

13 November 2019  
Stakeholder update 3

## Taking action

Welcome to our third update for our *Better Pathways to Planning* project.

Our consultant recently provided us with their final report. The report, which is available to download on Council's [Better Pathways to Planning web page](#), describes the key findings from the one-on-one interviews, workshops, briefings and survey responses. The major findings highlight a need for better consistency, communication, transparency and project support.

The report also provides a list of recommendations for Council's consideration and further action. Some of the recommendations include:

- updating communication and engagement protocols
- improving communication and education materials
- learning from other councils
- mapping the customer experience.

I invite you to read the consultant's report in full and I hope that you can see your comments reflected in its pages.

Over the last week, Council's management team has been reviewing the consultant's report and developing an action plan that directly responds to the recommendations. A copy of the action plan will be made available over the coming weeks.

This evening, both myself and members of our executive team ran an information session to share the report's key findings, our action plan for change, as well as the work that is already underway to improve people's experiences of our planning and development services. A copy of the presentation slides from this evening's information session is available to download on the [Better Pathways to Planning web page](#); however, a brief summary of some of the information shared in these sessions is provided on the next page.



We will now be working hard to roll out our action plan so that we can offer our community a better way. I thank you for your involvement with this project and I hope to keep you informed of improvements and changes as they happen.

*Bernard*

**Bernard Smith**  
CEO, Gympie Regional Council

## Where to from here?

Below is a summary of information that was shared at the information sessions held with the *Better Pathways to Planning* project stakeholders. These sessions were held on Thursday, 13 November 2019.



Better communication & engagement	Better awareness of other practice	Better processes & systems	Better collaboration	Better policy
<ul style="list-style-type: none"> <li>✓ Coordinator/Manager will attend every pre-application meeting to ensure consistent advice</li> <li>✓ A suite of fact sheets to assist customers with navigating the development application process will be developed</li> </ul>	<ul style="list-style-type: none"> <li>✓ Key Council officers will visit different Councils to review and reflect upon their processes and system</li> </ul>	<ul style="list-style-type: none"> <li>✓ Planning officers will undertake site inspections for each application</li> <li>✓ Council will co-locate teams for more streamlined processing</li> </ul>	<ul style="list-style-type: none"> <li>✓ Monthly meetings of key Council staff will be established to discuss planning matters, including projects of significance</li> </ul>	<ul style="list-style-type: none"> <li>✓ Council will progress with amendment Packages 2 and 3 of the Planning Scheme</li> </ul>

If you have any questions about the Better Pathways to Planning project, you are welcome to contact Council on 5481 0983 or by email: [communications@gympie.qld.gov.au](mailto:communications@gympie.qld.gov.au).