



Fraser Coast
REGIONAL COUNCIL

Building better communities together.



2023/24

RANGE AND LEVEL OF SERVICE

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Introduction

The Corporate Plan for 2023-2028 is Fraser Coast Regional Council's key strategic document. It provides a clear framework to guide Council in decision making and policy directions, prioritising and delivering services, programs, projects, and facilities to the community. The key focus areas are:

- Connected, inclusive communities and spaces.
- Resilient and environmentally responsible region.
- Focused service delivery.
- Focused organisation and leadership.
- Engaged and agile workforce.




Underpinning the Corporate Plan are the organisational priorities which act as a lens for operational planning and service delivery. These priorities aim to help Council balance the needs of the present with the needs of the future: The key priorities are:

- Effectively manage and maintain our assets.
- Plan for the future.
- Maintain financial sustainability.
- Provide focused service delivery.

The Range and Level of Service along with the Operational Plan and Budget documents articulate what Council will delivery in the 2023/24 financial year. The Range and Level of Service document outlines any change in service required to deliver the Corporate Plan within the scope of the Organisational Priorities.

Key

The following key is used to show the change in service level.

Key	
	Proposed to improve the level of service provided within this subservice, with accompanying potential costs.
	Proposed to lower the level of service provided within this subservice, with accompanying potential savings, or efficiency gains.
	Proposed to maintain current service levels.

Catchment and Waterbody Management

Designing, constructing, and maintaining natural and man-made infrastructure/ catchments that control the flow of water.

SERVICE Subservice	Proposed Adjustment	Change Description
STORMWATER NETWORK		
Drainage	—	
Flood Certificates and Enquiries	—	
Stormwater Inspections	—	
Stormwater Investigations	↑	Increase in service standard
WATERBODIES		
Drainage Reserves	—	

Coastal and Waterways Management

Activities taking place in the coastal zone.

SERVICE Subservice	Proposed Adjustment	Change Description
BEACH ACCESS		
Beach Access	—	
Fish Cleaning Stations	—	
Piers and Jetties	—	
BOAT RAMPS		
Boat Ramps	—	
REVTMENT WALLS		
Revetment Walls	—	
SAND DUNES		
Beach Cleaning	↓	Reduction in frequency of beach cleaning in some locations
Sand Pushes	—	
Coastal Reserves	—	

Community Compliance and Safety

Regulating, notifying, prosecuting and applying penalties in relation to Council's regulatory role.

SERVICE Subservice	Proposed Adjustment	Change Description
ANIMAL MANAGEMENT		
Adoption Centre	—	
Animal Compliance	↑	Increase span of operational hours
Pounds	—	
BUILDING AND POOL COMPLIANCE		
Building Compliance	—	
DEVELOPMENT COMPLIANCE		
Development Compliance	↑	Increase in service standard relating to heritage buildings

ENVIRONMENTAL HEALTH		
Environmental Compliance and Public Health	—	
FOOD SAFETY AND LICENSING		
Food Licensing and Compliance	—	
Licensing and Compliance (non-food)	—	
LOCAL LAWS AND PERMITS		
Local Law and TORUM Enforcement	↑	Increase in parking enforcement
PEST MANAGEMENT		
Pests	—	
Weeds	—	
PLUMBING SERVICES		
Plumbing Compliance and Assessment	—	
PUBLIC HEALTH		
Laboratory Services	↓	Reduction in service standard to minimum legislative requirement
PUBLIC SECURITY		
Closed Circuit Surveillance	—	
VEGETATION		
Illegal Dumping	—	

Community Liveability

Social qualities of an area as perceived by residents and visitors.

SERVICE Subservice	Proposed Adjustment	Change Description
AGED AND DISABILITY SUPPORT		
Aged Accommodation	—	
Inclusiveness	↓	Implement less intensive consultative methods
CEREMONIES, GRANTS AND SPONSORSHIP		
Incoming Grants	—	
Outgoing Grants and Sponsorship	↓	Reduction in available grants
COMMUNITIES PLANNING AND DEVELOPMENT		
Community Development	↓	Decrease active involvement in areas of State government responsibilities
Seniors	—	
INDIGENOUS COMMUNITY SUPPORT		
Indigenous Planning	↓	Implement less intensive consultative methods
YOUTH PROGRAMS		
Youth	↓	Implement alternate consultative methods

Community Places

Place that the community visit and use.

SERVICE Subservice	Proposed Adjustment	Change Description
CARAVAN PARKS AND CAMPING GROUNDS		
Caravan Parks	—	
Lenthalls Dam Recreational Facility	—	
CEMETERIES		
Cemeteries	—	
HALLS AND VENUES		
Community Halls	—	
LIBRARIES		
Burrum Heads Library	—	
Hervey Bay Library	—	
Howard Library	—	
Maryborough Library	—	
Tiaro Library	—	
SHOWGROUNDS		
Showground	—	

Community Resilience

The ability of a community to adapt and recover from adversity.

SERVICE Subservice	Proposed Adjustment	Change Description
DISASTER MANAGEMENT		
Disaster Management	—	
Disaster Recovery	↓	Reduction in post flood disaster event community activities

Corporate Enabling Services

Applying broad systematic planning and controls to deliver strategies, directions, service delivery and legislative compliance.

SERVICE Subservice	Proposed Adjustment	Change Description
ADMINISTRATION AND GOVERNANCE		
Commercial Business Unit Compliance	↓	Reduction in reporting requirement
Department Management	↓	Reduction in number of Executive Managers
Directorate Management	—	
Governance	↓	Reduction in service standard
Internal Audit	↓	Reduction in the use of external consultants for audits
Quality and Certification	—	
Risk Management	—	

COMMUNICATION, MEDIA AND MARKETING		
Communication and Campaigns	↓	Reduction in communication services
Graphic Design	↓	Reduction in document design quality
COMMUNITY ENGAGEMENT		
Community Engagement	↓	Reduction in consultation activities
CUSTOMER ADVOCACY AND SUPPORT		
Call Centre	↓	Reduction in service standard
Counter Operations	—	
FINANCIAL MANAGEMENT		
Accounts Payable	—	
Accounts Receivable and General Receipting	—	
Budgeting and Financial Management	—	
External Audit	—	
Financial Assets	—	
Operational Reporting and Investments	—	
Payroll	—	
Statutory Reporting and Controlled Entities	—	
FLEET MANAGEMENT		
Fleet Coordination	—	
Vehicle Workshop	—	
INFORMATION MANAGEMENT		
Record Management	—	
PROCUREMENT		
Stores	—	
Procurement	—	
PROJECTS PLANNING AND DELIVERY		
Project Delivery – Civil Infrastructure	—	
Project Delivery – Corporate Initiatives	—	
Project Delivery – Open Space and Environment	—	
Project Delivery –Water Sewer and Waste	—	
Project Management Framework and Reporting	—	
PROPERTY AND COUNCIL FACILITY MANAGEMENT		
Carpenters	↓	Reduction in internal service scope
Commercial Land Acquisition and Disposal	—	
Commercial Leasing	—	
Community Leasing	—	
Council Property Works and Services	↑	Increase in asset planning and facilities maintenance
Depot Operations	—	
Resumption of Land and Easements	—	
Utilities Reserve	—	

PROPERTY AND RATING		
Debt Collection	—	
Rating	—	
Water Billing and Metering	↓	Reduction in manual meter reading cycles
SERVICE AND ASSET MANAGEMENT PLANNING		
Asset Data Management	—	
Asset Management Plans for Roads, Stormwater and Coastal	↑	Increase in service standard
Planning – Catchments	↑	Increase and centralisation of planning resources
Planning – Coastal Assets	↑	Increase and centralisation of planning resources
Planning – Open Space and Environment	—	
Planning – Roads	↑	Increase and centralisation of planning resources
Planning – Stormwater	↑	Increase and centralisation of planning resources
Planning – Transport	↑	Increase and centralisation of planning resources
Planning – Water Sewer and Waste	—	
Strategic Asset Management	—	
TECHNOLOGY		
Coast2Cloud	—	
Corporate Software	—	
End User and Device Support	—	
Infrastructure Network and Security	—	
Mapping and Reporting	—	
Telemetry	—	

Cultural Venues and Programs

Providing, operating and contracting services to assist local residents and the community retain and explore the arts, beliefs and history.

SERVICE Subservice	Proposed Adjustment	Change Description
BROLGA THEATRE		
Brolga – Theatre and Convention Centre	↑	Increase in technical support capabilities
GALLERIES		
Gatakers Artspace	↓	Standardisation of opening hours at galleries and museums
Hervey Bay Regional Gallery	—	
MONUMENTS AND SIGNIFICANT PLACES		
Civic Parks	—	
MUSEUMS		
Heritage Tourism Experience	↓	Reduction in support for walking tours – private sector or community group opportunity
Museums	↓	Standardisation of opening hours at galleries and museums

Economic Development

Improving the local economy through encouragement of industry, employment, tourism, regional development and trade.

SERVICE Subservice	Proposed Adjustment	Change Description
ECONOMIC STIMULUS PROGRAMS		
Economic Development – Internal Services	↓	Reduction in service standard
Economic Development – External Services	↓	Reduction in funding for external events
TOURISM		
Tourism and Events	—	

Elected Council

Directing and controlling the affairs of council in accordance with the enabling legislation and regulations.

SERVICE Subservice	Proposed Adjustment	Change Description
ADVOCACY FOR THE REGION		
Organisational Membership	—	
ELECTED MEMBERS		
Elected Members	—	
ELECTED MEMBERS SUPPORT		
Elected Members Support	—	
ELECTIONS, MEETINGS AND COMPLIANCE		
Elections, Meetings and Compliance	—	

Environmental Health

Managing, conserving, protecting and planning of air, soil, water and environmentally sensitive areas.

SERVICE Subservice	Proposed Adjustment	Change Description
ENVIRONMENT EDUCATION FACILITIES		
Education and Volunteer Management	—	
ENVIRONMENTAL LAND MANAGEMENT		
Bushfire Management	—	
Bushland Reserves	—	
Connecting Corridor Reserves	—	
Conservation Reserves	—	
Natural Area Reserves	—	
HABITAT CONSERVATION		
Community Nursery	—	
Tree Planting and Rehabilitation	—	

Open Spaces

Management of land that is undeveloped and is accessible to the public.

SERVICE Subservice	Proposed Adjustment	Change Description
PARKS		
Arboriculture Services	—	
Connecting Corridor Parks	—	
District Recreation Parks	—	
Local Recreation Parks	—	
Open Space and Environment Data Verification	—	
Open Space and Environment Policy and Inspections	—	
Regional Recreational Parks	—	

People

Managing the conditions, wellbeing, safety, training and policies relating to employees, consultants and volunteers within Council.

SERVICE Subservice	Proposed Adjustment	Change Description
PEOPLE DEVELOPMENT		
Corporate Training and Development	↓	Reduction in service standard
Mandatory Training	—	
Traineeship and Apprenticeship Skills Development	—	
PEOPLE RELATIONS		
Employee and Industrial Relations	—	
PEOPLE WELLBEING		
Employee Engagement and Organisational Development	—	

Workplace Change Management	—	
RECRUITMENT		
Recruitment	—	
Temporary Employee Placement	—	
WORKPLACE HEALTH AND SAFETY		
Employee Wellbeing	—	
Rehabilitation	—	
Safety	—	

Public Realm

Enhance the usability and look of the community spaces.

SERVICE Subservice	Proposed Adjustment	Change Description
PUBLIC AMENITIES		
Park Embellishment	—	
Public Amenities	—	
STREETSCAPE		
Public Art	—	

Sports and Recreation

Arranging, promoting and encouraging programs of sport and physical activities.

SERVICE Subservice	Proposed Adjustment	Change Description
AQUATIC CENTRES		
Aquatic Programs	↓	Reduction of programs offered
Recreational Swimming	↓	Reduction in opening hours
Water Parks	↓	Discontinue weekly light show
PLANNING PROGRAMMING AND ENABLING OF EVENTS		
Sports and Recreation	↓	Reduction in available grant money
SPORTS FIELD AND VENUES		
District Sport Parks	—	
Regional Sport Parks	—	
Specialised Sport Parks	—	

Strategic Land Planning

Establishing medium to long term policy frameworks for the management of natural and built environments.

SERVICE Subservice	Proposed Adjustment	Change Description
CONSERVATION		
Heritage Grants	↓	Discontinue heritage grants
DEVELOPMENT ASSESSMENT AND APPROVAL		
Development Assessment – Drainage	—	
Development Assessment – Engineering	↑	Increase in service standard for active developments
Development Assessment – Roads	—	
Development Assessment – Town Planning	—	
Development Assessment – Water and Sewer	—	
Infrastructure Charges	↑	Increase in capacity to recover charges and to discontinue incentives
PLANNING ASSISTANCE AND ADVICE		
Development Enquiries	↓	Reduction in development counter opening hours
Land Use Planning	↑	Increase in service standard

Transport and Traffic

Planning for transport infrastructure and the efficient movement and parking of traffic.





SERVICE Subservice	Proposed Adjustment	Change Description
AIRPORTS		
Hervey Bay Airport	—	
Maryborough Airport	—	
CAR PARKS		
Car Parks	—	
ROAD NETWORK MANAGEMENT		
Bridges	—	
Civil Infrastructure Investigations	—	
Footpaths	↓	Reduction in Maryborough Central Business District footpath cleaning
K'gari Road Operations	—	
Kerb and Channelling	—	
Private Works	—	
State Road Maintenance	↓	Discontinue contract
Sealed Roads	↑	Increase in service standard
Unformed Road Reserves	—	
Unsealed Roads	↑	Increase in service standard

TRANSPORT AND TRAFFIC PLANNING

Civil Infrastructure Concept and Detailed Design		Increase in forward design completion
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Waste Management

Providing service by Council for the removal of solid waste, destruction and waste reduction.

SERVICE Subservice	Proposed Adjustment	Change Description
REUSE RECYCLING AND EDUCATION		
Reuse and Recycle	—	
WASTE COLLECTION AND DISPOSAL		
Deceased Animal Collection	—	
Kerbside Collection		Discontinue rural free dump vouchers (phased implementation)
Mulch		Discontinue mulch loyalty card (phased implementation)
WASTE FACILITIES		
Maryborough Refuse		Minor reduction in opening hours
Nikenbah Transfer Station		Minor reduction in opening hours
Regional Waste Facilities	—	
Waste Reporting and Operations	—	

Water Supply and Sewer

Managing the design, construction, maintenance of water supplies and wastewater control including dams, reservoirs, treatment works and pumping stations.

SERVICE Subservice	Proposed Adjustment	Change Description
SEWERAGE TREATMENT AND REUSE		
Fraser Coast Sewerage Treatment	—	
Recycled Water Network	—	
Sewer Network	—	
Trade Waste	—	
SOURCE MANAGEMENT		
Catchment Management	—	
Dams and Weirs	—	
WATER TREATMENT AND RETICULATION		
Compliance Reporting and Education	—	
Control Room and Scheduling	—	
Fitters/Electricians Workshop		Increase in service standard for electrical standard compliance
Fraser Coast Water Treatment	—	
Water and Sewer Asset Scheduling	—	
Water Network		Increase in service standard for new connections