prescribed by regulation. An assessment may also be carried out against, or have regard to, any other relevant matter. The *Development Assessment Rules* set out the procedural requirements for the development assessment process.

Public notification about the application was carried out in accordance with Part 4 of the *Development Assessment Rules* between 25 June 2021 and 19 July 2021. There were five properly made submissions received during this period. All other procedural requirements set out by the *Development Assessment Rules* to enable Council to decide this application have been fulfilled including receipt of a referral response from the Department of Transport and Main Roads (TMR) via the State Assessment and Referral Agency (SARA). TMR have not directed Council to refuse the application and have provided approval conditions in the event Council resolve to approve the application.

The development application has been assessed against all relevant assessment benchmarks and found to generally comply or is able to be conditioned to comply. Further, assessing officers have identified a number of relevant matters that support approval of the application, including; the site is conveniently located adjacent to, and provides direct and convenient access to the major north-south arterial through Roma; approval of the development will result in the efficient use of vacant commercial land in an area targeted for growth and services and; the traffic impact assessment prepared by a qualified expert in support of the proposal confirms the development will not result in traffic safety deficiencies.

Officer's Recommendation:

That Council:

Give a development approval for a Material change of use for a “Service station” & Operational works for “Advertising signage” at 129–131 McDowall Street, Roma (Lot 2 on RP: 60707) subject to the listed relevant, reasonable, and enforceable Development conditions and General advice -

Development Conditions

Development details

1. The approved development is a Material change of use for a “Service station” & Operational works for “Advertising signage” at 129–131 McDowall Street, Roma (Lot 2 on RP: 60707) as defined in the Planning Scheme and as shown on the approved plans.

Compliance inspection

2. All conditions relating to the establishment of the approved development must be fulfilled prior to the approved use commencing, unless noted in the approval conditions or otherwise confirmed in writing by Council.
3. Prior to the commencement of the use, the applicant shall contact Council to arrange a development compliance inspection.

Approved plans and documents

4. The approved development is to be carried out generally in accordance with the approval conditions and approved plans/documents that are to be based on the following:.

Plan/Document Number	Plan/Document Name	Date
0000_PD DA-000	Cover Sheet	01/04/2021
0000_PD DA-101	Ground Floor Plan	01/04/2021
0000_PD DA-102	Roof Plan	01/04/2021
0000_PD DA-401	Elevations	01/04/2021
0000_PD DA-501	Sections	01/04/2021
0000_PD DA-901	3D Visualisations	01/04/2021
16231	Traffic Impact Assessment	06/04/2021
Job number 7531	Conceptual Site-Based Stormwater Management Plan (including Appendix A to G).	April 2021

Except as altered by other conditions of this development approval. Where there is any conflict between the approval conditions and the details shown on the approved plans, the approval conditions prevail.

5. Submit to, and have approved by Council, prior to the lodgement of any application for Operational Works in respect to this development approval, the amended plan/s which include the changes required by this development approval. Once approved, the amended plan/s will become the approved plan/s of development.

Development works

6. During the course of constructing the works, the developer shall ensure that all works are carried out by appropriately qualified persons and the developer and the persons carrying out and supervising the work shall be responsible for all aspects of the works, including public and worker safety, and shall ensure adequate barricades, signage and other warning devices are in place at all times.
7. The developer is responsible for locating and protecting any Council and public utility services, infrastructure and assets that may be impacted on during construction of the development. Any damage to existing infrastructure (kerb, road pavement, existing underground assets, etc.) that is attributable to the progress of works on the site or vehicles associated with the development of the site shall be immediately rectified in accordance with the asset owners' requirements and specifications and to the satisfaction of the asset owners' representative(s).
8. All civil and related work shall be designed and supervised by RPEQ Registered Professional Engineers of Queensland (RPEQ) who are competent in the construction of the works.

Applicable standards

9. All works must comply with:
 - i. the development approval conditions;
 - ii. any relevant provisions in the Planning Scheme and the Capricorn Municipal Development Guidelines;
 - iii. any relevant Australian Standard that applies to that type of work; and
 - iv. any alternative specifications that Council has agreed to in writing and which the developer must ensure do not conflict with any requirements imposed by any applicable laws and standards.

Works in road reserve

10. A Works in a Road Reserve Permit will be required from Council for any

works associated with the development that are undertaken within the Council road reserve by private contractor/entity. Works include, but are not limited to, cutting work, kerb and channel and site access/crossovers.

11. All works on or near roadways shall be adequately signed in accordance with the "Manual for Uniform Traffic Control Devices – Part 3, Works on Roads".

Maintain the premises

12. The area and its surrounds must be kept in an orderly fashion, free of rubbish and clear of weeds and long grasses. The approved development and the premises are to be maintained in a clean and tidy condition and not to pose any health and safety risks to the community.

Avoiding nuisance

13. No unreasonable and sustained nuisance is to be caused to adjoining properties and occupiers by the way of noise, smoke, dust, rubbish, contaminant, stormwater discharge or siltation at any time during or after the establishment of the approved development.

Note: Refer to the *Environmental Protection Regulation 2019* for acceptable emission levels.

14. Dust emanating as a result of operations carried out onsite must be continually monitored and suppressed in order to prevent any dust drifting onto road networks, nearby properties and sensitive land uses.
15. Lighting of the site, including any security lighting, shall be such that the lighting intensity does not exceed 8.0 lux at a distance of 1.5 metres from the site at any property boundary.
16. All lighting shall be directed or shielded so as to ensure that no glare directly affects nearby properties.

Note: The Queensland Government *Environmental Protection Act 1994* includes controls for light nuisances. Council is responsible for investigating light pollution complaints and enforcing the controls for light nuisances. When investigating a lighting complaint, Council will consider amongst other matters, the amount, duration, characteristics and qualities of the lighting, as well as the sensitivity of the receptor and the potential impact of lighting on adjacent properties.

Screening mechanical equipment

17. All mechanical equipment (including air conditioners and the like) and rainwater tanks are to be screened from the adjoining roadway and nearby properties.

Refuse storage

18. At all times while the use continues, waste containers shall be provided on the site and maintained in a clean and tidy state and shall be emptied and the waste removed from the site on a regular basis. All waste containers are to be shielded from the view from public roads and neighbours.
19. Bulk refuse storage and collection facilities for the approved development must be provided generally in the location shown as "Refuse" on approved drawing number *0000_PD DA-101 Ground Floor Plan dated 01/04/2021*. The bulk refuse storage container/s shall be screened and retain reasonable standards of amenity for users of the premises and surrounding properties.
20. Convenient and unobstructive access to the bulk refuse storage areas must be provided at all times for service vehicles.

Construction activities and erosion control

21. During the course of any construction activities, soil erosion and sediment must be managed in accordance with the CMDG Design Guidelines D-7 'Erosion and Control and Stormwater Management'.
22. If there is a possibility of erosion or silt or other materials being washed off the property during the development process or after the development is completed, the developer must document and implement a management plan that prevents this from occurring.
23. The developer shall immediately clean up and satisfactorily remove any deposited construction material or silt runoff from the development site.
24. Stockpiles of topsoil, sand, aggregate, spoil or other material capable of being moved by the action of running water shall be stored clear of drainage paths and be prevented from entering the road and/or drainage system.
25. Should it be necessary for the road and/or drainage system to be reinstated or cleaned up due to erosion and/or sedimentation from the site, then such works shall be at no cost to Council. Such works shall be undertaken immediately where there is a potential hazard to pedestrians and/or passing traffic.
26. Temporary fencing must be erected and maintained around the perimeter of the development site whilst construction activities are carried out.

Provision of Services

27. The development is to be connected to Council's reticulated sewerage disposal system in accordance with the Water Services Association of Australia (WSAA) publication WSA02-2002 Sewerage Code of Australia (version 2.3) and the CMDG Design Guideline - D12 'Sewerage Reticulation', at no cost to Council.

28. The existing sewer line traversing the property shall be replaced with a new 150mm diameter pvc pipe. The new pipe shall follow the general alignment shown on drawing *DA03 - Conceptual Services Layout dated 19.03.2021* contained in approved document *Conceptual Site-Based Stormwater Management Plan (including Appendix A to G) dated April 2021*.

29. New sewer manholes shall be installed at each end of the new pipe as marked in red by Council on drawing *DA03 - Conceptual Services Layout dated 19.03.2021* in approved document *Conceptual Site-Based Stormwater Management Plan (including Appendix A to G) dated April 2021*.

Note: The sewer line shall not “bend” as was provided in the submitted plans. Instead, a right angle turn with manhole shall be provided as per the marked up approved Conceptual Services Layout plan.

30. An Operational Works application containing details of the new sewer works shall be submitted to and approved by Council prior to any sewer works taking place.

31. The development is to be provided with a water connection, up to and including a path cock, to Council’s reticulated water supply system in accordance with the CMDG and specifically the Water Services Association of Australia (WSAA) publication WSA03-2002 Water Reticulation Code of Australia (version 2.3).

32. The development is to be connected to a reticulated electricity supply service in accordance with the relevant service provider’s requirements and specifications along with relevant building standards, requirements and specifications (as relevant).

33. All services installation, including sewer, water, electricity and telecommunications connections to the respective networks, must comply with (i) the development approval conditions, (ii) any relevant provisions in the planning scheme for the area, (iii) Council’s standard designs for such work where such designs exist (iv) the Capricorn Municipal Development Guidelines (v) any relevant Australian Standard that applies to that type of work and (vi) any alternative specifications that Council has agreed to in writing and which the developer must ensure do not conflict with any requirements imposed by any applicable laws and standards.

34. Any conflicts associated with proposed and existing services shall be forwarded by the developer to the appropriate controlling authority for approval of any proposed changes.

Stormwater and Drainage

35. Stormwater captured within the concrete refueling and unloading bunded areas is to be directed to an underground oil/water separation tank in accordance with approved document *Conceptual Site-Based Stormwater Management Plan (including Appendix A to G) dated April 2021*.

36. Stormwater runoff from roofs and impervious surfaces outside the refuelling area/s, is to be collected internally and discharged in accordance with approved document “*Conceptual Site-Based Stormwater Management Plan (including Appendix A to G) dated April 2021* and with CMDG Design Guidelines D-5 ‘Stormwater Drainage Design’.
37. Stormwater must not be allowed to pond on the property being developed during the development process and after the development has been completed.
38. Post-development stormwater runoff flows from the development site are not to exceed the volume and velocity of pre-development stormwater runoff flows to adjoining properties or roads.
39. There must be no increases in any silt loads or contaminants in any overland flow from the property being developed during the development process and after the development has been completed.
40. The stormwater disposal system must be designed to include appropriate pollution control devices or methods to ensure no contamination or silting of creeks or other waterways.

Access, Car Parking & Manoeuvring

41. Design and construct the onsite access and manoeuvring areas to (i) accommodate the approved road access location on Quintin Street as shown on the Ground Floor Plan (plan 000_PD DA-101 dated 1 April 2021 amended in red by SARA on 11 June 2021); and (ii) provide for a loading area of 12.5m length to accommodate a HRV servicing vehicle.
42. Design and construct the access from McDowall Street to include (i) a central island to block right turns in from McDowall Street in accordance with the Capricorn Municipal Development Guidelines D1 Geometric Road Design for left in/left out commercial accesses or (ii) a median on McDowall Street.
43. A vehicle crossover to and from the development site area shall be provided from McDowall Street, generally in the location shown on approved drawing number. The vehicle crossover is to be constructed generally in accordance with CMDG Drawing - CMDG-R-042 Rev F, dated 12/2016 and must be designed to cater for the maximum vehicle size accessing the site, ensuring no damage to the roadway or kerb. The grade of the vehicle crossover must not exceed the specifications of the CMDG.
44. The design and construction of vehicles crossovers to the development site must ensure vehicle splays do not encroach on the frontage of adjoining properties.
45. The developer shall be responsible for the construction and maintenance of vehicle crossovers from the site boundary to external roadways, and for

obtaining any approvals that may be required and for complying with the applicable designs and standards.

46. Vehicle crossovers must be located a minimum distance of 1.5 metres from the edge of cross over pavement to existing power poles, street signage, street lights, man holes, stormwater gully pits, street trees or other council assets, unless otherwise specified in the applicable development standards and specifications.
47. Measures shall be implemented, in consultation with Council, to protect the existing bottle tree located near the proposed access from McDowall Street, as shown on DA03 - Conceptual Services Layout dated 19.03.2021. Should through consultation Council determines that the bottle tree needs to be relocated, it shall be removed and transplanted by a qualified person to an alternative site determined by Council, at the developers cost. Alternatively a monetary contribution of \$5,000.00 (i.e. to be paid to Council to compensate the removal of the tree.
48. Vehicles entering and exiting the development site must be able to enter and leave in forward direction. Vehicle manoeuvres in this regard are to be totally contained within the development site boundaries.
49. Seven car parking spaces, including one (1) car parking space for persons with disabilities, are to be provided within the development site area. All vehicle movements within the site are to be clear of proposed parking areas, buildings and landscape treatments. Vehicle parking bays must not encroach into swept paths for vehicle movement's onsite.
50. Vehicle access and manoeuvring areas are to comply with AS/NZS 2890.1:2004 Parking facilities Part 1: Off-street car parking.
51. Service vehicle access and manoeuvring is to be designed in accordance with AS/NZS 2890.2:2004 - Parking facilities Part 2: Off-street commercial vehicle facilities requirements.
52. Parking bay configurations (width and lengths) are to be in accordance with AS/NZS 2890.1:2004 Parking Facilities Part 1: Off-Street Car Parking.
53. Disabled car parking bays shall be designed in accordance with AS/NZS 2890.6:2009 Parking Facilities Part 1: Off-Street Car Parking.
54. All onsite access and manoeuvring areas are to be sealed with an approved impervious surface. Surfacing shall consist of reinforced concrete, concrete pavers, segmental clay pavers, asphaltic hotmix or two coat (primerseal/seal) bitumen seal.
55. Parking associated with the approved use must be contained within the development site area. No on-street parking is permitted at any time.
56. An additional on-street parking space is to be provided west of the

development site access to McDowall Street by designation with appropriate line-marking paint in accordance with the applicable Australian Standard.

57. All parking spaces are to be clearly delineated with an appropriate line-marking paint that meets the applicable Australian Standard.

58. All vehicular access and related items must comply with (i) the development approval conditions, (ii) any relevant provisions in the planning scheme for the area, (iii) Council's standard designs for such work where such designs exist, (iv) any relevant Australian Standard that applies to that type of work and (v) the Capricorn Municipal Development Guidelines (CMDG) and (vi) any alternative specifications that Council has agreed to in writing and which the developer must ensure do not conflict with any requirements imposed by any applicable laws and standards.

Swept path analysis

59. Submit to Council for approval, prior to the lodgement of any application for operational works, an amended swept path analysis based on the proposed development plan which includes the changes required by this development approval and shows a 500mm clearance on the RCV and HRV vehicle paths and correcting the exiting turn paths which intrude into the adjacent turn lane when exiting on to McDowall Street.

Easement

60. The easement (CRP903062) over the subject premises shall at all times remain unobstructed and useable by vehicles during construction and after the use has commenced.

Adjacent building/s

61. Measures shall be implemented to ensure that as a result of the progression of the approved works the stability and integrity of the buildings and structures on the adjacent property at 133 McDowall Street, Roma (1RP60707) are maintained. Consultation with the adjacent landowner on this boundary shall be undertaken prior to the commencement of works to work through and overcome any potential issues.

62. At no time shall water or power be cut to the adjacent property at 27 Quintin Street, Roma (Maranoa Medical Centre) as a result of approved works being carried out.

Roadworks

63. Kerb and channel is to be maintained or reinstated to match in with existing kerb and channel on Quintin Street and McDowall Street in accordance with the Capricorn Municipal Development Guidelines D1 Geometric Road Design. Any damage caused to the kerb and channel as a result of the progression of the approved works, or after the works have been completed

and the use commences, shall be repaired immediately, at no cost to Council, and to Councils satisfaction.

64. An Operational Works application containing details of any new kerb and channel works shall be submitted to and approved by Council prior to any works taking place.

Landscaping

65. Landscaping is to be established to the extent shown on approved drawing number *0000_PD DA-101 Ground Floor Plan dated 01/04/2021*.
66. A site landscaping plan shall be submitted to and approved by Council prior to any works commencing. The landscaping plan shall identify hard and soft landscaping treatments, vegetation types and species.
67. Landscaped areas are to contain a mix of trees, shrubs and ground covers.
68. Landscaping is to be irrigated during an establishment period of two years, and ground covers should fully cover vegetated areas within one year of planting.
69. Site landscaping must not interfere with vehicle access ways, electrical infrastructure nor restrict maintenance access to any onsite infrastructure, public utility or easement.
70. Landscaping must not interfere with site lines at access driveways for vehicle traffic.

Trade Waste

71. Wastewater from the operation of the premises is to be collected onsite and discharged to Council's reticulated sewerage system in accordance with Council's Trade Waste Policy.
72. A trade waste permit must be obtained from Council prior to commencement of the approved use. An oil/water separator (such as a coalescing plate separator) shall be installed in accordance with Council's Trade Waste Policy to trap oils and solids prior to discharging waste to Council's reticulated sewerage system.
73. Waste oils and solids separated from the separator are to be collected and disposed of at a licensed facility.

Freestanding Sign

74. The approved free-standing advertising structure located at the corner of Quintin Street and McDowall Street shall be designed by an RPEQ (Structural) Engineer and certification provided for both design and construction.

75. The vertical illumination resulting from direct, reflected or other incidental light emitting from the approved advertising sign shall not exceed 8.0 lux when measured at or above ground level, at any point 1.5 metres outside the boundary of the premises. The sign shall not contain lights that strobe, flash, or consist video, LCD, LED, Plasma or similar screens.
76. The advertising device shall be designed and treated in such a way that the supporting framework, supports the back of the sign face area blend with the surrounding streetscape or field view.

Directional Signage

77. Measures shall be implemented, both internal and external to the site, to discourage vehicles accessing the site from west bound lanes on McDowall Street. Possible measures may include a lane separation kerb, signage and/or line marking. A plan showing possible measures shall be prepared by a suitably qualified professional and submitted to Council for approval prior to the commencement of use.

Note: Any works carried out external to the site (including signage) may require further approvals from Council.

78. Signage shall be installed internal to the site advising customers of the legal turn movements from the premises. The signage shall make it clear that there is to be no right-hand exit-turn from the McDowall Street access when exiting the site.

No Cost to Council

79. Services and infrastructure required in connection with the establishment of the approved development must be provided at the developer's cost.
80. The developer is responsible for meeting all costs associated with the approved development unless there is specific agreement by other parties, including the Council, to meeting those costs.

Latest versions

81. Where another condition refers to a specific published standard, manual or guideline, including specifications, drawings, provisions and criteria within those documents, that condition shall be deemed as referring to the latest versions of those publications that are publicly available at the first operational works or compliance approval is lodged with the assessment manager or approval agency for those types of works to be performed or approved, unless a regulation or law requires otherwise.

Application Documentation

82. It is the developer's responsibility to ensure that all entities associated with

this Development Approval have a legible copy of the Decision Notice and the Approved Plans and Approved Documents bearing 'Council Approval'.

General advice

- (a) Refer to <http://www.cmdg.com.au/> for the Capricorn Municipal Development Guidelines (CMDG).
- (b) Refer to <http://www.maranoa.qld.gov.au/council-policies> for Council Policies.
- (c) The relevant planning scheme for this development is *Maranoa Planning Scheme 2017*. All references to the 'Planning Scheme' and 'Planning Scheme Schedules' within these conditions refer to the above Planning Scheme.
- (d) Under the Planning Scheme **service station** means the use of premises for—
 - (a) selling fuel, including, for example, petrol, liquid petroleum gas, automotive distillate or alternative fuels or
 - (b) a food and drink outlet, shop, trailer hire, or maintaining, repairing, servicing or washing vehicles, if the use is ancillary to the use in paragraph (a).
- (e) The *Environmental Protection Act 1994* states that a person must not carry out any activity that causes, or is likely to cause, environmental harm unless the person takes all reasonable and practicable measures to prevent or minimise the harm. Environmental harm includes environmental nuisance. In this regard, persons and entities involved in the operation of the approved development are to adhere to their 'general environmental duty' to minimise the risk of causing environmental harm to adjoining premises.
- (f) All Aboriginal Cultural Heritage in Queensland is protected under the *Aboriginal Cultural Heritage Act 2003* and penalty provisions apply for any unauthorised harm. Under the legislation a person carrying out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal Cultural Heritage. This applies whether or not such places are recorded in an official register and whether or not they are located in, on or under private land. The developer is responsible for implementing reasonable and practical measures to ensure the Cultural Heritage Duty of Care Guidelines are met and for obtaining any clearances required from the responsible entity.
- (g) All persons involved in the development, operation or use of the site have an obligation to take all reasonable and practical measures to prevent or minimise any biosecurity risk under the *Biosecurity Act 2014*.
- (h) The land use rating category may change upon commencement of any new

use on the approved lot(s). Council's current Revenue Statement, which includes the minimum general rate levy for the approved use/s, can be viewed on the Council Website: www.maranoa.qld.gov.au.

- (i) It is the responsibility of the developer to obtain all necessary permits and submit all necessary plans and policies to the relevant authorities for the approved use.
- (j) An operational works application will be required to be submitted to and approved by Council for any cut and/or filling works that exceed 50m³ or that involve infrastructure works external to the site.
- (k) Refer to Attachment 4 Adopted Infrastructure Charges Notice for infrastructure charges levied for the approved development.
- (l) In completing an assessment of the proposed development, Council has relied on the information submitted in support of the development application as true and correct. Any change to the approved plans and documents may require a new or changed development approval. It is recommended that the applicant contact Council for advice in the event of any potential change in circumstances.
- (m) This development approval has been issued during a COVID-19 applicable event declared under 275F of the *Planning Act 2016*. The period for undertaking the approved development may be subject to an extension of time under section 275R of the *Planning Act 2016*.

Individuals or Organisations to which the report applies:

Are there any individuals or organisations who stand to gain a benefit, or suffer a loss, (either directly or indirectly) depending on the outcome of consideration of this matter?

(Note: This is to assist Councillors in identifying if they have a Material Personal Interest or Conflict of Interest in the agenda item - i.e. whether they should participate in the discussion and decision making).

Council's decision regarding this matter is likely to affect;

- The owner of the land subject of the application, HP8 Enterprises Pty. Ltd.; and
- Submitters to the application, Mr. Craig and Mrs. Carolyn Coomber, Ms. Janelle Stanford, Ms. Jodie Chandler, Ms. Di Stone (Maranoa Medical Centre) and Ms. Margaret Wright.

Context:

Why is the matter coming before Council?

This development application is subject to impact assessment. Determination of an impact assessable application sits outside the scope of officer delegations and a decision about the application is required to be made by Council resolution.

Background:

Has anything already happened in relation to this matter?

(Succinct overview of the relevant facts, without interpretation)

- HP8 Enterprises Pty. Ltd. are seeking a development approval to build a service station on a vacant commercial block located at the north-west intersection of McDowall Street and Quintin Street in Roma. The development site is located on the fringe of the Roma CBD in an area made up of a mix of service-type industries that include health-care-service providers, professional offices, a mechanics, laundry-mat and a large church. The site is also located at the only signalised intersection in Roma.



Figure 1 – Site context

- The proposed service station will consist six-pumping bays (including two high flow diesel bays) and convenience shop, and is likely to provide refueling facilities to both the local community, as well as the wider traveling public (being that the development site is conveniently located adjacent to the main north-south-arterial through Roma)
- The proposed site layout is provided in Figure 2 below, and additional details about the proposal and a full assessment of the application against the applicable assessment benchmarks prescribed by Regulation, including an assessment against the zone code and strategic framework is attached in the supporting materials.

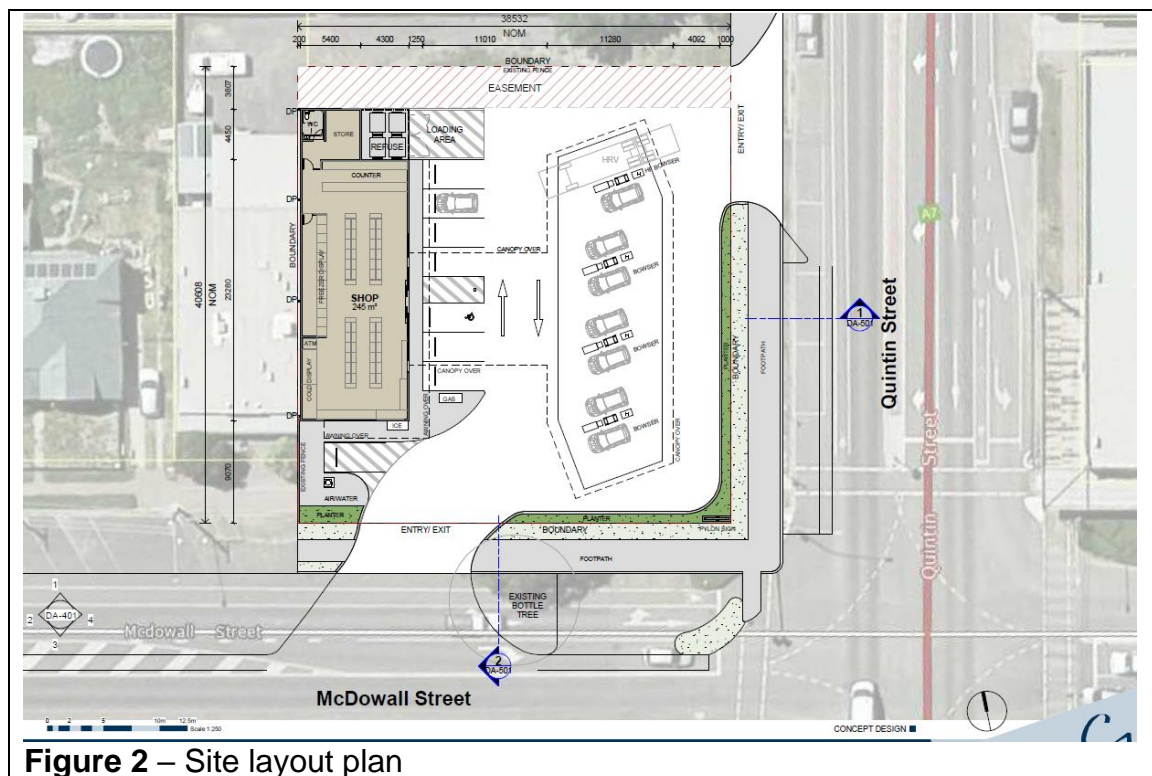


Figure 2 – Site layout plan

- During public notification about the application, five properly made submissions were received about the proposal. The submissions were received by nearby business owners and operators, as well as from customers to some of the surrounding businesses. Copies of the submissions and a response to the submission by the applicant is included as an attachment with this report in the Supporting Documents.
- In summary, the submissions contend that the development is inappropriate because it will result in an unsafe traffic environment; result in environmental impacts; lead to adverse amenity impacts, including noise and air pollution; is contrary to sound traffic and access principles; will result in a loss of on-street parking in the area.
- **Note:** Importantly, and in light of issues raised in some of the submissions received about this development application, Council officers (in accordance with Council resolution OM/01.2021/58 – attached) are currently investigating the availability of car parking in the Roma CBD as part of a wider issue. A separate report on this issue will be presented at an upcoming Council meeting.
- As part of the assessment process, the Department of Transport and Main Roads (DTMR) via the State Assessment and Referral Agency (SARA) has reviewed the proposal. DTMR are the authority for changed traffic conditions on Quintin Street. As part of their review, DTMR have not directed Council to refuse this application and have provided conditions in the event Council approve the development. The conditions provided by SARA must be complied with, in addition to any conditions imposed by Council.

Legislation, Local Laws, State Policies & Other Regulatory Requirements:

What does the legislation and other statutory instruments include about the matter under consideration? (Include an extract of the relevant section's wording of the legislation – please do not just quote the section number as that is of no assistance to Councillors)

The proposal constitutes a *material change of use* as defined in the *Planning Act 2016* being a *material increase in the scale or intensity of the use of the premises* and requires a development permit to be issued by Council.

Provisions of the *Maranoa Planning Scheme 2017* make the required development application subject to impact assessment. Impact assessment is an assessment that must be carried out against the following:

- the *Darling Downs Regional Plan*;
- the *State Planning Policy*;
- the *Maranoa Planning Scheme*; and
- the *Maranoa Regional Council LGIP*.

An assessment of the application against these assessment benchmarks is attached in the Supporting Documents.

In accordance with Section 60 of the *Planning Act 2016*, after carrying its assessment Council must decide to:

- approve all or part of the application; or
- approve all or part of the application, but impose development conditions on the approval; or
- refuse the application.

Council Policies or Asset Management Plans:

Does Council have a policy, plan or approach ordinarily followed for this type of decision?

What are relevant sections of the policy or plan?

(Quote/insert the relevant section's wording / description within the report)

The *Maranoa Planning Scheme 2017* and the Maranoa Regional Council Local Government Infrastructure Plan are applicable to the assessment of the application (the Local Government Infrastructure Plan forms part of the Planning Scheme).

The relevant sections of the *Maranoa Planning Scheme 2017* are:

- Part 3 Strategic framework
- Part 4 Local Government Infrastructure Plan
- Part 5 Tables of assessment
- Part 6 Zones
 - Part 6.2.5 Principal centre zone code

- Part 8 Overlays
 - Part 8.2.8 Airport environs code
 - Part 8.2.7 Infrastructure overlay code

Input into the Report & Recommendation:

Have others' views or input been sourced in developing the report and recommendation to Council? (i.e. other than the report author?) What did each say? (Please include consultation with the funding body, any dates of critical importance or updates or approvals required)

- Infrastructure Services Directorate – all managers (internal)
- Manager Planning and Building Development
- Director, Development Facilities and Environmental Services (internal)

The Officer's recommendation has been informed by feedback received from the persons consulted.

As a result of feedback from stakeholders involved in the development assessment, the Manager Planning & Building Development has recommended the imposition of additional conditions to avoid the construction of the development site accesses encroaching on the frontage of adjoining lots, as well the provision of one on-site parking space west of the development site access to McDowall Street to compensate for existing on-street parking spaces that will be lost with the construction of this access.

Funding Bodies:

Is the project externally funded (or proposed to be)? If so, are there any implications in relation to the funding agreement or grant application. (Please do not just include names)

N/A – The project is a private development that will be funded by an external party

This Financial Year's Budget:

Will the matter under consideration impact how much Council collects in income or how much it will spend? How much (\$)? Is this already included in the budget? (Include the account number and description).

If the matter under consideration has not been included in the budget, where can the funds be transferred from? (Include the account number and description) What will not be done as a result?

The costs of fulfilling any development approval obligations, financial or otherwise, remains the sole responsibility of the operators and landowner/s. There is potential for Council to incur costs only in the event that its decision regarding the application is appealed to the Court.

Future Years' Budgets:

Will there need to be a change in future years' budgets to cater for a change in income or increased expenditure as a result of Council's decision? How much (\$)? (e.g. estimate of additional maintenance or operating costs for a new or upgraded project)

As above.

Impact on Other Individuals or Interested Parties:

Is there anyone who is likely to be particularly interested in or impacted by the decision, or affected by the recommendation if adopted? What would be their key interests or concerns?
(Interested Parties Analysis - IS9001:2015)

The Department of Transport and Main Roads via the State Assessment Referral Agency (the Department) were a referral agency for this application and have provided Council with development conditions should Council resolve to approve the application. The Department will be *interested* in Council's decision.

Properly made submissions about the application were received during the public notification period. The submitter/s Ms. Janelle Stanford, Ms. Jodie Chandler, Ms. Di Stone (Maranoa Medical Centre), Mr and Mrs Coomber and Ms. Margaret Wright will be *interested* in Council's decision. Should Council resolve to approve the development, conditions of approval have been included above that are intended to mitigate potential *impacts* on the submitters.

Risks:

What could go wrong if Council makes a decision on this matter? (What is the likelihood of it happening and the consequence if it does) (List each identified risk in a table)

Risk	Description of likelihood & consequences
See below	

Potential risks associated with the proposal have been addressed in the development assessment. Other matters outside of this, which are not called up in the *Planning Act 2016*, cannot be considered in decision making.

As with any planning decision reached by Council, there is a risk that the applicant can appeal aspects of the decision to the Planning and Environment Court (the Court). As well, a properly made submission has been received opposing the development, and should Council resolve to adopt the Officer recommendation, there is a risk that a submitter appeal could be made to the Court about any aspect of Council's decision.

In this instance the risk of submitter appeal is considered medium-risk, based on the nature of the submissions.

Note: The likelihood of an appeal is not a valid planning consideration and must not be used to inform Council's decision on any planning application.

Advice to Council:

What do you think Council should do, based on your skills, qualifications and experience, your knowledge of this and related matters, and the facts contained in the report?

(A summary of what the employee thinks Council needs to hear, not what they think individual Councillors want to hear – i.e. employees must provide sound and impartial advice – the employee's professional opinion)

It is considered that on balance, the proposal presents no significant inconsistency with the applicable assessment benchmarks. Development conditions have been recommended to ensure compliance to the greatest extent possible. Any residual inconsistency with the assessment benchmarks needs to be considered in light of

various relevant matters including:

- the development constitutes a good planning outcome, providing for appropriate and efficient use of long term vacant land; and
- the development site is conveniently located on a corner block, adjacent to a major thoroughfare in a built-up commercial area and away from sensitive receptors. In terms of location, the site is considered ideal for a service station use; and
- the development will provide a service for both the local population and the wider travelling public; and
- the site achieves adequate infrastructure service levels; and
- expert reports have been prepared in support of the application, including a traffic impact assessment. The traffic impact assessment confirms that the development will not result in traffic safety deficiencies; and
- the road authority has not raised any issues of non-compliance or traffic safety concerns.

Issues raised in the submissions received during public notification about the application have been considered as part of the assessment process, and where appropriate, conditions of development approval have been imposed to overcome potential impacts on the submitters as a result of the development.

Approval conditions from the referral agency have been provided to Council and must be included in any decision to approve the development. Whilst attached to Council's decision notice, the relevant state departments and agencies will be responsible for enforcing these conditions.

Based on the above, Council should endorse the officer recommendation and approve the development application for a Material change of use for a "Service station" & Operational works for "Advertising signage" at 129–131 McDowall Street, Roma (Lot 2 on RP: 60707) subject to the listed relevant, reasonable, and enforceable Development conditions and General advice, and attach conditions of approval provided by the state government agencies that address matters of state interest.

Recommendation:

What is the 'draft decision' based on the advice to Council?

Does the recommendation suggest a decision contrary to an existing Council policy? If so, for what reason?

(Note: recommendations if adopted by Council become a legal decision of government and therefore must be clear and succinct about the action required by employees (unambiguous)).

Does this recommendation suggest a decision contrary to an existing Council policy?

If so, for what reason?

That Council endorse the officer recommendation to approve the Material change of use for a "Service station" & Operational works for "Advertising signage" at 129–

131 McDowall Street, Roma (Lot 2 on RP 60707) subject to relevant, reasonable, and enforceable conditions.

Link to Corporate Plan:

Corporate Plan 2018-2023

Strategic Priority 4: Growing our region

4.8 Town planning

Supporting Documentation:

1	Planning assesment	D21/68727
2	Submissions	D21/68072
3	Submission Response	D21/68073

Report authorised by:

Manager - Planning & Building Development

Deputy Chief Executive Officer/Acting Director Infrastructure Services

Planning Assessment

Introduction

HP8 Enterprises Pty Ltd C/- is seeking a development permit for a Material Change of Use for a “Service Station ” and Operational works approval for an “Advertising device” at 129-131 McDowall, Roma being properly described as Lot 2 on RP 60707 (the “subject premises”). The subject premises are located on the fringe of the Roma CBD, at the intersection of McDowall Street and Quintin Street (location in Red in Figure 1 below).



Figure 1 – Site location

The site was occupied by a ‘Hotel’ up until 2014, when it was demolished to make way for a ‘Motel’. Despite having been issued with all required development approvals (Council reference 2012/18397) the Motel was never built, and the site has been vacant ever since. The purpose of this application is to establish a new service station on the site that will provide a refuelling facility for the local population and the wider traveling public.

Shown below in Figure 2 is the proposed “Service station” layout.

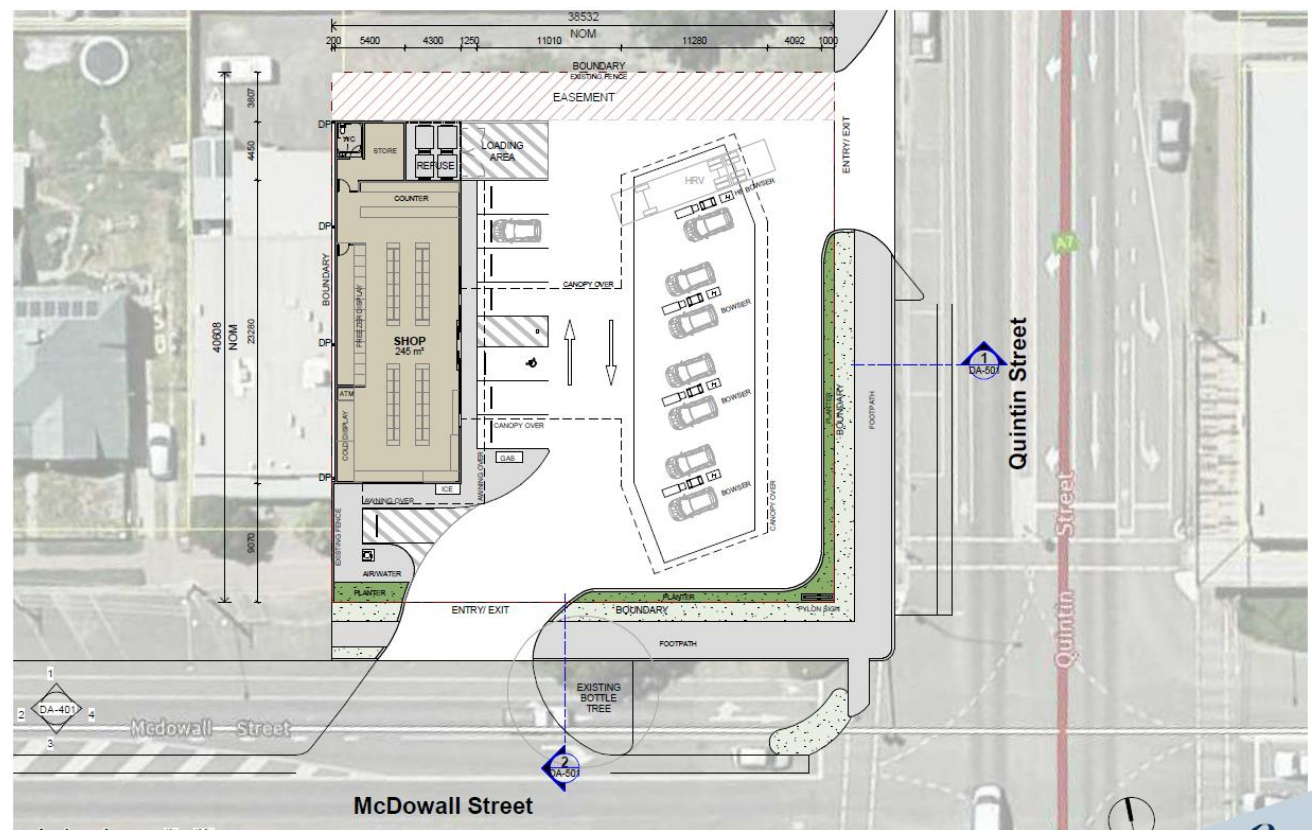


Figure 2 – Site plan

The proposal constitutes a *material change of use* as defined in the *Planning Act 2017* (being *the start of a new use of the premises*).

The proposed use is defined as a “Service station” in the *Maranoa Planning Scheme 2017* (the Planning Scheme) and requires operational works for a proposed advertising device;

Service station means the use of premises for—

(a) *selling fuel, including, for example, petrol, liquid petroleum gas, automotive distillate or alternative fuels*

or

(b) a food and drink outlet, shop, trailer hire, or maintaining, repairing, servicing or washing vehicles, if the use is ancillary to the use in paragraph (a).

The proposed use requires a development permit to be issued by Council prior to the commencement of use. Provisions of the Planning Scheme make the required development application for the development permit subject to impact assessment.

An impact assessment is an assessment that must be carried out against the assessment benchmarks prescribed by the *Planning Regulation 2017*, in this case being;

- the *Darling Downs Regional Plan*;
- the *State Planning Policy*;

- the *Maranoa Planning Scheme*; and
- the *Maranoa Regional Council LGIP*.

An impact assessment must also have regard to any other relevant matter, other than a person's personal circumstances, financial or otherwise, including any properly made submission about the application.

In accordance with Section 60 of the *Planning Act 2016*, after carrying its assessment Council must decide to;

- (a) approve all or part of the application; or
- (b) approve all or part of the application, but impose development conditions on the approval; or
- (c) refuse the application.

Development site

The subject premises can be generally described as;

- consisting one lot, properly described as Lot 2 on RP 60707 and containing an access easement being (described as ARP169965);
- having a combined total land area of approximately 1,500m²;
- having frontage and gaining access to Quintin Street and McDowall Street;
- Being vacant of development



Figure 3 – Near map image of site

- The subject premises is zoned “Principal centre” in the *Maranoa Planning Scheme 2017* (see Figure 3) and is affected by the Infrastructure Overlay Code and the Airport overlay code;



Site context

The adjoining and nearby (i.e. across roads) land uses can be generally described as consisting a mix of service type industries that include health care premises, medical centre, professional offices and a laundry-mat and mechanics, as well as a large place of worship. A larger arial image of the area is provided below for context.



Figure 5 – Aerial image (larger)

Development proposal

- The application proposes establishing a new service station, consisting 6 pumping stations – including 2 high flow diesel pumps – and a convenience shop.
- operating hours will be between 5am and 12am, 7 days a week.
- The site will gain access from new site access points from Quintin Street and McDowall Street.



Figure 6 – Perspectives Development Assessment Process

The procedural requirements set out by the *Development Assessment Rules* to enable Council to make a decision on this application have been fulfilled, including;

- the applicant submitted an application for a material change of use for an “Service station” and Operational works “Advertising device” on 29 April, 2021;
- Council, as assessment manager, issued a Confirmation Notice on 5 May, 2021;
- The applicant referred the application to SARA on 11 May 2021;
- The applicant carried out public notification between 25 June, 2021 and 19 July, 2021 for no less than 15 business days

Assessment BenchmarksThe Darling Downs Regional Plan

The *Darling Downs Regional Plan* was adopted in October 2013 and covers the local government areas of Balonne, Goondiwindi, Maranoa, Southern Downs, Toowoomba and Western Downs.

The intent of the Darling Downs Regional Plan is to provide direction to resolve competing State interests relating to the agricultural and resources sectors, and to enable the growth potential of the region’s towns. It seeks to maximise opportunities for co-existence of resources and agricultural land uses.

The proposed development maintains the intent of the Darling Downs Regional Plan because it will promote economic development without compromising viable agricultural land or resource areas.

The State Planning Policy

Council is required to consider the State Planning Policy to the extent that the applicable sections have not been appropriately integrated in the Maranoa Planning Scheme. As the Maranoa Planning Scheme appropriately integrates all relevant aspects of the State Planning Policy a separate assessment of the application against this document is not required.

The Maranoa Planning Scheme 2017

The relevant sections of the *Maranoa Regional Planning Scheme 2017* are;

- Part 3 Strategic framework
- Part 4 Local Government Infrastructure Plan
- Part 5 Tables of assessment
- Part 6 Zones
 - Part 6.2.1 Principal centre zone code
- Part 8 Overlays
 - Part 8.2.7 Infrastructure overlay code
 - Part 8.2.8 Airport environs overlay code

Part 3 – Strategic framework

The Strategic framework sets the policy direction for the Planning Scheme and forms the basis for ensuring appropriate development occurs within the planning scheme area for the life of the planning scheme.

The Strategic framework is structured in the following way;

The Maranoa region including:

- (i) the region and the Darling Downs Regional Plan;
- (ii) the region and the Maranoa Community Plan 2020

The themes and key policies:

- (i) livable communities and housing;
- (ii) economic growth;
- (iii) environment and heritage;
- (iv) hazards and safety; and
- (v) infrastructure.

An assessment of the proposed development against the applicable key aspects of the Darling Downs Regional Plan, Maranoa Community Plan and Strategic framework of the Maranoa Planning Scheme is provided in the table below;

Policy Direction	Response
Darling Downs Regional Plan	The proposed development maintains the intent of the Darling Downs Regional Plan because it is located outside of Priority Agricultural Area and will not impact the resources industry.
Maranoa Community Plan 2020	<p>The proposed development supports the principles of the Maranoa Community Plan 2020 because;</p> <ul style="list-style-type: none"> • is conveniently located and highly accessible by major transport networks; and • potential impacts can be mitigated through operational practices and development conditions.
The themes and key policies	<p>The proposed development is consistent with the applicable themes and key policies of the Strategic framework because it;</p> <ul style="list-style-type: none"> • is easily accessible and utilises existing infrastructure; and

	<ul style="list-style-type: none"> • is located outside of flood hazard areas; and • will not prejudice or compete with agricultural uses, retail and commercial uses in traditional centres, and will promote extractive resource activities.
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Part 4 - Local Government Infrastructure Plan

The Maranoa Regional Council Local Government Infrastructure Plan (LGIP) was adopted by Council in 2018. The purpose of the LGIP is to:

- (a) integrate infrastructure planning with the land use planning identified in the planning scheme;
- (b) provide transparency regarding a local government's intentions for the provision of trunk infrastructure;
- (c) enable a local government to estimate the cost of infrastructure provision to assist its long term financial planning;
- (d) ensure that trunk infrastructure is planned and provided in an efficient and orderly manner; and
- (e) provide a basis for the imposition of conditions about infrastructure on development approvals.

The proposed development is located within Council's Priority Infrastructure Area and is serviced by Council's trunk infrastructure networks. The development does not propose extending any of Council's infrastructure networks nor is it considered necessary, practical or reasonable to require infrastructure upgrades to Council infrastructure networks to service the development. Infrastructure network charges will apply per Council's requirements.

Part 5 - Tables of assessment

The Tables of Assessment identify the category of development, the category of assessment and the assessment benchmarks for assessable development in the planning scheme area. The Tables of Assessment identify the level of assessment for the proposed use in the proposed location as "Impact assessment."

Part 6 - Zones

Zones organise the planning scheme area in a way that facilitates the location of preferred or acceptable land uses. The premises is located in the Rural Zone.

6.2.5 – Principal centre zone code

The purpose of the Principal centre zone is to:

- (a) provide for the largest and most diverse mix of uses and activities that form the core of the region's urban settlement;

- (b) accommodate the key concentrations of high-order retail, commercial, employment, health services, administrative, community, cultural, recreational and entertainment activities and other uses that together are capable of fully servicing the planning scheme area;
- (c) ensure that commercial and retail development is concentrated in the central business district of Roma. This area is to maintain a vibrant retail and commercial feel;
- (d) ensure 'mixed use' (shopping centres, commercial development, and attached residential) are promoted in this zone; and,
- (e) preserve the heritage character of the zone, including shaded footpaths, street trees and reduced traffic speeds in the main streets.
- (f) ensure that development maintains the integrity and water quality of the Murray-Darling Basin Catchment.

The overall outcomes sought for the Principal centre zone code are as follows:

- (g) the widest range and highest order of retail, commercial, administrative, community, cultural, compatible employment opportunities and entertainment activities are provided;
- (h) mixed use (residential combined with commercial and retail uses) is encouraged where the principle use contributing to the streetscape is either commercial or retail in nature;
- (i) a high level of pedestrian amenity is provided and is reflective of the surrounding character of the area;
- (j) an increase in residential uses promotes pedestrian activity and passive surveillance after dark;
- (k) development is designed to incorporate sustainable practices including maximising energy efficiency, water conservation and transport use;
- (l) where appropriate, service industry and motel uses may be located in this zone;
- (m) shopping centre style development is concentrated in this zone; and,
- (n) non-resident workforce accommodation is not supported in this zone.
- (a)

The development complies with the Purpose and Overall Outcomes of the Principal centre zone code because;

- It will accommodate a high-order commercial use capable of fully servicing the planning scheme area; and
- it will not impact on the heritage character of Heritage Places or the Roma CBD; and
- has access to infrastructure and services, including water, sewer and electricity; and
- by implementing appropriate stormwater control measures it will not impact on the integrity and water quality of the Murray-Darling Basin Catchment; and
- it is highly accessible; and

- it will utilise existing transport infrastructure networks; and
- it will not impact on any natural features or processes, being located within an existing built up urban area.

Assessment against the design criteria of Principal Centre Zone Code is provided in the table below.

Assessment benchmarks

THE PRINCIPAL CENTRE ZONE CODE	
for all the Principal centre zone (Roma) :	
Performance outcomes	Acceptable outcomes
PLANNING	
<i>Use, density and built form</i>	
PO 1 Scale Development is at a scale which reflects the role of the Principal Centre Zone as the primary activity centre for the Region.	<div style="text-align: center;">✓</div> The proposed development is at a scale which reflects the role of the Principal Centre Zone as the primary activity centre for the Region because; <ul style="list-style-type: none"> • the development is for an activity group which is appropriately located within the Roma CBD; and • the development will promote and support higher order business activities within the Roma CBD.
PO 2 Location Activities located within the principal centre contribute to fulfilling the business, community and entertainment needs of the Region. Uses other than <i>Business, Community and Entertainment activities</i> are located so as: <ul style="list-style-type: none"> (a) not to prejudice the consolidation of like non-commercial uses in other more appropriate areas; (b) to be co-located with other non-commercial uses wherever 	<div style="text-align: center;">✓</div> <ul style="list-style-type: none"> • The proposed development is for a business activity that will continue to contribute to fulfilling the Regions needs and support, promote and contribute to higher order business activities in the principal centre of Roma.

possible; and (c) to not impact adversely on the function and character of the zone. Note: non-commercial uses are any uses that are not Business, Community, Entertainment or 'mixed use' activities.	
PO 3 Density and site coverage The density of uses in the Principal centre Zone does not impact adversely on the commercial amenity of adjoining General Residential Zone areas. The site area available for 'mixed use' (<i>Accommodation activities</i> in combination with other activities) is sufficient to allow for a high standard of residential amenity for those activities.	N/A - the site is not for mixed use development and does not adjoin the General Residential Zone.
PO 4 Setbacks Side and rear building setbacks: (a) enhance the appearance and commercial character of the centre's streets; (b) provide for adequate daylight for habitable rooms and open space areas on and adjoining the site; and (c) minimise overshadowing and overlooking of adjoining residential premises; and (d) provide adequate separation and buffering between residential and non-residential premises.	✓ Side and rear setbacks; <ul style="list-style-type: none"> the primary building frontage reflects side and rear setbacks of adjacent and nearby development (i.e. built to boundary); will not result on any negative impacts to any residential land uses; and will not impact on daylight or contribute to overshadowing or overlooking to neighbouring properties.
PO 5 Height The height of buildings is compatible with and complementary to the existing character of the Principal centre zone, and does not unduly reduce privacy on adjoining land.	✓ The building height reflects the prevailing building height of the immediate area and will not unduly reduce privacy on adjoining land.
Amenity	
<i>Advertising signage – refer to the Operational works advertising devices code</i>	
<i>Heritage places – in addition, refer to the Heritage overlay code where mapped in the SPP Cultural heritage mapping or listed in the Heritage and</i>	

neighbourhood character policy	
<p>PO 6 General amenity The operation of <i>Business and Community activities</i> are not unduly detrimentally affected by the proximity of <i>Dwellings</i>.</p>	<p>N/A – the site does not adjoin the General Residential Zone or any existing residential use.</p>
<p>PO 7 Building appearance Buildings are designed to a high aesthetic standard.</p> <p>The design of buildings encourages the growth of the principal centre as the primary business and community centre for the region.</p> <p>Service spaces and facilities are designed and sited in an unobtrusive and convenient manner.</p>	<p style="text-align: center;">✓</p> <ul style="list-style-type: none"> • Mechanical equipment and water tanks, material or equipment storage areas, and areas where work takes place will be located and screened so as not to be visible from the road or public open space.
<p>PO 8 Outbuildings and ancillary storage Outbuildings and other ancillary storage structures shall not compromise the amenity of the Principal centre zone.</p>	<p>N/A – The development does not include any outbuildings.</p>
<p>PO 9 Existing character The design of development recognises and responds to the surrounding commercial character of the centre. Buildings within the town centre with notable character and history are preserved in order to maintain a valued historical lineage as the town continues to grow. Note: the existing character of the street will be enhanced through the provision of buildings that complement existing buildings, and that incorporate awnings providing shade and comfort to pedestrians.</p>	<p style="text-align: center;">✓</p> <p>The development has been designed to reflect the prevailing built form and scale of surrounding development and design elements (landscaping) have been included to soften the appearance of solid walls and encourage pedestrian movement through the site to the greatest extent possible.</p>
<p>PO 10 Pedestrian Comfort Development is to provide for the comfort and varying physical abilities of all people visiting, working or residing in the Principal centre Zone.</p> <p>Note: the existing character of the street will be enhanced through the provision of buildings that complement existing buildings, and that incorporate</p>	<p style="text-align: center;">✓</p> <ul style="list-style-type: none"> • Development conditions will require additional provisions for pedestrian comfort including painted walkways and development conditions will require that footpaths will be maintained and are reinstated where they are disturbed.

awnings providing shade and comfort to pedestrians.	
<p>PO 11 Active frontage</p> <p>Principal centre streets rely on pedestrian traffic for their continued vibrancy. Businesses in the zone depend on this vibrancy for their custom, and development encourages this vibrancy.</p> <p>Active frontages provide interest, and assist in the maintenance and development of the town's centre as a social space.</p>	<p>✓</p> <ul style="list-style-type: none"> Lighting, landscaping signage and awnings will promote a pedestrian friendly environment and the primary frontage/s have design elements that will contribute to the vibrancy of the Roma CBD, including landscaping.
<p>PO 12 Streetscape</p> <p>Buildings and structures within the principal centre streets contribute to the development of a visually vibrant town centre that incorporates a range of architectural styles that cumulatively reflect the town's long and proud history.</p>	<p>✓</p> <ul style="list-style-type: none"> The building includes design elements that will contribute to a visually vibrant town centre that incorporates a range of architectural styles.
<p>PO 13 Cultural heritage</p> <p>The physical integrity and significance of cultural heritage discovered during development is retained.</p> <p>Note: Cultural heritage refers to indigenous and non-indigenous cultural heritage.</p>	<p>Conditions of development approval will require that an appropriate management measures are put in place in the event that cultural heritage is discovered during the progression of works.</p>
Landscaping and fencing	
Landscaping – refer to the Operational works landscaping code	
<p>PO 14 Landscaping</p> <p>Street trees and landscaping at the site shall:</p> <ol style="list-style-type: none"> contribute positively to the built form and the street; be visually pleasing and create an attractive environment; be located to take account of the direction of the breezes and sun; be located to give privacy and buffering from or for any incompatible uses, be located to avoid interference with electricity lines and other infrastructure; and maintain sight lines at intersections for traffic. 	<p>✓</p> <p>Landscaping is provided throughout the development site.</p>

PO 15 Fencing Where adjoining <i>Accommodation activities</i> , fencing provides separation for privacy.	N/A – the site does not adjoin Accommodation activities.
Avoiding nuisance	
PO 16 Operating Hours Development is operated in a manner that ensures the local amenity is protected.	N/A - the site does not adjoin sensitive land uses.
PO 17 Delivery of Goods The loading and unloading of goods occurs at the appropriate times to protect the amenity of the area and surrounding areas.	The site does not adjoin sensitive land uses.
PO 18 Noise emissions Noise emissions from premises do not cause nuisance to adjoining properties or sensitive land uses.	<p>✓</p> <p>Noise emissions from premises will not cause nuisance to adjoining properties or sensitive land uses because;</p> <ul style="list-style-type: none"> • The site does not adjoin sensitive land uses; and • There will be no noticeable increase in existing noise levels; • Air-conditioning and other mechanical units will be appropriately conditioned and screened.
PO 19 Lighting Lighting is designed in a manner that ensures ongoing amenity and safety in the activity area, whilst ensuring surrounding areas are protected from undue glare or lighting overspill.	<p>✓</p> <ul style="list-style-type: none"> • The site does not adjoin sensitive land uses.
PO 20 Refuse storage Refuse storage areas are: (a) located in convenient and unobtrusive positions; (b) screened from the street and adjoining uses; and (c) capable of being serviced by a waste collector if required to be emptied on site.	<p>✓</p> <ul style="list-style-type: none"> • Refuse storage areas will be provided in a dedicated refuse storage and collection area not visible from the street; and
ENGINEERING	
<i>Earthworks – refer to the Operational works excavation or filling code</i>	
<i>Infrastructure – refer to the Operational works infrastructure code</i>	
Erosion Control	

<p>PO 21 Construction activities</p> <p>Both erosion control and silt collection measures are undertaken to ensure the protection of environmental values during construction.</p>	<p>Conditions of development approval will require that during construction, soil erosion and sediment is managed in accordance with the <i>Capricorn Municipal Development Guidelines</i>.</p>
Provision of services	
<p>PO 22 Electricity supply</p> <p>Premises are provided with a supply of electricity adequate for the activity.</p>	<p>Conditions of development approval will require that the premises are connected to the reticulated electricity infrastructure and that the connection approved by the relevant energy regulatory authority;</p>
<p>PO 23 Gas supply</p> <p>Where a reticulated gas supply is available:</p> <ul style="list-style-type: none"> (a) premises are provided with a supply of reticulated gas adequate for the activity; and (b) access to reticulated infrastructure is to be maintained for maintenance and replacement purposes. 	<p>Conditions of development approval will require that the premises are connected to Council's reticulated gas system.</p>
<p>PO 24 Water supply</p> <p>To ensure the provision of a potable and fire-fighting water supply:</p> <ul style="list-style-type: none"> (a) premises are provided with a supply and volume of water adequate for the activity; and (b) access to reticulated water infrastructure is to be maintained for maintenance and replacement purposes. 	<p>Conditions of development approval will require that the premises are connected to Council's reticulated water system.</p>
<p>PO 25 Effluent disposal</p> <p>To ensure that public health and environmental values are preserved:</p> <ul style="list-style-type: none"> (b) all premises provide for the effective treatment and disposal of effluent and other waste water; and (c) access to reticulated infrastructure is to be maintained for maintenance and replacement purposes. 	<p>Conditions of development approval will require that the premises are connected to Council's reticulated sewer system.</p>
Stormwater and drainage	

<p>PO 26 Stormwater and inter-allotment drainage</p> <p>Stormwater is collected and discharged so as to:</p> <ul style="list-style-type: none"> (a) protect the stability of buildings and the use of adjacent land; (b) prevent water-logging of nearby land; (c) protect and maintain environmental values; and (d) maintain access to reticulated infrastructure for maintenance and replacement purposes 	<p>Conditions of development approval will require that stormwater and inter-allotment drainage is collected and discharged in accordance with the <i>Capricorn Municipal Development Guidelines</i>.</p>
Roads and rail	
<p><i>Infrastructure – refer to the Infrastructure overlay code for development in the proximity of, or potentially affecting State infrastructure.</i></p>	
<p>PO 27 Protection of State controlled roads</p> <p>Development adjacent to State controlled roads is located to ensure safe and efficient use of the highway, and maintain and enhance the integrity of the highway as a link between centres.</p>	<p>The application has been reviewed by the Department of Main Roads and Transport (via SARA) who have provided approval conditions.</p>
<p>PO 28 Roads</p> <p>An all-weather road is provided between the premises and the existing road network.</p>	<p style="text-align: center;">✓</p> <ul style="list-style-type: none"> • The premises has access to the existing road network. • There are no new roads proposed as part of the proposed development.
Access, parking and manoeuvring	
<p>PO 29 Vehicle access</p> <p>Vehicle access to a road is provided to a standard appropriate for the Principal centre Zone.</p>	<p style="text-align: center;">✓</p> <ul style="list-style-type: none"> • The development site has existing access.

<p>PO 30 Parking and manoeuvring Vehicle parking and service vehicle provision is adequate for the activity, and ensures both safety and functionality for motorists and pedestrians.</p> <p>Note: Council will consider provision of off-site car parking in lieu of Schedule 9 Parking Standards requirements.</p>	<p style="text-align: center;">✓</p> <p>Vehicle parking and service vehicle provision is adequate for the activity and ensures both safety and functionality for motorists and pedestrians because on-site car parking is provided in accordance with the applicable Australian Standards.</p>
ENVIRONMENTAL	
<p>PO 31 Air emissions Air emissions including odour do not cause environmental harm or nuisance to adjoining properties or sensitive land uses.</p>	<p style="text-align: center;">✓</p> <p>The proposed development will not result in emissions including odour that will cause environmental harm or nuisance to adjoining properties or sensitive land uses. In the event unexpected and unreasonable levels of nuisance are recorded, Council can carry out compliance action.</p>
<p>PO 32 Energy use Non-renewable energy use is minimised through efficient design and the adoption of alternative energy sources.</p>	<p style="text-align: center;">✓</p> <ul style="list-style-type: none"> • Building design and orientation provides opportunities for the incorporation of alternative energy technologies.
<p>PO 33 Water quality The standard of effluent and/or stormwater runoff from premises ensures the quality of surface water is suitable for:</p> <ul style="list-style-type: none"> (a) the biological integrity of aquatic ecosystems; (b) recreational use; (c) supply as drinking water after minimal treatment; (d) agricultural use or industrial use; and (e) minimises nuisance or harm to adjoining land owners. 	<p>Conditions of development approval will require that the measures are implemented to ensure that the water quality is maintained.</p>
SAFETY AND RESILIENCE TO HAZARDS	

<i>Flooding – refer to the Flood hazard overlay code</i>	
BUSINESS ACTIVITIES - additional requirements Note: Business activities (<i>Agricultural supplies store, Bulk landscape supplies, Food and drink outlet, Garden centre, Hardware and trade supplies, Market, Office, Outdoor sales, Sales office, Shop, Shopping centre, Showroom, Veterinary services</i>) are code assessable, accepted development subject to requirements or accepted development in the Principal Centre Zone.	
<i>Market – refer to the Market code</i>	
PO 34 Veterinary services The scale of <i>Veterinary services</i> does not impact adversely on the amenity of the Principal centre Zone.	N/A – the development is not for Veterinary services.
CENTRE ACTIVITIES - additional requirements Note: Centre activities (<i>Bar, Caretaker's accommodation, Child care centre, Club, Food and drink outlet, Function facility, Health care services, Nightclub entertainment facility, Market, Office, Sales office, Service industry, Shop, Shopping centre, Short-term accommodation, Showroom, Theatre</i>) are impact assessable in the Principal Centre Zone.	
<i>Market – refer to the Market code</i>	
COMMUNITY ACTIVITIES - additional requirements Note: Community activities (<i>Child care centre, Club, Community use, Health care services</i>) are code assessable in the Principal Centre Zone.	
ENTERTAINMENT ACTIVITIES - additional requirements Note: Entertainment activities (<i>Bar, Club, Function facility, Nightclub entertainment facility, Theatre, Tourist attraction</i>) are code assessable or accepted development subject to requirements in the Principal Centre Zone.	
INDUSTRY ACTIVITIES - additional requirements Note: Industry activities (<i>Service industry</i>) are code assessable or accepted development subject to requirements in the Principal Centre Zone.	
RECREATION ACTIVITIES - additional requirements Note: Recreation activities (<i>Park</i>) are accepted development in the Principal Centre Zone.	
RURAL ACTIVITIES - additional requirements Note: all rural activities are impact assessable in the Principal Centre Zone.	
OTHER ACTIVITIES - additional requirements Note: Other activities (<i>Advertising device, Car park, Emergency services, Roads, Telecommunications facility, Utility installation</i>) are either code assessable or accepted development subject to requirements in the Principal Centre Zone.	
<i>Advertising device – refer to the Advertising devices code</i>	

PO 35 Telecommunications facility - location <i>Telecommunications facilities</i> must be located where there is convenient access.	N/A – the proposed development is not for a Telecommunications facilities.
PO 36 Telecommunications facility - visual impact <i>Telecommunications facilities</i> are visually integrated with the landscape or townscape so as to not be visually dominant or unduly visually obtrusive.	N/A – the proposed development is not for a Telecommunications facilities.
PO 37 Utility installation Local <i>Utility installations</i> are positioned unobtrusively, and do not have undue adverse impact on their surrounds.	N/A – the proposed development is not for a Utility installation.

Part 7.2.3 Roma Local Plan Code

Purpose and overall outcomes

The purpose of the Roma local plan code is to provide guidance for development in the Roma district in a manner that: encourages the growth of a complete and vibrant Roma community with a focus on:

- *Community life*;
 - (o) continuing to develop the Roma Community Arts Centre as a sustainable centralised community arts and cultural resource hub, providing spaces for learning, skill development, cultural, activities, art studios and exhibitions;
 - (p) implementation of initiatives and programs to record, preserve and share the social history of Roma and district with the wider community;
 - (q) sites of cultural and historical importance throughout Roma and district being identified and treated with respect and sensitivity;
 - (r) the inclusion of public art in community precincts and recreational areas which is relevant and conceptual yet also reflects the cultural and artistic identity of the community;
 - (s) provision of affordable and reliable public transport options to service the needs of older people (medical and personal) both within the Roma area and the broader Maranoa Region;
 - (t) increasing the disabled or mobility restricted access to the Roma CBD and other key areas;
 - (u) provision of quality affordable housing and accommodation facilities specifically for young people who are studying, completing apprenticeships or traineeships (student village or youth housing);

- (v) providing opportunities for young people to be actively involved with development, design and planning of public spaces which are safe and welcoming and encourage social interaction between all generations; and,
- (w) including aesthetically pleasing visual landscapes or art-scapes in town beautification projects and town planning which are sympathetic and complement the environment in which they are located.
- *Active healthy community;*
 - (x) increased local healthcare services in Roma, including dental, mental health, general, allied and specialist services;
 - (y) investigate the feasibility of upgrading Bassett Park as a multipurpose entertainment, sporting and recreational facility to meet the existing and future needs of both the Roma community and the wider Maranoa community; and,
 - (z) investigate and develop if appropriate, an off-leash area in Roma to allow social opportunities for dogs (and their owners).
- *Naturally sustainable environment;*
 - (aa) implement programs which encourage the cleanliness and positive presentation of the CBD, roadsides and public areas; and,
 - (bb) preserve and maintain the integrity of the local natural environment and assets within Roma and the surrounding district.
- *Community place making;*
 - (cc) encourage the development of safe, family friendly liveable neighbourhoods which incorporate the principles of sustainable urban design and construction technologies, and include open space areas;
 - (dd) increase community safety through the provision of well lit streets and public areas;
 - (ee) ensure an even distribution of multi-dwelling housing development throughout Roma to avoid high density housing pockets.
- *Maranoa on the move;*
 - (ff) develop and maintain Roma airport infrastructure to accommodate a high demand for airport services and passenger traffic, including significant terminal modernisation and upgrade to cater for industry and domestic passenger needs; and,
 - (gg) providing local public transport which is effective, reliable accessible and affordable to residents.
- *Foundations for the future;*
 - (hh) the revitalising of the existing commercial and retail hub of Roma, which is easily accessible, vibrant, safe, well designed and meets the retail, hospitality and commercial needs and wants of the local community; and,
 - (ii) encourage the development of business and professional enterprises in Roma to service the retail, business, and personal needs of local residents and visitors.

The code recognises the *Maranoa Placemaking Strategy, Roma* as a guide to the further development of the Roma commercial centre. Where development is proposed within the Principal centre, the intent of the placemaking strategy should be considered and promoted wherever possible.

The development complies with the Purpose and Overall Outcomes of the Local Plan code because;

- It is for a new, modern development in the commercial and retail hub of Roma, which will service the needs of local residents and visitors.

Assessment against the design criteria of Roma Local Plan Code is provided in the table below.

THE ROMA LOCAL PLAN CODE	
Performance outcomes	Acceptable outcomes
<p>PO 1 Community life Ensure that Maranoa is a region well known for its friendly, relaxed and welcoming community spirit and where every resident is a valued respected member of our community.</p> <p>Create an environment where our older residents are safe, secure, valued, included and continue to actively participate in community life.</p> <p>Create an environment where our children and young people are cared for, safe, actively engaged and have access to support networks and developmental pathways which will encourage and stimulate them to reach their full potential.</p> <p>Create the Maranoa as a region which is proud of its heritage, culturally dynamic, nurtures inspiring artistic expression and stimulates viable creative enterprises.</p>	<p>✓</p> <p>Development promotes the identified goals of the Roma community as represented in the <i>Roma, Hodgson and Muckadilla Local Plan 2013</i> by maintaining, and wherever possible contributing to identified goals 1.1.1 to 1.4.14 of the Local Plan.</p>
<p>PO 2 Active healthy community Deliver a high standard of healthcare which is holistic, innovative and services the needs of all residents locally with an emphasis on preventative health programs.</p> <p>Contribute to community wellbeing</p>	<p>✓</p> <p>Development promotes the identified goals of the Roma community as represented in the <i>Roma, Hodgson and Muckadilla Local Plan 2013</i> by maintaining, and wherever possible contributing to identified goals 2.1.1 to</p>

through the provision of a diverse range of sporting and recreational opportunities, facilities and open spaces for all residents which encourage active lifestyle options and high levels of participation and facility utilisation.	2.2.12 of the Local Plan
<p>PO 3 Naturally sustainable environment</p> <p>Actively strive to conserve, restore and enhance the Maranoa's natural environment and assets by engaging and empowering residents, business and industry to proactively seek out opportunities to reduce our ecological footprint at a local level.</p>	<p>✓</p> <p>Development promotes the identified goals of the Roma community as represented in the <i>Roma, Hodgson and Muckadilla Local Plan 2013</i> by maintaining, and wherever possible contributing to identified goals 3.1.1 to 3.1.7 of the Local Plan</p>
<p>PO 4 Community place making</p> <p>Provide a diverse and balanced supply of accommodation options which meet the lifecycle needs of all existing and potential residents and where housing needs are met in safe, liveable, affordable, well planned and sustainable neighbourhoods.</p> <p>Provide and maintain public facilities and infrastructure which enhances the liveability of the Maranoa, are well utilized and service the existing and futuristic needs of all residents in a balanced, timely, well-planned and cost efficient manner.</p>	<p>✓</p> <p>Development promotes the identified goals of the Roma community as represented in the <i>Roma, Hodgson and Muckadilla Local Plan 2013</i> by maintaining, and wherever possible contributing to identified goals 4.1.1 to 4.2.12 of the Local Plan.</p>
<p>PO 5 Maranoa on the move</p> <p>Provide the community with a safe, accessible, reliable, sustainable, cost effective and affordable transport system that is well connected and enables the efficient movement of people and products throughout the Maranoa and successfully integrates into regional, state and national transport network systems.</p>	<p>✓</p> <p>Development promotes the identified goals of the Roma community as represented in the <i>Roma, Hodgson and Muckadilla Local Plan 2013</i> by maintaining, and wherever possible contributing to identified goals 5.1.1 to 5.1.8 of the Local Plan.</p>
<p>PO 6 Foundations for the future</p> <p>Provide learning and skill development pathways which are innovative, locally accessible to all residents, address regional skill deficits and encourage investment in a person's capacity to prosper and contribute throughout life.</p>	<p>✓</p> <p>Development promotes the identified goals of the Roma community as represented in the <i>Roma, Hodgson and Muckadilla Local Plan 2013</i> by maintaining, and wherever possible contributing to identified goals 6.1.1 to</p>

<p>Achieve a smart economy which fosters innovation and sustain able growth and is characterised by diverse and adaptable industry, business and commercial sectors which are underpinned by a highly skilled and energetic labour force.</p> <p>Communicate globally through reliable contemporary telecommunications technologies and networking systems.</p>	<p>6.3.7 of the Local Plan.</p>
<p>PO 7 Placemaking Where development is proposed in the Roma commercial centre, the <i>Maranoa Placemaking Strategy, Roma</i> is used as a guide for the treatment of public spaces adjacent to the development.</p>	<p style="text-align: center;">✓</p> <p>Development adopts the intent of the <i>Maranoa Placemaking Strategy, Roma</i> where applicable.</p>

Part 8.2.8 Airport environs overlay code

The purpose of the Airport environs overlay code is to protect and maintain the operational efficiency and safety of the Roma Airport and aviation facilities and avoid land use conflicts.

The purpose of the code will be achieved through the following overall outcomes:-

- the safety of aircraft operating within the airport's operational airspace is maintained and enhanced;
Note—operational airspace includes the areas and vertical dimensions of an airport's obstacle limitation surface (OLS).
- sensitive land uses and other incompatible activities are appropriately located and designed to ensure that these uses and activities do not adversely impact on airport operations;
- the risk of public safety being compromised by incidents in the take-off and landing phases of aircraft operations is minimised;
- development protects aviation facilities including navigation, communication and surveillance facilities from incompatible land uses, buildings, structures and works.

The proposed development complies with the Purpose and Overall Outcomes of the Airport Environs Overlay Code because;

- the proposed building height does not exceed 8m and the proposed building is located over 4km from the airport;
- lighting and emissions from the proposed development will be inconsequential and will not impact on aircraft safety; and
- the proposed development will not interfere with aviation facilities including navigation, communication and surveillance facilities from incompatible land uses, buildings, structures and works

Assessment against the design criteria of The Airport Environs Overlay Code is provided in the table below.

THE AIRPORT ENVIRONS OVERLAY CODE	
for areas within an area of interest of the SPP strategic airport and aviation facilities mapping	
Performance outcomes	Acceptable outcomes
PLANNING	
Use, density and built form	
PO 1 Height - OLS Development does not cause an obstruction or hazard to the safe movement of aircraft by any temporary or permanent intrusion of a physical structures into the airport's operational airspace.	<div style="text-align: center;">✓</div> <p>The proposed development will not cause an obstruction or hazard to the safe movement of aircraft because;</p> <ul style="list-style-type: none"> • it is single storey, with a maximum built height of 6m; • is located over 2 kilometres from the closest runway; and • there is no signification vegetation proposed.
PO 2 Height – Communications Development ensures that temporary or permanent physical structures located within an aviation facility's building restricted area do not interfere with the safe and continued functioning of the aviation facility.	Not applicable – the site is not located within the building restricted area of an aviation facility.
PO 3 Buffers Development does not cause an obstruction or hazard to the safe movement of aircraft within the airport's operational airspace through the attracting of wildlife, in particular flying vertebrates such as birds or bats, in significant numbers.	<div style="text-align: center;">✓</div> <p>The proposed development will not cause an obstruction hazard to the safe movement of aircraft within the airport's operational airspace through the attracting of wildlife because the proposed development;</p> <ul style="list-style-type: none"> • does not involve the bulk handling or disposal of putrescible waste; • is not for aquaculture, intensive animal industry, animal keeping or industrial uses; • is not an outdoor recreation and entertainment activity; and • any proposed landscaping and drainage works are minor and will not attract large volumes of birds and bats.
Avoiding nuisance	

PO 4 Lighting Development does not cause an obstruction or hazard to the safe movement of aircraft within the airport's operational airspace through the installation of external lighting that could distract or interfere with a pilot's vision, or confuse the visual identification of runway, approach or navigational lighting from the air.	<div style="text-align: center;">✓</div> <ul style="list-style-type: none"> • Conditions of development approval will ensure that any proposed lighting does not exceed acceptable levels or cause an obstruction or hazard to the safe movement of aircraft within the airport's operational airspace.
PO 5 Particulate release Development does not cause an obstruction or hazard to the safe movement of aircraft within an airport's operational airspace through the emission of particulates, gases or other materials that may cause air turbulence, reduce visibility or affect aircraft engine performance.	<div style="text-align: center;">✓</div> <ul style="list-style-type: none"> • The proposed development is not anticipated to release any gaseous plumes with a velocity exceeding 4.3 metres per second, smoke, dust, ash or steam or emissions with depleted oxygen content.
PO 6 Noise emissions Development and land uses that are sensitive to noise interference or noise nuisance:- <ul style="list-style-type: none"> (a) avoid noise affected areas surrounding the airport; or (b) are sited, designed and constructed to mitigate noise nuisance to acceptable levels. 	Not applicable – the subject site is not located within the ANEF contour for the Roma airport.
Safety and resilience to hazards	
PO 7 Public safety Development within the public safety areas located at the end of airport runways avoids:- <ul style="list-style-type: none"> (a) a significant increase in the number of people living, working or congregating in those areas; and (b) the use or storage of hazardous materials. 	Not applicable – the subject site is not located within the Public Safety Area of the Roma Airport.

Assessment Summary

It is considered that on balance, the proposal presents no significant conflict with the applicable assessment benchmarks prescribed by the *Planning Act 2016*, and any perceived conflict can be addressed through conditions of development approval.

Christopher Tickner

From: Christopher Tickner
Sent: Thursday, 19 August 2021 12:09 PM
To: Jodie Marlow
Subject: FW: Application Ref : 2021/20326

Christopher Tickner
Lead Town Planner,
Planning & Building Development

D: (07) 4624 0622 M: 0409 671 181 F: (07) 4624 6990

From: Coomers Hay Supplies <coomershaysupplies@westnet.com.au>
Sent: Wednesday, 14 July 2021 10:35 AM
To: Christopher Tickner <Christopher.Tickner@maranoa.qld.gov.au>
Subject: Application Ref : 2021/20326

Hi Chris,

As mentioned yesterday, my concern is with Night Owl premises being built right next to our building and therefore not being able to seal it when necessary to prevent moisture coming through the bricks.

LJ Hooker's agent, Shane Kennett did request the easement being moved, but unfortunately we did not have any information about why they needed the

easement moved or where they were putting the building. This information came via the Proposed Development – Have Your Say from MRC on 12th July 2021, when plans were already very advanced.

Therefore, I am requesting Night Owl permanently seal the eastern wall with waterproof cladding or a firewall.

Thank you for your assistance in this matter,

Kind Regards,
Craig and Carolyn Coomber
0409396754

Maranoa Medical Centre
27 Quintin Street, Roma QLD 4455
Phone (07)4622 2266 Fax (07)4622 8969



Dr Rosemary Geraghty Dr Alwyn Rapatsa Dr Daniel Cooksley
Dr Rama Vangala Miss Nicole Hall

19/07/2021

To Mayor and Councillors

The Maranoa Medical Centre would like to raise some concerns regarding the proposed service station on the corner of Quintin and McDowall St, Roma (Planning application 2021/20326).

Our first concern is that there have been several accidents at the corner in recent time, with often trucks (in particular) and cars having to break heavily to avoid a red light. With caravans and vehicles slowing down to drive into the proposed service station I feel this has the potential of numerous accidents on a regular basis. It was because of the same road being busy that the service station on the corner of Quintin and Chrystal St was forced to put the entrance on Chrystal st. If this was to also be the case here vehicles would then be turning into McDowall St and then across the traffic. McDowall St being so busy especially around school pick up times I feel it is going to be dangerous for vehicles trying to turn there.

Our other concern are the number of car parks that will be taken away to use for entry and exit. We had to build a carpark out the back of our premises when we put our extension on, but I feel that with lack of spaces at the front people are then going to park in our car park and walk across the road to the businesses there and around the corner, taking spaces that should be for our patients.

If you do give the ok for this to proceed we will need a guarantee that neither our water or power be cut off during business hours. We have vaccination fridges which rely on power and it would be a health issue if we had no water.

Regards

A handwritten signature in black ink, appearing to read 'Di Stone', written in a cursive style.

Di Stone
Practice Manager

Maranoa Regional Council

Bungil St

Roma Qld 4455



19th July 2021

To the Mayor and Councillors of the Maranoa Regional Council,

As both the owners of Maranoa Laundry and a rate payers of the Maranoa Regional Council Michael Wright and myself (Margaret Wright) want to object to the building of a service station at the corner of Quintin and McDowall Sts, Roma. Planning application 2021/20326.

The reasons we wish to object are: it will lead to an increase of traffic in the area, a decrease in parking spaces on Quintin St, the environmental impact of chemicals and their fumes, and the impact on residents and businesses in the vicinity.

The intersection of Quintin and McDowall Sts already has a high volume of traffic leading to congestion despite traffic lights being in place. We have already witnessed an accident in 2020 and, many near accidents, and drivers running red lights and arrows. Many drivers do not already observe the red arrows at the traffic lights and turn the corner regardless. I personally have almost been hit by a car doing this (despite having a green walk signal), and have been told of it happening to other people. Increased traffic using the service station will make this area even more dangerous for pedestrians, and all road users. The increase in traffic caused by service station customers will cause further congestion in the area because of people trying to enter and exit the premises. It will be very difficult for trucks driving along Quintin St to slow down if a vehicle pulls out of the Quintin St exit in front of them. We're also concerned that vehicles will try to cross McDowall St to enter the service station and block traffic further. There will also be an increase in vehicles using Feather and Alfred Sts which could lead to the present round about being harder to use.

Could the council organise an up to date traffic count and survey to see how many vehicles use this area daily? Would it be possible to have a traffic island all the way along McDowall St from the lights to Feather St to stop vehicles crossing McDowall St to access the service station entrance? Could police be contacted to do regular traffic blitzes in the area to ensure drivers are doing the correct thing? Could the service station owners be asked to put up signage about taking care when exiting the premises?

The driveway access to the service station will result in the removal of parking spaces in both Quintin and McDowall Sts. There is already a marked shortage of parking spaces in both of these streets and a lack of parking for the businesses in McDowall St between Quintin and Hawthorne St. This results in customers complaining to us of being unable to find a parking spot and other people parking in our driveway, blocking access for our vehicles and affecting our ability to conduct our business. A decrease in the number of parking space will make this situation worse.

Could Council investigate a way to increase parking in this area? Perhaps contact the Catholic Church to put a car park on Church land opposite the proposed service station site. This would benefit both the Church and the public using businesses on Quintin and McDowall Sts.

We are also concerned with the environmental impact of a service station on the area. We're concerned there will be seepage of chemicals into both the ground and drains, contaminating both the ground and local waterways. The fumes from both vehicle exhausts and the breathers from the fuel tank will be in the air leading to increased air pollution affecting those in the surrounding area.

All of the previous mentioned concerns will impact on existing businesses and residents in the area. Increased traffic noise at night, and air pollution in Feather, Quintin, and Alfred Sts will make it noisier for the residents of those areas, and decrease the liveability factor of their homes. Increased traffic will make it more difficult for laundry tucks and vehicles to access our own driveway. Decreased parking will make it more difficult for our laundromat customers to utilise this facility. Other businesses will also suffer from the reduction in parking and customers not being able to access their business. The service station being open late at night, also raises safety and security concerns for our business and others in the area. With the increase of petty crimes in the area we need to know our premises will be safe and their will not be a lot of people loitering in the area at night.

Could the council or service station owners put in extra security cameras covering the entire the entire area? That way monitoring the safety of the area.



Margaret Wright

126 Arthur St

Roma Qld 4455

And

Michael Wright



126 Arthur St

Roma Qld 4455

Owners

Maranoa Laundry

28 Quintin St, Roma Qld 4455

Phone 4622 1933 Or mobile 0409 497 281

Email: maranoalaundry@bigpond.com

Christopher Tickner

From: Christopher Tickner
Sent: Thursday, 19 August 2021 12:09 PM
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Subject: FW: Application Ref : 2021/20326

Christopher Tickner
Lead Town Planner,
Planning & Building Development

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Therefore, I am requesting Night Owl permanently seal the eastern wall with waterproof cladding or a firewall.

Thank you for your assistance in this matter,

Kind Regards,
Craig and Carolyn Coomber
0409396754

Christopher Tickner

From: david brady <bradydavid84@gmail.com>
Sent: Monday, 19 July 2021 4:15 PM
To: Planning; Christopher Tickner
Subject: Lot 2 RP60707 - Proposed Service Station

Categories: Chris

Dear Councillers

I would like to put forward that I object to the construction of a Service Station at 129-131 McDowal Street (Lot 2 RP60707), Roma.

I frequently visit the Maranoa Medical Centre and currently find it difficult to obtain a car park. There are 6 parks on the Carnavon Highway (outside the medical centre) and these are usually filled by cars or even by the Laundromat Truck.

There are 2 car parks on the medical centres grounds, but these are for disabled parking (as they should be).

The parking out the back of the Medical Centre is for Sullivan & Nicollades and is usually full or almost full.

The parking in Alfred Street is usually busy and also often hard to obtain a park.

On my visits to the Maranoa Medical Centre I find myself doing the block - Alfred St, McDowal St and Carnavon Highway and can go around and around before I can find a park sometimes. This is frustrating already without the plans of the service station taking away the Carnavon Highway parking.

Thank you for your time.

Jodi Chandler

Maranoa Regional Council – planning@maranoa.qld.gov.au

Submission for proposed development

Service Station & Advertising Signage on Lot 2 on RP60707; 129-131 McDowall Street Roma Qld

I, Janelle Stanford of 1565 Bymount West Road, Roma hereby put forward this submission on the basis that I have a business Roma Therapeutics, which is a Remedial Massage, Wellness & Other Allied Health Practice, which is located at 133A McDowall Street at the premises on the adjoining block to the proposed development.

There are some concerns, outlined in points #1 - #6, I have with the new development that I feel could potentially impact on my business, plus other businesses along that section, and the area surrounding these, and I would appreciate these being considered and solutions for how they would be mitigated or changed to decrease these real or potential impacts from the development, thank you.

AREAS OF CONCERN:

#1 – PARKING SPACES & DISABLED PARKING ACCESS

On viewing a copy of the plans and concept design, it appears that there could be the **loss of parking spaces in McDowall Street on both sides of the existing bottle tree**. This **potentially could be the loss of a minimum of 5 parking spaces in that area**, if correct from the concept design diagrams.

It is worth noting that the area along McDowall Street on the Western side of the traffic lights in front of the businesses and premises, currently has lined parking with no direct allocation for each business or premises but rather a general parking area for access by anyone. This does already cause some concern with larger vehicles (small trucks & caravans) parking in this area, as they tend to block several parking spaces due to the size of their vehicles and the need to parallel park.

There is also NO Disabled Parking for Mobility impacted clients or residents, in this area. Currently disabled clients or mobility impacted clients, who access our business to see the practitioners for health reasons, either park in the area directly at the front of our business at 133A McDowall Street and are then assisted by their carers or support person, onto the footpath in their wheelchairs or mobility device via the current drive way on the east of my business, which will become the Entry/Exit to the new development. Although this way of enabling access for some Disabled or mobility impacted clients that use mobility devices is not ideal, it is the best option we have at this time due to No Disabled parking access in McDowall Street area in front of the businesses or premises.

We do have limited access and parking at the rear of my business, with disabled access into the building for clients that are only able to travel by Maxi Taxi with Wheelchair transfer or via Ambulance, however accessing this via the current lane way access from Quintin Street, and the turning area available makes this a limited option without the transferring vehicle being able to turn into the current area along the side of my businesses building at the rear, to reverse into the rear parking area to unload a client. This would be further impacted with the width of the proposed

Easement for the development, and the main building of the service station going right to the full length of the current building and fence line and the removal of the access from McDowall Street. Plus the Easement area will also be an entry and exit point off Quintin Street, and could end up being blocked by vehicles parking along this area or vehicles unloading. This is currently already an issue with the regular (Daily) inability to enter or exit from the lane way access off Quintin street due to vehicles parking there, and we are then only able to enter or exit currently off McDowall Street along the laneway to and from the rear of the business.

#2 - ENTRY/EXIT OFF MCDOWALL STREET

The proposed development indicates Entry/Exit to the Service Station off the McDowall Street access. It is felt that this would be a safety concern and if consideration would be given to making this an EXIT LEFT ONLY, so that traffic leaving the service station would need to turn left directly to the traffic lights. And the entrance to the proposed Service Station be considered to come off Quintin street only.

There is currently only a single lane for traffic in this area of McDowall Street, going from the round-a-bout to the traffic lights, which at the point level with the eastern end of the premises of my business, it does split into two lanes with one being to turn right at the lights onto Quintin Street. The option to turn right coming out of the parking or premises along McDowall Street in this area is not allowed due to the centre lined area deeming this, however vehicles do regularly do so.

There is a substantial amount of traffic that traverses this section of roadway along McDowall Street and is particularly increased at school times in the morning between 8am to 9.30am and the afternoons between 2.45pm and 3.30pm. There can be long lines of vehicles (cars, small trucks & buses) blocked up through the round-a-bout to the traffic lights, and this congestion of vehicles generally would be a concern for any proposed entrance into the Service station development off McDowall St due to 1-lane traffic only, and certainly any right-hand exit would be a safety concern.

#3 – STORM WATER & WATER DRAINAGE

With the proposed development building designed to join the current brick wall on the eastern side of part of the premises that my business is in, and the height of the roof of the proposed new building, I would like assurance that there would be no increased water volumes or overflow of water that would potentially dump onto the current building at 133A/133B McDowall Street to cause impact from water run off or flooding internally or externally.

#4 – SEWERAGE

The sewerage pit point is located on the Development Block 129-131 McDowall Street. This would need to be considered in the development and where the most suitable location to extend it to would be for access.

#5 – ACCESS TO REAR OF MY BUSINESS PREMISES at 133A McDowall Street, during the proposed development.

I have previously noted the concerns with the width of the Easement off Quintin Street and any limitations for access to and from the rear of my business premises in #1, and would further seek to know if there would be any impacts or limitations to access via the easement off Quintin Street and any restrictions to parking or access to my business generally during construction.

#6 – NOISE MITIGATION

What would the requirements be around mitigating noise that maybe generated from the proposed site during development and once constructed and operational?

My business, Roma Therapeutics, is an Allied Health and Wellness Practice, that has Practitioners that are dealing with clients physical and mental wellbeing, and provide direct consultation as well as phone consultations, and therefore it is a clinic environment that attempts to provide a space that is limited in noise, safe and welcoming.

Although understanding would be given to the need for some noise during development and operations, any major noise impacts would be extremely disruptive to clients and my business operations.

.....

Thank you for the opportunity to put forward this submission and I welcome the opportunity to discuss further any of the concerns or points raised as needed. I am able to be contacted via mobile or email.

Many thanks

Yours Sincerely

Janelle Stanford

Roma Therapeutics

Email: admin@romatherapeutics.com.au

Mobile: 0408459810



Wednesday, 11 August 2021

Chief Executive Officer
Maranoa Regional Council
PO Box 620
Roma Qld 4455

Attention: Christopher Tickner
Via email: planning@maranoa.qld.gov.au

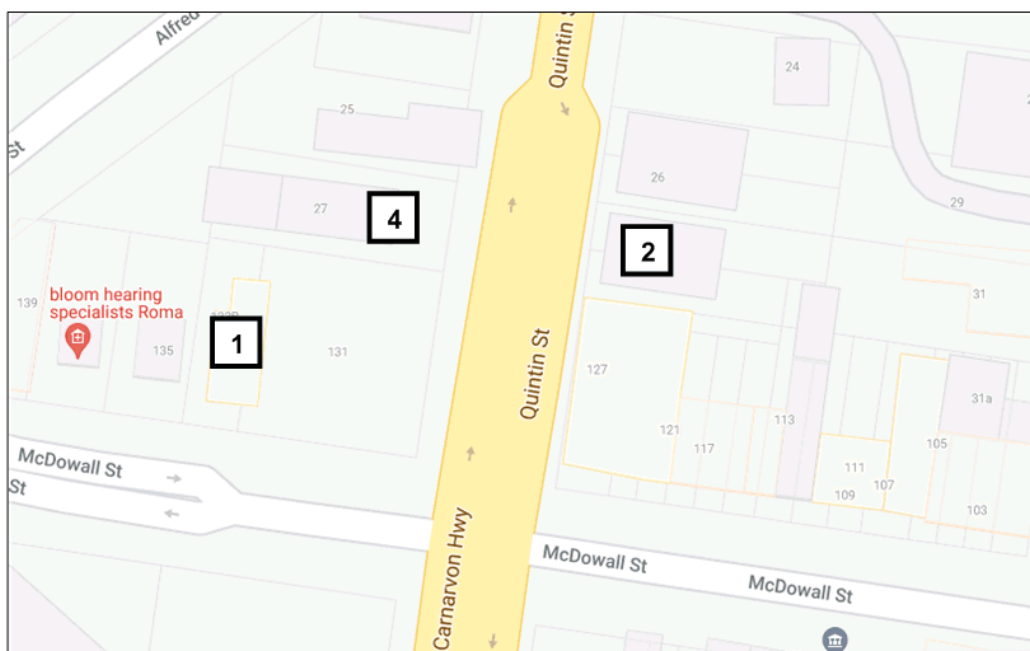
RE: RESPONSE TO THE PUBLIC SUBMISSIONS
COUNCIL REF: 2021/20326
Material Change of Use – Service Station and Operational Works – Adversting Signage
129-131 McDowall St / Lot 2 RP60707

Dear Christopher,

We write to you in regard to the submission received following the public consultation period for the above-mentioned development application. A modest number of submissions (four) were received during the notification period, mostly business operators on adjoining or nearby premises. The submissions and associated concerns are detailed below with a response to how the proposed development will address the items of concern raised.

OVERVIEW OF SUBMISSIONS:

Submission Number	Submission Date	Submitter	Submitter Relationship to Site
1	NA	Roma Therapeutics	Business on Adjoining Premises
2	19/07/2021	Maranoa Laundry	Business Opposite Quintin St
3	NA		
4	19/07/2021	Maranoa Medical Centre	Service on Adjoining Premise



RESPONSE TO SUBMISSIONS:

Submission 1:

Submitted feedback	Applicant response
Disability Parking	This is a valid point, yet a matter to be raised with Council.
Loss of Carparking	Currently the access point to the site has carparking providing over it from Quintin Street. As shown below, these carpark are provided over a crossover.



The proposed crossover is generally consistent with this existing crossover and will not result in the loss of any legal parking in this space.

The proposed development is likely to result in the loss of 2 on street carparking spaces as shown below. This is unfortunately unavoidable to permit the necessary access to the operation of the site.



However, due to the alignment of the proposed crossover, additional space will be available on the western side of the crossover as shown below. Potential for additional parking in the space may be available and should be explored by Council.

	 <p>Overall, the net loss of parking is negligible and unavoidable to establish the proposed land use. The parking lost along Quintin Street is unlawful and covers an existing access easement. As outlined above, additional parking can be explored to offset the loss of parking along McDowall Street.</p>
Access to Rear	<p>The conditions of the access easement from Quintin St will be maintained. Access to the rear of 133 McDowall St will be unrestricted through construction of the proposed development. The driveway to the site and easement from Quintin St is an improvement on the current conditions of access. The driveway has been modified with regards to the traffic conditions on Quintin St and vehicle access to the rear of 133 McDowall as such will facilitate for the safe entry and exit of increase vehicle movement on the site.</p>
Noise Mitigation	<p>The proposed development will be built to best practice standards to mitigate the impacts of construction on adjoining premises. The proposed development is not anticipated to result in a noise level that is inconsistent with that expected with the Principal Centre Zone.</p>

Submission 2

Submitted feedback	Applicant response
Traffic	<p>As part of the development application a comprehensive Traffic Impact Assessment was conducted. Providing an in depth investigation of traffic and transport impacts of the proposed development on the surrounding road network in accordance with Guide to Traffic Impact Assessment (2018) and the Maranoa Planning Scheme. The findings of the report concluded that the proposed development will not have any impacts on the safety and no significant changes to the efficiency of the immediate movement network.</p>
Parking	<p>Please refer to the above.</p>
Environmental	<p>The proposed development has been designed with the guidance of a stormwater management plan. The management plan addresses all aspects of the proposed operations accordingly to mitigate the impacts on environmental values.</p> <p>The proponent who we represent as part of the development application has delivered many service station developments alike to the one being proposed. The design and construction of these</p>



	developments has been regarded with industry best practice. Overall, the proposed development is consistent with what is anticipated for the Principal Centre Zone.
Crime	The service station will be appropriately designed to include elements of Crime Prevention Through Environmental Design, including but not limited to lighting and opportunities for casual surveillance. The development is consistent with what is intended for the Principal Centre Zone.

Submission 3

Submitted feedback	Applicant response
Parking	Please refer to the parking response as Submission 1 . The proposed development will result in the loss of a negligible amount of parking and will open the potential for additional parking along McDowall Street to offset any parking lost.

Submission 4

Submitted feedback	Applicant response
Traffic	As part of the development application a comprehensive Traffic Impact Assessment was conducted. Providing an in depth investigation of traffic and transport impacts of the proposed development on the surrounding road network in accordance with Guide to Traffic Impact Assessment (2018) and the Maranoa Planning Scheme. The findings of the report concluded that the proposed development will not have any impacts on the safety and no significant changes to the efficiency of the immediate movement network.
Parking	Please refer to the parking response as Submission 1 . The proposed development will result in the loss of a negligible amount of parking and will open the potential for additional parking along McDowall Street to offset any parking lost.
Power Supply	The development is unlikely to result in any power outages, if there is the need to any stage provide any upgrades or works to the electricity network. All adjoining landowners will be informed via a planned event.

We do not foresee any major additional concerns from Council but wish to formally request that should Council have any additional or outstanding issues to please contact us prior to making a decision.

Kind Regards,

Mike Harries | Director
Steffan Town Planning
 Email: mike@stppmail.com.au

COUNCILLOR REQUEST FOR AN AGENDA REPORT

Meeting: Special 29 September 2021

Date: 28 September 2021

Item Number: 4.1

File Number: D21/78717

SUBJECT HEADING: Queensland Remembers Grants Program

Classification: Open Access

Councillor's Title: Cr Tyson Golder

Executive Summary:

Notification has been received through the Office of the Mayor of the Queensland Governments Queensland Remembers Grants Program.

Councillor's Recommendation:

That:

1. A report be prepared for an upcoming meeting to add to the Roma Cenotaph, a wall which enables the acknowledgement of service men and women for other conflicts and service after the second world war, in consultation with the Roma RSL Sub Branch.
2. Any additional eligible projects be further investigated as part of this report.

Details of Requested Agenda Report:

Notification has been received through the Office of the Mayor advising that applications are now open for the Queensland Remembers Grants Program.

Following is a high-level overview of the Community Program which local Council's can apply for under the program:

*Funding from \$1,000 up to a maximum of \$50,000 (ex GST) per grant to assist communities in delivering commemorative activities and events and refurbishing or creating avenues of honour, war memorials and memorial gardens.
Local councils are welcome to apply for funding in the Community grants program.*

Further program information can be accessed via [Queensland Remembers Grants Program | Community support | Queensland Government \(www.qld.gov.au\)](#)

Applications close at 5pm on Monday 25 October 2021.

I'd like to propose that Council put forward the project to add to the Roma Cenotaph, a wall which enables the acknowledgement of service men and women for other conflicts and service after the second world war.

In putting this project forward under the program, I would also like Council to consult with the Roma RSL Sub Branch about how this can be done.

Officers can also investigate any additional potential eligible projects.

Supporting Documentation:

Nil