



A Business Unit of  Fraser Coast
REGIONAL COUNCIL

water today  water tomorrow

Building, Construction and Property Development Charter



Wide Bay Water recognise the importance of the Building, Construction and Property Development Sector to the Fraser Coast economy and through the *Wide Bay Water Building, Construction and Property Development Charter* commit to working collaboratively with this sector to ensure that Wide Bay Water support Council's Corporate goals of:

- » Being a diverse, strong and well governed region of vibrant places, with an innovative and diverse economy and connected as a whole by our community spirit and respect for our natural environment.
- » Making a positive difference for the region and the lives of our community members by ensuring we provide a service that is forward looking and well managed.

WHO ARE WE

Wide Bay Water is a customer-focused business unit of Council delivering sustainable water and sewerage services to build better communities.

Wide Bay Water delivers essential water and sewage services to the communities of Hervey Bay, Maryborough, Tiara, Torbanlea, Howard, Burrum Heads and the greater Fraser Coast region 24 hours a day, seven days a week.

We are committed to building better communities by:

- Providing safe, drinkable water in line with Australian Drinking Water Guidelines;
- Treating sewage and managing recycled water and biosolids using environmentally sustainable practices.

This level of service is enabled through the proactive management of an extensive network of infrastructure assets with a net value exceeding \$800 million.

GOVERNANCE ARRANGEMENTS

The Wide Bay Water & Waste Services Directorate is governed by an Advisory Committee (appointed by Council) and an Executive team. The Advisory Committee consists of four external members and two Fraser Coast councillors appointed under s264 of the *Local Government Regulation 2012*.

The six-member Executive team are employed by Fraser Coast Regional Council and are accountable to the Fraser Coast Regional Council's Chief Executive Officer.

OUR VALUES

Our values are important to us — they drive our purpose to build better communities and shape our organisational culture.

Everyday we live our values through our TRAITS approach.

These core values guide the way we interact as a business, the way we go about our work, and the expectations on how we will serve our community.



TRAITS

Trust
Respect
Accountability
Initiative
Teamwork
Service

OUR COMMITMENT TO CUSTOMERS AND STAKEHOLDERS

Customers are at the heart of what we do, and we strive to better understand our customers' experience and the service they desire.

Our commitment to provide these services is described in our Customer Service Charters, which defines our services and their targets.

The Council's charter establishes standards for how our staff will engage anyone contacting the council by phone, email or in person.

This charter can be found at <https://www.frasercoast.qld.gov.au/customer-service-charter>

The directorate also has a charter, consistent with its statutory requirement as a water service provider which includes timeframes for beginning or stopping a service, response times to fix an issue with a service, and our assurance of compliance with regulatory requirements.

The Customer Service Standard can be accessed at www.frasercoast.qld.gov.au/wide-bay-water-reporting

RECOGNITION

In the Fraser Coast Regional Council area, construction had the largest output by industry, generating \$1,402 million in 2018/19 which equates to 18.7% of the output of the Council area. Furthermore, the construction industry had the largest number of total registered businesses in the Fraser Coast Regional Council, comprising

20.3% of all total registered businesses. 9% of the Fraser Coast workforce is employed in the construction sector with a further 2% employed in the rental, hiring and real estate sector.

These statistics demonstrate the importance of the Building, Construction and Property Development sector to the economic success of the Fraser Coast region.

COMMITMENTS

We acknowledge the importance of a partnership arrangement with you and other collaborative partners in achieving desired outcomes for parties involved in the Fraser Coast Building, Construction and Property Development sector and the greater community.

Wide Bay Water are committed to working with the Fraser Coast Building, Construction and Property Development sector to achieve these outcomes.

We recognise that Theme 3 of Council's Corporate Plan 'Prosperity' commits to achieve outcomes whereby a strong, diversified and innovative economy can be reached through actively working towards partnership with industry bodies, all levels of government and private sector to develop innovative projects that support economic development.

A strong and vibrant Building, Construction and Property Development sector is a key contributor to the economic success of the Fraser Coast region.

Wide Bay Water's Commitments	Building, Construction, and Property Development Sector's Commitments
<p style="text-align: center;">Planning</p> <ul style="list-style-type: none"> • Engaging with the sector, through the various industry bodies, on strategic planning projects, major capital projects and initiatives that are likely to have an impact on the sector. • Engage with the sector on future proposed amendments to the WBBROC Design & Construction Code • Collaborate with industry on the planning phase for short to medium term infrastructure projects that are being delivered to support the Building, Construction and Property Development industry • Work collaboratively with property owners on the efficient and effective configuration and staging of infrastructure in the Emerging Community Local Plan Areas recognising that these areas are outside of the designated Priority Infrastructure Area. 	<p style="text-align: center;">Planning</p> <ul style="list-style-type: none"> • Engage with Wide Bay Water through the public and industry consultation phases on key projects, initiatives and strategies. • Seek advice from Wide Bay Water when master planning on large development projects and continue to engage with Wide Bay Water when changed arrangements necessitate revision of development masterplans. • Consult with Wide Bay Water early on future projects that may depart from the planning scheme and therefore the assumptions that Wide Bay Water uses to plan future water & sewage infrastructure. • Work with Wide Bay Water on the timing and configuration of developments within Emerging Communities Local Plan Areas appreciating that these areas are outside of the designated Priority Infrastructure Area.
<p style="text-align: center;">Development Services</p> <ul style="list-style-type: none"> • Through Council's dedicated Assessment Manager, assist applicants through the development process. • Assist applicants, through Council's dedicated Assessment Manager, to effectively utilise Council's Emerging Community Local Plan Area Infrastructure Agreement Policy for water & sewage Infrastructure. • Collaborate with applicants to efficiently deliver trunk infrastructure in accordance with the Local Government Infrastructure Plan. • Proactively seek to provide appropriate pre-development assistance and provide responses in a timely manner. • Minimise uncertainty by being consistent with the advice given to applicants and ensuring that minutes of meetings accurately reflect such advice. • Maximise our impact at meetings with applicants by being well prepared and understanding the matters to be discussed. • Provide appropriate support through the Operational Works phases. • Demonstrate teamwork by partnering/supporting Planning and Growth to finalise appropriate and organisationally consistent conditions that provide certainty to applicants. • Improve the effectiveness of on/off maintenance inspections by ensuring appropriate staff from Wide Bay Water are available to respond to inspection requests. • Collaborate with our industry partners in discussions that consider alternate solutions that meet Council's current and long term requirements. • Provide appropriate explanations where solutions proposed by Developers or their agents cannot be approved. 	<p style="text-align: center;">Property Development</p> <ul style="list-style-type: none"> • Ensure adequate information as outlined in Council's Development and Planning Pre-Lodgement Meetings Fact Sheet is provided in advance of pre lodgement meeting where an outcome is expected. • Early consultation with Wide Bay Water for larger development and development that is inconsistent with existing planning guidelines. • Assist Wide Bay Water to streamline the works on/off maintenance inspections by ensuring the works have been inspected by the consulting engineer prior to the on/off maintenance inspections. • Provide appropriate notice (through Council's Development staff) of the need for inspections. • Recognise the public health aspects of the water and sewage infrastructure created as part of new development works and support Council's commitment to community safety over and above other drivers. • Support Council's applications for external funding through formal letters of support when requested.

Wide Bay Water's Commitments	Building, Construction, and Property Development Sector's Commitments
<p>Infrastructure Delivery</p> <ul style="list-style-type: none"> • Work collaboratively with Contractors to ensure optimum project outcomes are achieved. • Recognise the expertise and experience that contractors bring to projects. • Continue to strive toward a one Council approach to contract administration noting that there will be times where we don't agree and in these cases, implement dispute processes in good faith. • Provide appropriate project management and contract administration personnel on projects being delivered for Wide Bay Water recognising the need for businesses to develop staff. • Champion decision making at the right level through the review of delegations for Project Managers and Contract Administration staff ensuring alignment with Council's Corporate Project Management Framework. • Aim to allocate project to the party most able to manage it and not seek to outsource all project risk to the Contractor. • Ensure specifications are fit for purpose, reflective of the project size, risks, and aims, and are not more complicated than they need to be. • Works towards standard specifications for projects that are consistently delivered by contractors for Wide Bay Water (water mains, sewer mains, sewage pumping stations) • Acknowledge and support the rights of contractors, consultants and suppliers to achieve a profit on Contracts and services undertaken for Council. • Recognise the Industry's commitment to the Environment and the safety of your staff, the staff of contractors working for you, and the general public. 	<p>Delivery of Contract Works</p> <ul style="list-style-type: none"> • Work collaboratively with Council in delivering good outcomes for the community. • Negotiate in good faith. • Provide appropriate project management and contract administration personnel on projects being delivered for Wide Bay Water recognising the need for businesses to develop staff. • Participate in post project reviews. • Recognise Council's commitment to the Environment and the safety of our staff, the staff of contractors working for us, and the general public.
<p>Consultation</p> <ul style="list-style-type: none"> • In conjunction with other operational areas of Council, participate in organisational consultation with the industry on key projects CAPEX and Major OPEX projects included in the annual Budgets. • Leverage the collective knowledge of industry and local business partners to achieve positive outcomes for the Fraser Coast community. • Seek feedback from contractors, consultants, and suppliers on how Wide Bay Water can more effectively achieve its goals with regard to the delivery of infrastructure and facilitation of new development. 	<p>Consultation</p> <ul style="list-style-type: none"> • Industry bodies are encouraged to contact Wide Bay Water for a briefing prior to issuing media statements that pertain to the Fraser Coast's water supply or sewage systems. • Raise water & sewage issues with Council through relevant industry bodies to table the regular meetings with Council personnel.

Wide Bay Water's Commitments	Building, Construction, and Property Development Sector's Commitments
Procurement <ul style="list-style-type: none"> • Maximise opportunities for local Contractors and Consultants to participate in the procurement process through: <ul style="list-style-type: none"> » Alignment of contract scope to locally availability capabilities. » Utilising panel arrangements » Seeking quotations and proposals from local suppliers » Working with local suppliers to identify local capability shortfalls • Adhere to Council's Policies, procedures and overarching Procurement Principles recognising that there are a number of significant projects being undertaken by Council's procurement team. These projects seek to ensure a consistent approach to procurement throughout Council. 	Procurement <ul style="list-style-type: none"> • Request feedback on unsuccessful tenders in accordance with Section 5.1 of the procurement policy. • Actively participate on tenders for the establishment of panel arrangements whether that be Council panels or Local Buy Panel arrangements https://www.localbuy.net.au/.
Operations <ul style="list-style-type: none"> • Consult with the sector on the levels of standards of service for: <ul style="list-style-type: none"> » Connections to the network for new water mains and services. » Property sales meter reads. » Access to water for construction purposes. » Water & sewage service connections • Consult with the sector on major operational changes. 	



DISPUTE RESOLUTION

There may be occasions where professional or technical disputes arise and given Wide Bay Water's interaction with industry there are differing mechanisms to resolve such matters.

- **Development Issues**

Where there are issues with matters pertaining to development, these will be resolved in accordance with Council's Development Service Charter. Where there may be technical or professional differences between different functional areas of Council, the resolution of such matters will be in accordance with Council's Internal Referral Process Management Policy.

- **Provision of Goods or Services**

While all reasonable steps will be taken to avoid disputes, resolution of any dispute will be first attempted through amicable negotiations. Should disputes not be able to be resolved through amicable negotiation they will be resolved in accordance with the provisions of the applicable contract or agreement.

MEASURING SUCCESS

The key metric in measuring the success of the *Wide Bay Water Building, Construction and Property Development Charter* is the level of stakeholder satisfaction and engagement.

It is recognised that that this is a difficult measure to document statistically and therefore assessment will be undertaken statistically, through an annual open feedback survey with scoring, as well as subjectively through written feedback/comments and improvement suggestion. The survey will target individual organisations within the sector although the support of industry bodies would be anticipated in circulating the request for input.

TIMEFRAME

It is anticipated that this charter is a short to medium term commitment to the Wide Bay Water Building, Construction and Property Industries as it will at some point, be superseded by Council's organisational commitments to these industries.

To retain relevance until this point is reached the Charter shall be reviewed six months from its adoption and yearly thereafter until such time as it is deemed to no longer serve a worthwhile purpose.

The review shall invite comments from industry bodies on how Wide Bay Water, as a business unit of Fraser Coast Regional Council, can better contribute to Council's ethos of '*Building better communities*'.

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💻 www.frasercoast.qld.gov.au/wide-bay-water

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