Glenwood Community Briefing



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Dear Residents,

Thank you for attending the Glenwood Community Briefing. These briefings are being held across the region so we can hear your concerns and keep you up-to-date with what is happening within Council and particularly your area.

One of this Council's main priorities is to create a two-way dialogue with residents.

We live in a large region so it is important we get out and about to the many different communities to hear your ideas for consideration when making plans for your area.

Many issues and questions were raised at the briefing. Below are answers to those questions.

The Councillors and staff who attended the briefing feel that it was very successful and I would like to thank everyone who attended.

Yours faithfully

Councillor Belinda McNeven

Deputy Mayor

Fraser Coast Regional Council

Q 1: Who is the local Councillor for Glenwood?

A: There are no divisions within the Fraser Coast region. Before the election, it was decided that the best representation was to have all the Councillors "at large" representing the entire region. If there had been divisions, Woocoo and Tiaro areas would not have qualified for an exclusive local representative and would have been included within another area.

However areas of responsibility in the form of portfolios have been allocated to all Councillors and they are –

- Mayor Cr Mick Kruger all areas of Council and Chair of the Planning and Development Standing Committee.
- Deputy Mayor Cr Belinda McNeven Chair Corporate Governance Portfolio.
- Cr Julie Arthur Chair Water and Sewerage Infrastructure Portfolio.
- Cr Sue Brooks Chair Environmental Sustainability Portfolio.
- Cr David Dalgleish Chair Rural and Urban Infrastructure Portfolio.
- Cr Debbie Hawes Chair Strategic Policy and Sustainability Portfolio.
- Cr Barbara Hovard Chair Business Development Portfolio.
- Cr Les MucKan Chair Community and Recreation Portfolio.
- Cr Anne Nioa Chair Marketing and Tourism Portfolio.
- Cr Gerard O'Connell Chair Economic Development Portfolio.

Q 2: How much money was raised from the Tiaro roads levy and what has happened to the money?

A: Tiaro Shire Council charged each property a roads levy of \$122, raising a total of \$545,000 a year. All the road levy money was used for the rehabilitation and construction of roads within the Tiaro area including-

Antigua, Anderleigh, Tallegalla, Daniel, Faine, Mintje, Deephouse, Neerdie, Scotchy Pocket, Purcel, Patersons, Cauleys, Arbor Ten, Tinnanbar and Harris Roads.

Q 3: How much money comes from rates in Glenwood and how much money is spent here?

A: \$1.271 million is collected from general rates from 1670 properties within the Glenwood area. This represents 2.3% of the Council's \$55.3 million general rate revenue base. It also represents 42% of the former Tiaro Shire Council's rate revenue. This rate revenue is used to provide services directly within the Glenwood area, to provide essential infrastructure (eg: road network) for residents within Glenwood to access surrounding areas and to provide regional services accessible to all residents across the Fraser Coast (eg: libraries, swimming pools, health and community services and recreational and cultural facilities).

The Council has committed \$1.5 million in capital expenditure in the 2009/10 budget for works within the former Tiaro Shire Council area. A total of \$1.365 million of this is being spent on road works. In addition the Council has allocated \$2 million annually to the maintenance of rural roads across the region. The vast majority of the capital works in this area will be supported by more than 50 Council employees operating out of the Tiaro depot.

A detailed list of the Council's capital works program is available on the Council's website www.frasercoast.qld.gov.au

Since amalgamation the costs associated with the provision of administration and governance incurred by the former Tiaro Shire Council have been absorbed under the Fraser Coast Regional Council resulting in the amount of general rates collected from ratepayers within the former Tiaro Shire Council area being directly expended on services within the area.

Q 3: Glenwood has a unique road problem so should get financial support from the federal and state governments. The Council promised that the school bus route, including Arbor Ten, Eleven and Twelve, would be sealed and that hasn't happened. The condition of these roads is absolutely scandalous. Why not put a committee together to source state and federal funding for roads?

A: The Council is constantly looking at alternative sources of funding to assist in the maintenance of its roads network to reduce the reliance on rates and charges. Council prioritises all road works based on inspections of the road network and has additional criteria including school bus routes which lift the priority of certain roads. Whilst the idea of a special committee has some merit, the Council has a responsibility to focus on all roads across the region.

Q 4: Why does the Council spend \$9 million on a bit of seal in (Main Street) Hervey Bay yet it does nothing about sealing roads in Glenwood?

A: Trunk infrastructure in Hervey Bay is funded partly by developers as a condition of their development approvals. That money is collected for and must be spent on roads that will be affected by the development within Hervey Bay.

Q 5: How much did the Council contribute towards the Main Street roadworks?

A: The total cost of the Main Street project is on the order of \$7m which has been primarily funded from developer contributions.

Q 6: About 300 cars run down our road each day from Neerdie Road doing about 100kph and the road is falling apart. They are putting my kids in danger. There are no speed signs and nobody heeds the speed limit.

A: The speed limit throughout Glenwood is 60kph and Queensland road rules state that the default speed limit when there is no sign is 60kph. The police have responsibility to enforce the speed limit.

In Mackay a system was trialled in which speed limit stickers were put on wheelie bins so that once a week when the bins went out, drivers had a clear and repetitive reminder of the speed limit down that road. We are now trialling that system in Poona and will soon trial it in Boonaroo. Pending the outcome of these trials Council may consider extending them.

The Council will pass your concerns to the police and ask them to patrol this area.

Q7: Could we have compliance officers visit Glenwood to control the dogs roaming the streets and residents' yards?

A: Compliance officers regularly visit the Glenwood area. Due to resource levels, areas are generally visited only as a result of a complaint or when undertaking other work in the area. All individual complaints will be responded to and action initiated as circumstances dictate.

Road related questions 8 to 14: Answer following Q14

Q 8: I drive down Neerdie Road regularly and recently have had a slashed tyre and a chipped windscreen because of the condition of the road. When is it going to be repaired?

Q9: Letter tabled at meeting -

"Living on Bradford Road has become the equivalent of the dust storms that took place on the 26 September 2009 but on a daily basis. Due to the increase of traffic including the school bus using Bradford Road, as it is the link between Arbor Ten and Arbor Sixteen it has become a hazardous environment to live in for health and safety reasons such as respiratory conditions and hay fever. Residents at Bradford Road find themselves confined indoors not able to open their windows on a hot day and are constantly wasting precious water cleaning roofs and gutters of thick dust and dirt. The previous Council promised to tarseal the roads in Glenwood within five years which has passed. The rates constantly increase but nothing has been done about the roads. The residents of

- 3 -

Glenwood feel as though they are being ignored when it comes to the condition of our roads and as a high growth rate area, it is time to pay attention to our needs and support the development of Glenwood. We look forward to your positive response in relation to this matter. Yours sincerely Gordon Wilson (and 35 other signatories)."

Q10: I am very concerned about the condition of the roads, particularly the school bus route. I drove the garbage truck for Tiaro Shire Council for many years and I have never seen the roads as bad as they are now. Tiaro Council had one garbage truck but this Council now has two so they should contribute more to the upkeep of the roads.

Q 11: What work is being done to Arbor Five, Arbor Ten and Arbor Fifteen?

Q 12: The Council brings a lot of equipment and rolls the roads but not hard enough leaving the surface too loose. It has been done only a week and you can't drive on it. You are weaving all over the road. You go around the corners sideways at only 25kph. It is dangerous. Arbour Five is a school bus route and we worry about the safety of the children. The Council just puts a little sand on the roads and it soon disappears into the bush. Why doesn't the Council do the repairs properly in the first place? The camber on the road is also wrong in places.

Q 13: Does the Council do regular road inspections?

Q14: Sometimes I have to get my 4WD out to tow cars and 2WD vehicles up our road because it is in such bad condition. When are you going to fix our roads?

Answer to Questions 8 to 14: The prolonged dry weather is affecting gravel roads right across the Fraser Coast and the Tiaro crew is using two water carts in an effort to keep pace with the works program. Under the scheduled Council works program a grader, roller and water cart will be working in the Glenwood and southern Tiaro region during November/December.

We have had complaints about the condition of Tallegalla drive in Bauple. The unsealed section of the road was graded in December 2008 and is scheduled to be graded again in December.

In addition sections of Arbor Five, Arbor Ten and Arbor Fifteen will be upgraded and sealed in early 2010.

\$150,000 is being spent on sealing Arbor Five, Arbor Ten and Arbor Fifteen, plus an extra \$30,000 for further work and \$70,000 on Arbor Three, Arbor Five and Beckman's Road. Crushed gravel of a smaller grade has been laid on roads in the Glenwood area with positive feedback from residents.

Q15: How much bitumen can be laid with \$150,000?

A: Based on a 120mm deep gravel pavement with 6m wide and two coat bitumen seal, we can construct about 1.2km for \$150,000.

Q16: The sign on Neerdie Road that says "Glenwood Estate" is a joke. Normally an estate has kerbing and channelling and footpaths not just dirt roads. What does "estate" mean?

A: The developers of an estate have to abide by the conditions of the development approval. If the Council includes a condition that kerbing and channelling and footpaths have to be included it is their legal responsibility to carry that out to the standard required. If the Council does not add that as a condition, the developer is not obliged to provide it. If it is not included in conditions, the opportunity is lost. Those conditions were not imposed when Glenwood Estate was originally developed.

Development within the previous Tiaro Shire Council area is governed by the Tiaro Shire Planning Scheme 2006.

When assessing a development application, the Council has the ability to require that developers make a contribution towards infrastructure that is reasonable and relevant to their proposed development. For example, a condition could be attached to a development approval that requires the construction of works (road works for example) and/or payment of a monetary contribution. Monetary contributions are quarantined in development reserves for the provision of trunk infrastructure across the region.

To date there have been no significant developer contributions within the Tiaro area. Developer contributions collected under other planning schemes (eg: Hervey Bay, Maryborough and Woocoo) cannot be spent within other areas.

Q17: Lots of empty blocks around Glenwood are overgrown with grass three to four metres high. Why doesn't the Council make the owners slash their blocks each year before the fire season? Tiaro Shire Council sent letters to absentee land owners every six months. Do you have a program to inspect these blocks?

A: Council does undertake routine inspections of blocks within the Glenwood area and takes enforcement action to ensure blocks are maintained in an acceptable manner. Another routine inspection program is due in early December.

Q18: Thanks to the greenies we can't take vegetation off the side of the roads. It has become a fire hazard. What is the Council going to do about it?

A: Council encourages residents to mow and maintain the roadside berm bordering their properties. It is in the interest of all residents to keep their properties and the land on the road edge in front of their properties tidy to reduce fire risk in dry weather and to discourage snakes, mosquitoes and other potentially dangerous animals.

Q19: Why is the Council threatening to fine residents \$124,000 for having a container on their block and what are the regulations for having a container on your block?

A: A shipping container is classified as an outbuilding within the current Tiaro Shire Planning Scheme 2005. Under this scheme, outbuildings are not supported on allotments zoned Residential or Rural Residential unless it is ancillary to an approved dwelling house. Notwithstanding, Council may issue a Development Permit for a Material Change of Use (i.e. a town planning approval) to construct a shed on a vacant lot, if a building approval for a dwelling house has already been approved. Council may also permit temporary occupation of a shed that has been approved as a Class 1 building with appropriate sanitary facilities, while a house is being constructed, however, this arrangement is limited to a period of 12 months; this may be extended up to a maximum of 2 years.

Carrying out assessable development without a development permit is an offence under section 4.3.1(1) of the Integrated Planning Act 1997. The maximum penalty for this offence is 1665 penalty units at \$75.00 per unit or \$124,875.00 for an individual. The maximum penalty rate would not necessarily be applied to all offences; it may be dependent on the severity of the offence.

It is noteworthy that Council has recently launched the Fraser Coast 2031 Sustainable Growth Strategy, which will influence the preparation of a new planning scheme and significantly shape the future of development within the Fraser Coast Region. Residents are encouraged to take advantage of the numerous opportunities to provide input into this project, which will include community workshops. More information about this project is available through Council's website www.frasercoast.qld.gov.au or the project hotline (1800 080 468).

Q20: I sent a letter to the Council two months ago asking for an extension on the time we can keep our container on our block while we work out where we can put it. When will I get an answer?

A: A response to the letter was posted on 24 November 2009 granting a further extension of three months.

Q21: We have a problem knowing when a fire ban is on. Can we have a notice somewhere advising us of current fire restrictions?

A: The Council does not set fire bans but we will advise the Rural Fire Authority that you would like to be notified of current fire restrictions.

Q22: How are these community briefings advertised?

A: Advertisements for this community briefing were placed in the Gympie Times, The Maryborough Herald, the Fraser Coast Chronicle and they were sent to the Glenwood and Tiaro Progress Associations, the Glenwood general store, Tiaro, Mungar and Bauple schools, the Bauple store, the Council's customer service centre in Tiaro and the Tiaro library to be displayed in a prominent position.

Q23: When the dust storms blew in from the west, Brisbane residents were being warned that the dust could cause long-term effects on their health. I am concerned that the dust from our roads during this prolonged dry spell could have adverse heath effects on my children. Is this true and what is the Council doing about it?

A: The warnings issued after the dust storms that covered the east coast of Australia concerned organic matter that was contained in the dust storm.

It was believed that the organic matter, grass and leaves, could contain bacteria which if ingested could make people sick.

The dust from roads is slightly different.

The prolonged dry weather is affecting gravel roads across the Fraser Coast leading to an increase in the number of ratepayers contacting the Council about dust and corrugated roads.

The lack of moisture in the pavement means that the fine particles are whipped into dust by passing vehicles and wind.

The moisture acts like the glue that binds the road pavement together. Council will continue to monitor dust complaints as they are lodged.

Q24:I have a rates demand that gives my address as Arbor 23 but about three years ago Tiaro Shire Council changed its name to Arbor 29. Can you fix this?

A: Since the meeting Council staff have changed the address to Arbor 29

Q25: We sent a 60-signature petition to the Council in March objecting to the total destruction of vegetation on some blocks in Glenwood. Does the Council have, or is it planning to introduce, a policy about vegetation clearing here and is it planning for wildlife corridors particularly along water ways?

A: During the year we have received a number of calls from residents wanting Council to restrict vegetation removal on Rural and Rural Residential Zoned land. Council has subsequently resolved to consider its options including the preparation of a Temporary Local Planning Instrument that will apply more consistent vegetation clearing regulations across the region.

Further consideration will need to be given to whether vegetation requires protection because of its ecological significance or for its amenity or character values. Additionally, Council has commenced the first phases in developing a single Fraser Coast Planning Scheme, which will include public meetings to enable you an opportunity to voice your opinions.

Q26: How much of the \$25 fire levy on our rates goes to the Rural Fire Authority and has the authority received it yet?

A: Glenwood Rural Fire Brigade have received the 2009/10 Council Rural Fire Levy valued at \$24,569.00.

Q27: Why does it cost me \$50 to get a street number?

A: For rural residents the Council provides a property number and a post to attach it to, then installs the post and number once a measurement has been taken from a datum point. This requires an on-site visit by a Council staff member. The \$50 charge is only a contribution and does not cover the full cost which varies depending on the location.

Q28: About 12 months ago I addressed the Council on the importance of the Bauple nut to this area. Since then there has been no promotion of the Bauple nut and no money allocated to spend on promoting it. Who is the Councillor responsible for this?

A: The Bauple nut has been incorporated into the regional branding identity. It has been progressively implemented over the last 12 months within Council's marketing projects including the annual "Our Fraser Coast" magazine. Information has been included on the Visitor Information sign installed alongside the Tiaro Visitor Information Centre. Several local artists and designers have been commissioned to create retail merchandise to feature in the Council managed Visitor Information Centres - including hand made boxes, bookmarks and screen printed tea towels and aprons. Macadamia nut products take pride of place within the newly introduced regional product range sold at the Quintessential Fraser Coast shop at Hervey Bay airport and at the Hervey Bay and Maryborough VICs. These have proven to be popular sellers and volunteers and staff have been informed of the importance of the Bauple Nut to the region.

Information provided by Marc and Yolande Bromet was shared with the Fraser Coast South Burnett Tourism Board and for the first time, the macadamia nut is mentioned in the official regional tourism guide that is used for inter-regional marketing and visitor enquiries.

A budget allocation has been made in the next financial year to install a Bauple entrance statement which will feature the Bauple / Macadamia nut within the design.

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