

Additional Information

Item 8.4 & 8.6 Ordinary Meeting

Thursday, 16 September 2021

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Related Report / Additional Information Request

Meeting:	Ordinary Meeting	Date:	16 September 2021		
Requesting Councillor:	Cr T Landsberg Division 2				
Item:	8.4 Application of National Competition Policy – Other Activities 2021/2022				
Confidential	No				
Circulation	14 September 2021				
Officer:	Coordinator Commercial Analysis	Approving GE :	Group Executive Business Performance		

In response to a question raised by Councillor Landsberg, please note the following additional information for your consideration.

Question:

How many formal competitive neutrality complaints has council received regarding Caloundra Music Festival & Horizon Festival and if any, were these complaints passed to Queensland Competition Authority? Further, has council received any reports from Queensland Competition Authority to implement recommendations and has there been any resolutions implemented subject to complaints received.

Response:

Council has not received any formal competitive neutrality complaints regarding Caloundra Music Festival or the Horizon Festival.

Council's competitive neutrality complaints process is set out in the organisational policy Competition Reform Compliance. The relevant section of the policy is as follows:

Competitive neutrality complaints process

Background

A complaints process is an accountability mechanism designed to deal with allegations of non compliance by Council business activities with competitive neutrality principles. Specific legislative obligations exist for Council to establish a process in relation to resolving competition-related complaints made. The annual report should indicate the existence of any complaints received and the outcome of the review process for those complaints.

The two agencies with primary responsibility for the administration of competitive neutrality in Queensland are the Queensland Competition Authority and Queensland Treasury. The outcomes from a Council complaints process may be referred, on grounds specified in the Act, to the Queensland Competition Authority for consideration and report.

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A requirement also exists under the *Local Government Act 2009 and the Local Government Regulation 2012 to* ensure Council maintains a register of activities carried on by its business activities. The register must include:

- · Activities of significant business activities;
- · Activities of business activities operating under the code of competitive conduct;
- Activities for which the Queensland Competition Authority is the referee for the complaint process for the entity carrying on the activity;

A list of:

- current investigation notices for complaints and references received; and
- the local government's decisions on—
 - the referee's recommendations on the complaints; and
 - · the Queensland Competition Authority's recommendations on references of complaints

Referee

The process for selecting and appointing referees to investigate complaints of any business activity whereby the complaints process applies shall be in accordance with the following:

- For significant business activities of Council, Council must resolve that the referee be the Queensland Competition Authority.
- Investigations referred to the Queensland Competition Authority shall be investigated according to the timeframes determined by the Queensland Competition Authority.
- For business activities where Council has resolved to apply the code of competitive conduct, the Chief Executive Officer will select and appoint a referee to handle the specific complaint made about a business activity. The referee selected by the Chief Executive Officer can be either a Council officer or an external appointment. Once the Chief Executive Officer has selected a referee, they will be advised and will advise acceptance of the appointment within seven (7) days.
- The maximum time period for the conduct of an investigation of a business activity shall be forty five (45) days or such longer period as the Chief Executive Officer may determine. Where a referee appointed by the Chief Executive Officer cannot complete an investigation and produces a report indicating an incomplete investigation without recommendations for the Council to act upon, the Chief Executive Officer may appoint a new referee to undertake a new investigation of the complaint. The Chief Executive Officer shall notify the complainant and all other affected parties of the new appointment. The above provisions relating to the appointment of a referee apply to the appointment of a new referee.

Complaints Process for Council Business Activities

The Regulation details the requirements for Council to establish a process to handle complaints about competitive neutrality. The objective of this complaints process is to describe how Council will address such complaints and it should therefore be read in conjunction with the relevant provisions contained in the Act and also the Regulation.

This process only applies to complaints made against significant business activities, and business activities to which Council has elected to apply the Code of Competitive Conduct.

For a complaint to be investigated under this procedure, it must be made by a person or business that is competing with, or seeking to compete with, one of Council's business activities. Furthermore, in accordance with Chapter 3 Part 2 Section 44 of the *Local Government Regulation* 2012 the grounds for the complaint must be the failure of the business activity in question to carry

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out an activity in a way that complies with the competitive neutrality principle in conducting the business activity.

A person who wants to make a competitive neutrality complaint must make the complaint in writing to the relevant Local Government or to the Queensland Competition Authority.

The Local Government must give the complaint to the Queensland Competition Authority as soon as practicable.

Any complaint received by Council will result in a two stage process. A preliminary process will first be undertaken with the specific aim of clarifying and, if possible, resolving the complaint in a less formal manner (Council must advise the Queensland Competition Authority of the complaint before undertaking this process). If the complaint is not resolved at this stage, a formal investigation will be undertaken.

Stage 1 - Preliminary Review of Complaint

All preliminary complaints will initially be referred to the Business & Innovation Branch for initial assessment and the following process will be followed:

- The Chief Executive Officer will be advised to appoint a review officer (appointed on a case by case basis) which may be internal (i.e. Commercial Analysis team) or external (i.e. the Queensland Competition Authority) to undertake the preliminary review.
- The review officer acknowledges receipt of the concerns in writing and advises the complainant that the concerns are being investigated (within seven (7) days of Council receiving the complaint).
- The review officer shall seek to establish the facts relating to the concerns outlined by the complainant. The investigation may involve meeting with the complainant, collecting relevant and appropriate information data and holding further meetings.
- The review officer shall prepare a draft response to the concerns and within a reasonable period of time, obtain the complainant's views on the draft response.
- A report will be submitted on the concerns to the Manager Business and Innovation in the first instance, and then the Chief Executive Officer, together with a draft response and the views of the complainant on the draft response.
- The complainant is formally advised by the review officer of the outcome of the preliminary investigation, and if they are unsatisfied with the outcome, provided with the formal complaint mechanism using a referee.
- A final report on the preliminary review shall be prepared and submitted to Council by the Chief Executive Officer for consideration and resolution. The report is to reflect where complainants are unsatisfied with the preliminary review outcome and where complaints have proceeded to the formal stage.

Stage 2 – Formal Review of Complaint

Receipt of Formal Compliant

All complaints not resolved via the preliminary review process will require a formal submission in writing on Council's prescribed form, together with the prescribed fee and containing the following information in support of the complaint:

- The name, address and telephone number of the complainant.
- Details of the alleged failure of any business activity to comply with the relevant competitive neutrality principles.
- How the applicant was adversely affected by the alleged noncompliance.

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- · Whether the applicant is, or could be, in competition with any business activity of Council.
- A statement that the applicant has made a genuine attempt to resolve his/her concerns with any business activity using the preliminary procedure.

Process for Review of Formal Complaint

- All formal complaints will also be referred to the Business & Innovation Branch.
- The Chief Executive Officer will be advised to refer the complaint to the referee to undertake the formal review in accordance with the timeframes mentioned above.
- The referee will consider the merits of the complaint and determine if an investigation is warranted. If so, the referee shall issue a notice to proceed pursuant to Section 46, 47 of the *Local Government Regulation 2012*. If the referee decides an investigation is not warranted, Council and the complainant must be notified of the decision within fourteen (14) days of the decision being made.
- The referee will undertake the formal review and provide a final report including recommendations to the Manager Business & Innovation in the first instance, and then the Chief Executive Officer for review. The review must include consultation with the Manager Corporate Governance and the Manager Human Resources should any identified instances of employee misconduct be identified.
- The final report including recommendations must then be presented to Council for consideration. As soon as practicable after Council receives the final report, it must also ensure a copy of it is open to public inspection.
- Within one (1) month of receiving the report, Council must decide by resolution whether to implement the recommendations contained in the report. The Chief Executive Officer will advise the complainant in writing of Council's decision within seven (7) days of Council making its decision.
- Where the Queensland Competition Authority has provided a report to Council of its investigation of a significant business activity or business activity, the Chief Executive Officer must advise the Queensland Competition Authority in writing of Council's decision within seven (7) days of Council making its decision.

Record Keeping

Council's records system must record concerns about alleged failures of any business activity to comply with the relevant competitive neutrality principles, all complaints to a referee and the referee's decisions and recommendations. The details will include:

- · Details of complaint process established.
- Where persons express concerns about the operations of any business activity, record the concerns and the outcome of the informal process outlined above.
- Where persons make a formal complaint to the Council, details of the complaint (including the completed prescribed form).
- Details of when a complaint was sent to a referee for investigation.
- Where a person has made a complaint to the Council and the referee has determined not to investigate the complaint, to record the notification issued by the referee pursuant to the *Local Government Regulation 2012* Chapter 3 Part 2 Division 7 Section 48 and Chapter 11 Part 2.
- Where a person has made a complaint to the Council and the referee has determined to investigate the complaint, to record the investigation notice issued by the referee pursuant to the *Local Government Regulation 2012* Chapter 3 Part 2 Section 49.
- Handling of referee records, e.g. data from finished investigations, taking into account the provisions of Sections 44 (b), 45, 56 of the *Local Government Regulation 2012*.

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- Where the referee has issued a report on the complaint, pursuant to Section 52, 53, 54 of the Local Government Regulation 2012 to record the receipt of the report and any recommendations contained in the report.
- Where the Council has made a decision on a report by the referee to record the resolution incorporating the decision, the date of the resolution and any directions to implement the decision that are given to any business activity pursuant to *Section 55 of the Local Government Regulation 2012.*
- Where the Chief Executive Officer has advised relevant persons of Council's decision to record the notification issued by the Council pursuant to Section 55 of the Local Government Regulation 2012.

A flowchart has been prepared to outline the competitive neutrality complaints process for Council's identified business activities.

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Related Report / Additional Information Request

Meeting:	Ordinary Meeting	Date:	16 September 2021	
Requesting Councillor:	Cr Maria Suarez Division	9		
Item:	8.4 Application of Nationa	I Competition Policy -	Other Activities 2021/2022	
Confidential	No			
Circulation	Councillors			
			Group Executive	

In response to a question raised by Councillor Suarez, please note the following additional information for your consideration.

ltem	Question & Response	Relevant Branch/Officer
1.	When private sector managed events provide their application to Council to conduct their activity, is there a constraint placed upon them that prohibits them from hosting events over long-weekends or public holidays?	Manager Customer Response
	No, there is not a prohibition on certain days, long weekends or public holidays. Council will assess the application to consider the location, type of event and level of activity in the community, to determine if the event is appropriate for the time, date and/or location. In a case where the event is not suitable for any of those reasons, Council will engage with the applicant to find an alternative time, date and/or location.	
	Have any permits been refused because the applied date was the same as the Caloundra Music Festival?	
	No. If an applicant was applying to book a space, which is scheduled for use by another event, Council will engage with the applicant to find an alternate location or date. This approach is consistent regardless of who is running the event.	
2.	How would applying the code detrimentally impact the ability for all ages and diversities to attend and enjoy The Caloundra Music Festival which is not a free but a ticketed event?	Business and Innovation & Economic
	If applied, the Code of Competitive Conduct (Code) would be applied to all Festivals, including the CMF.	Development Branch
	Applying the Code may detrimentally impact the viability of Festivals and therefore the attendance of those from all ages and diversities.	
	With regards the CMF (but equally applicable to other events), the implications would see a move to a full cost recovery model i.e. operate with the bottom line financial goals in mind (vs targeting community outcomes). The consequence of that would see ticket prices (and other revenue sources, such as alcohol sales) increase and/or	
unshine (costs would need to be reduced. Either or both of those implications will challenge	Form 5

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	the viability of the CMF as the nature of the event changes and the attraction to	
	patrons in attending is challenged.	
	CMF has more than 30,000 patrons per year, with over 500 community volunteers supporting the event operations. Local musicians and support industries contribute to the event. The Caloundra Chamber of Commerce is a major supporter, and the CMF provides an economic stimulus to the region.	
	The following matters would need to be considered for CMF, were Council to pursue full cost recovery (by increasing revenue or reducing costs):	
	 A significant number of tickets to CMF are sold to children, youths and pensioners at discounted rates. A higher number of PWD patrons also attend. These demographics produce lower ticket revenues and do not contribute (significantly) to alcohol sales. 	
	 Successful, privately run, for-profit festivals tend to target a specific demographic. CMF targets a broad audience appealing to both young and old and appeals to a broad range of musical tastes. This is a successful community model but not a successful for-profit strategy. 	
	 In order to increase revenues, the festival would need to sell more alcohol. The site may need to be fully licenced in order to sell more alcohol. 	
	 Event might need to be scaled back to fewer days (reducing costs, increasing returns but reducing visitor nights and other economic benefits) 	
	 Event might need to relocate to a more distant greenfield site (to reduce costs) losing its iconic beachside status, where patrons can walk to nearby shops and restaurants. 	
	 Alternatively, pass outs, which encourage patrons to visit nearby shops and restaurants, might need to be removed (to keep all the revenue in house) 	
	Camping revenue might need to be retained by the event (vs local school fundraising)	
	• The entertainment bill might need to be purely based around popular artists with proven ticket sales history (vs supporting artistic merit, emerging and local artists etc)	
	The number of tickets given away to charities and NFPs might need to be reduced.	
3.	How would applying the reforms under the Code of Competitive Conduct would be inaccurate during the Covid-19 Pandemic when all event industry businesses are experiencing the same impacts as Council?	Business and Innovation & Economic
	Please note the question is a little unclear with the word 'inaccurate.' The following answer has been prepared assuming the intended word was 'inappropriate.'	Development Branch
	Disruption from the Covid-19 Pandemic restrictions has caused significant uncertainty to the market for tourism and festivals resulting in cancellations. Continued uncertainty will impact the financial viability of festival providers. Revenues are likely	
	to fall to comply with social distancing requirements, be deferred as events are rescheduled, or to be lost entirely through event cancellation. At the same time	

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	additional costs are likely to be incurred from rescheduling and meeting health protocols etc.	
	As a Local Government, Council may be better positioned than many to support the community and with regards the CMF, the music industry, by providing a <u>cultural and community service</u> .	
	Applying the Code now to the festivals business activity during the Pandemic may result in fewer services. This does not assist the community or the industry.	
4.	What information have the officer's used to form the opinion that private sector organisers would not be interested in delivering a festival of similar nature to Caloundra Music Festival?	Economic Development Branch
	A number of private operators have approached Council about facilitating the event over the years. The result has been a general consensus that the CMF would probably need greater attendance numbers than what can be accommodated at Kings Beach in order to produce a profit. This would likely come from increased ticket prices, change in delivery model, including the current delivery model and increased alcohol sales.	
	It would be appropriate to review and consider delivery models and/or inviting interest from private entities or NFPs. Given the event is currently supported by Council for a three-year term, ending in 2022, it may be appropriate to commence the review following the 2021 event, and during the preparation and delivery of the 2022 CMF.	
5.	How has pricing of the Caloundra Music Festival enabled a diverse range of ages and diversities to attend above and beyond other family friendly festivals such as The Sunshine Sounds Festival, Festival, Woodford Folk Festival.	Economic Development Branch
	A significant number of tickets to CMF are sold to children, youths and pensioners at discounted rates. A high number of PWD patrons also attend. These demographics produce lower ticket revenues and do not contribute (significantly) to other revenue sources.	
	Further, the current business model, including Council's contribution and community/volunteer support, has allowed ticket pricing to remain at the lower end of the range. Application of the Code will likely result in increased ticket pricing, and it would follow that the number of tickets given away to charities and NFPs might need to be reduced.	
	Successful, privately run, for-profit festivals tend to target a specific demographic. CMF targets a broad audience appealing to both young and old and appeals to a broad range of musical tastes. This is a successful community model but not a successful for-profit strategy.	
	The community and in this instance, the music industry would generally want festivals to prosper. Woodford FF is a long running and successful event and an asset to the region, however, is quite a bit more expensive to attend than CMF. It is also scheduled at the Christmas/New Year period when community engagement is a high point.	
	Sunshine Sounds Festival is a new event. It will require support and good management before it establishes the reputation and scale of WFF (or CMF).	

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		oom for private SA in Australia.		blic festivals on	the Sunshi	ne Coast as in		
i.	What is the percentage breakdown of local artists v's artists from outside of the Sunshine Coast who perform at the Horizon and Caloundra Music Festivals over the last 4 years? I'd like to see if there is any difference between pre COVID and post COVID ratios. Please apply these figures separately to each event.							
		garding the per zon is set out b	-	down for local	versus non	-local artists for	_	
	resulted in a reference for 2020. CMF	eduction in size	of the Horizon duled for Octol	ng the region fro n Festival and a per 2021. As a	a cancellati			
	Caloundra Mu	isic Festival						
	Each year, approximately 50% of the CMF line-up features local artists and performers. This has been consistent for many years pre COVID and for the. This includes school ensembles, children's entertainers, traditional owners, bands, dancers, street performers etc. Many of the thousands of local artists who have performed at the CMF over the past							
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	2019	120	351	235	586	60%	
	2020	19	60	56	116	52%	
	2020	19	60	50	110	52%	
	Total	509	1906	1031	2937	65%	
	all artist • From 20 17% of	016 to 2020 – 1,9 s engaged (2,93 016 to 2020 – 50 all artists engage bes not include a	7) 9 First Natior ed (2,937)	ns Artists eng	aged - whicl	n equates to	
7.	Caloundra Mus	economic and to sic Festival, for a ions and benefit	areas outsid	le of Calound	Ira? If so,		Economic Development Branch
	firm IER for the the Sunshine Co	eport commissior 2019 CMF descr bast region (not C nding was attribu	ibe \$4.4 Milli Caloundra). A	on in new and An additional S	d increments S1.1M of ner	al spending to w and	
	contractors and Electricians, plu companies, eve	erformers at CMF performers from mbers, sound an nt crew, voluntee s, taxis, uber driv	all areas of t d lighting sup ers, merchane	he Sunshine ppliers, printe	Coast LGA rs, designer	including s, transport	
8.		other school gro o can capitalise sic Festival?					Economic Development Branch
	Yes, any school range of opportu	group or NFP ac unities on offer.	cross the coa	ist can apply t	o CMF to p	articipate in the	
		dentify the schoo nvolved in the CM	0				
	2021						
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	Dicky B Wishlist	each Surf Lifesav	ling Club				
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		indi State School		-			
	-	State Primary S		ssociation			
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 Sunshine Coast Arts Industry Precinct Yandina Historical House Friends of the Caloundra Regional Gallery Inc. 	
Sunshine Coast Arts Industry Precinct	
Sunshine Coast Film Festival	
Creative Events Inc.	
Sunshine Coast Creative Alliance	
Eumundi School of Rock	
marketing and ticketing platform resource. NFP's we have partnered with include:	
Ticketed events are run with the NFP taking the revenue and Horizon providing the	
partnered with many NFP's over the years to deliver events - free and ticketed.	
are no specific or long-term partnerships with any schools. However, we have	
	Libraries Brand
Are there any school groups or not-for-profit organisations who rely on the	Arts, Heritage a Libraries Brand
Unity College	
• Spiral	
Share the Dignity	
Salty Souls Legacy	
Reef Check	
Currimundi Netball	
	 Caloundra Community Kindergarten Mooloolaba State School Multicap Currimundi Netball Reef Check Salty Souls Legacy Share the Dignity Spiral Unity College Are there any school groups or not-for-profit organisations who rely on the Horizon festival for fundraising opportunities? As Horizon is delivered across the region and in different locations year on year, there are no specific or long-term partnerships with any schools. However, we have partnered with many NFP's over the years to deliver events - free and ticketed. Ticketed events are run with the NFP taking the revenue and Horizon providing the marketing and ticketing platform resource. NFP's we have partnered with include: Eumundi School of Rock Sunshine Coast Creative Alliance Creative Events Inc.

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Related Report / Additional Information Request

Meeting:	Ordinary Meeting Date: 16 September 2021				
Requesting Councillor:	Cr Baberowski				
Item:	8.6 – Exception Under the Local Government Regulation 2012 for the Disposal of Property Being Lot 11 on RP883859, Nambour				
Confidential	No				
Circulation	14 September 2021				
Officer (title):	Principal Property Officer	Approving GE (title	Acting Director - Major Projects and Strategic Property		

In response to a question raised by Councillor Cr Baberowski please note the following additional information for your consideration.

Question 1:

How often is the subject site used by Suncare?

Response:

Currently the facility is used Monday to Friday, with approximately up to 100 participants during that time over the week.

Question 2:

Is there an alternative location (plan B) for Suncare to relocate should the Drill Hall not be suitable?

Response:

The Community Development Team have advised that they have not pursued any other venues with Suncare as the location would need to be in Nambour to accommodate the seniors making use of the existing facility. Council does not have other community facilities in Nambour outside the showgrounds at present. The Old Drill hall offers more space and amenities than where Suncare are currently located, so it is thought to be a good solution.

If there was any cost associated with Suncare relocating, this would be covered by Queensland Rail, on a like for like basis.

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