



# Ipswich Central Business Briefing

Presented by Greg Chemello, Interim Administrator  
Monday 2 December 2019

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# Tonight's Agenda

Topic	Speaker
Welcome	Greg Chemello
Council Elections	Greg Chemello
Citywide Parking Management Strategy	Greg Chemello
West Moreton Health Master Plan	Greg Chemello
Complaints Handling	Dianne Nikora
Economic Development update	Paul Massingham
Shape your Ipswich	Lynn Mathers
Ipswich Show Society	Darren Zanow
Nicholas Street update	Sean Madigan
Q & A	All

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# Council Elections

- Local government elections fast approaching - 28 March, 2020.
- Since the last Ipswich Central Business Briefing:
  - LG Change Commission confirmed council's new divisional boundaries. Four multi-member divisions with two councillors representing each division.
  - Council Integrity Policy Package released.
  - Currently 15 declared candidates including four mayoral candidates and four Division 3 candidates (which includes CBD)
  - First candidate information session held at North Ipswich Reserve Corporate Centre.
  - Second session Tuesday 4 February, 5.45pm for 6pm.

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# Ipswich, It's Your Council: A Candidate Guide for Ipswich City Council

- *“Ipswich, It’s Your Council: A Candidate Guide for Ipswich City Council”* released.
- Prepared by the Interim Administrator.
- A starting point for potential candidates, to help decide if the position of mayor or councillor is for them.
- An overview of everything the community needs to know about the role and purpose of local government, how your council operates, what is expected of councillors and how they will be supported by your council’s management team and staff.
- Includes a candidate checklist – a useful tool for candidates and voters.
- Available at [itsyourcouncil.com.au](https://itsyourcouncil.com.au).

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# Proposed Citywide Parking Management Strategy

- Parking is one of the biggest challenges facing local governments, including Ipswich.
- Council provides more than 3,500 parking spaces in the city centre, which includes both on-street and off-street spaces.
- Of these approximately 710 spaces are subject to priced parking with the remaining either unrestricted or managed using time restrictions
- In the past, priced parking areas were established on an ad-hoc basis in response to high parking demands and in isolation of an overarching policy.
- Past council reviews of priced parking has been sporadic, mostly limited to simple increases based on CPI.
- A council committee report has outlined the development of “City of Ipswich Parking Pricing Strategy”, a key part of *iGO* – Ipswich’s Transport Plan.
- Council will seek community feedback on the new citywide parking management strategy through [shapeyouripswich.com.au](https://shapeyouripswich.com.au).

# West Moreton Health Master Plan

**In 2017, West Moreton Health developed a Master Plan which outlines a series of infrastructure solutions that will be required over the coming years, including:**

- As part of the first stage, West Moreton Health have commenced detailed planning for a new \$91 million Mental Health Unit located on Chelmsford Avenue (directly across from Ipswich Hospital).
- The installation of a Magnetic Resonance Imaging (MRI) machine at Ipswich Hospital which will provide a much-needed service for patients which is now close to completion.

***West Moreton will maintain communication with all patients, visitors, staff and immediate neighbours throughout the construction and keep all stakeholders up-to-date with the progress of the project.***

The Department of State Development, Manufacturing, Infrastructure and Planning is running a community-wide consultation process until 12 December to give the community the opportunity to have their say on the Mental Health Unit project.

## **How to have your say:**

1. Visit <https://planning.dsdmip.qld.gov.au/id-consultations>
2. Email [infrastructuredesignation@dsdmip.qld.gov.au](mailto:infrastructuredesignation@dsdmip.qld.gov.au)
3. Post to PO Box 15009, City East, QLD, 4002

# Complaints Management Unit

**Dianne Nikora**  
Integrity and Complaints Manager

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# Complaints Management Framework

- Vision 2020 – 18 transformational projects
- TP # 6 – Implement a robust Complaint Management Framework
- Critical component of TP #13 – Return to elected representation

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# Importance of a Complaints Management Framework

- Manage complaints within legislative requirements
- Ethical decision making
- Transparent and accountable complaints management processes
- Consistent and better practice approach
- Identify, capture, report and identify complaint trends to improve business processes
- Foster a positive complaint management culture

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# Complaints Management Unit (CMU)

The CMU ensure complaints are managed:

- Consistently
- With procedural fairness
- By capturing (record-keeping) the complaint
- By providing reporting, as required to improve service delivery
- By a central point within Council

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# Additional Benefits

- All complainants are treated equally
- Streamlined customer focus and improved business processes
- Identification of trends
- Agreed timeframes are met
- Avoids forum shopping
- Proactive complaint management

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Thank you

Thank you for your time today

If you have any questions or concerns in relation to complaints management, the CMU can be contacted on 38106666 or via email to [cmu@ipswich.qld.gov.au](mailto:cmu@ipswich.qld.gov.au)

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# Office of Economic Development

**Paul Massingham**  
Economic Development Manager

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# Ipswich Central to Springfield Central Public Transport Corridor

- This is a critical public transport connection between Ipswich and Springfield via Ripley
- The Strategic Business Case contract was awarded to PWC in November 2019
- The SBC is expected to be delivered in March 2020



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# North Ipswich Stadium

- The Strategic Business Case will be delivered in December 2019
- ICC will progress the Preliminary Business Case in January 2020
- This will examine the Stadium in the context of a sports and recreational precinct



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# Norman Street Bridge

- The Preliminary Business Case has been received, it is currently under review for endorsement. Once it is endorsed by Council it will be sent to State Government for funding support for the next phase.



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# Olympic Bid/City Deals

- North Ipswich Stadium
- Ipswich Convention Centre
- Norman Street Bridge
- Ipswich Central to Springfield Central Public Transport Corridor
- The Reserve – AFL stadium

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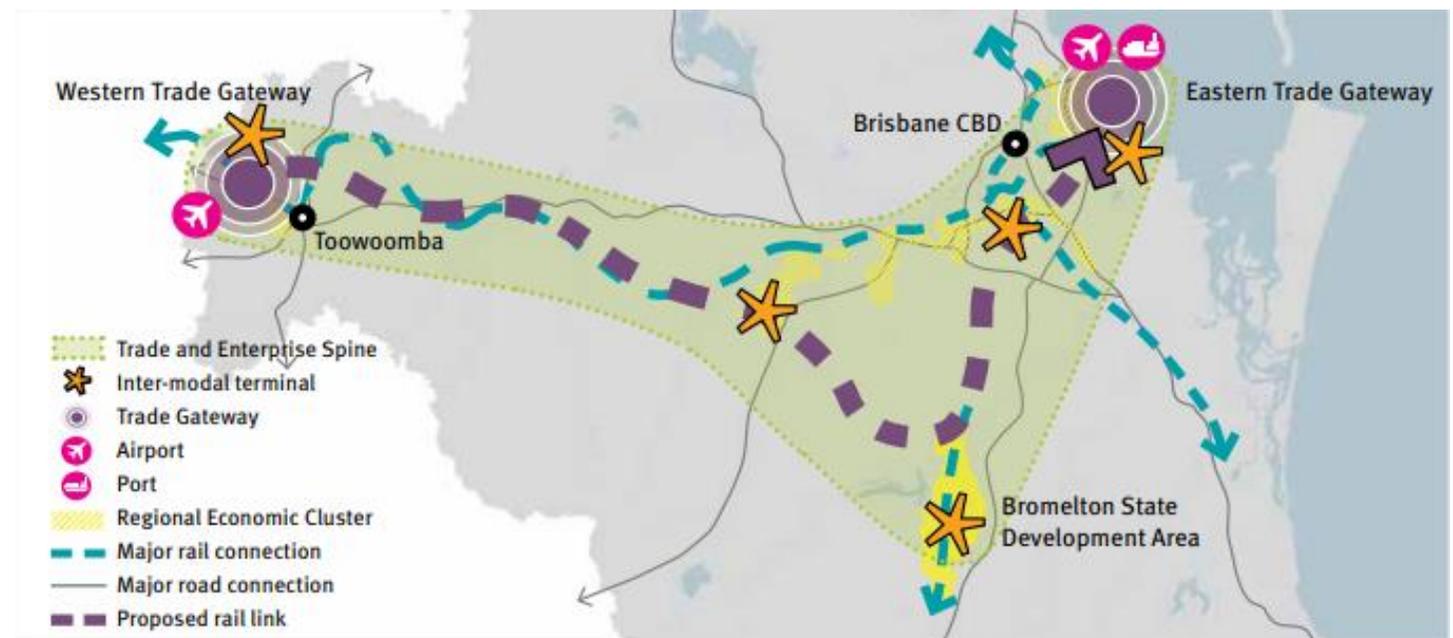


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# Willowbank intermodal (Inland Rail)

- ICC is supporting the State Government in investigating the economic and social benefits of an intermodal facility at Willowbank
- ICC will be undertaking a Social and Economic Impact Study to quantify the benefits to the region



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# Defence Ipswich 2019 Supply Chain Opportunities Symposium

- Over 200 organisations interested in contracting with defence companies attended
- More than 70 per cent of attendees were SME's, with 20 per cent from Ipswich and surrounds
- 42 per cent of attendees were from Defence, Manufacturing or Engineering
- About 235 business to business (B2B) meetings took place
- Building Networks, meeting the buyers and suppliers, were the main reasons people were attending the event.



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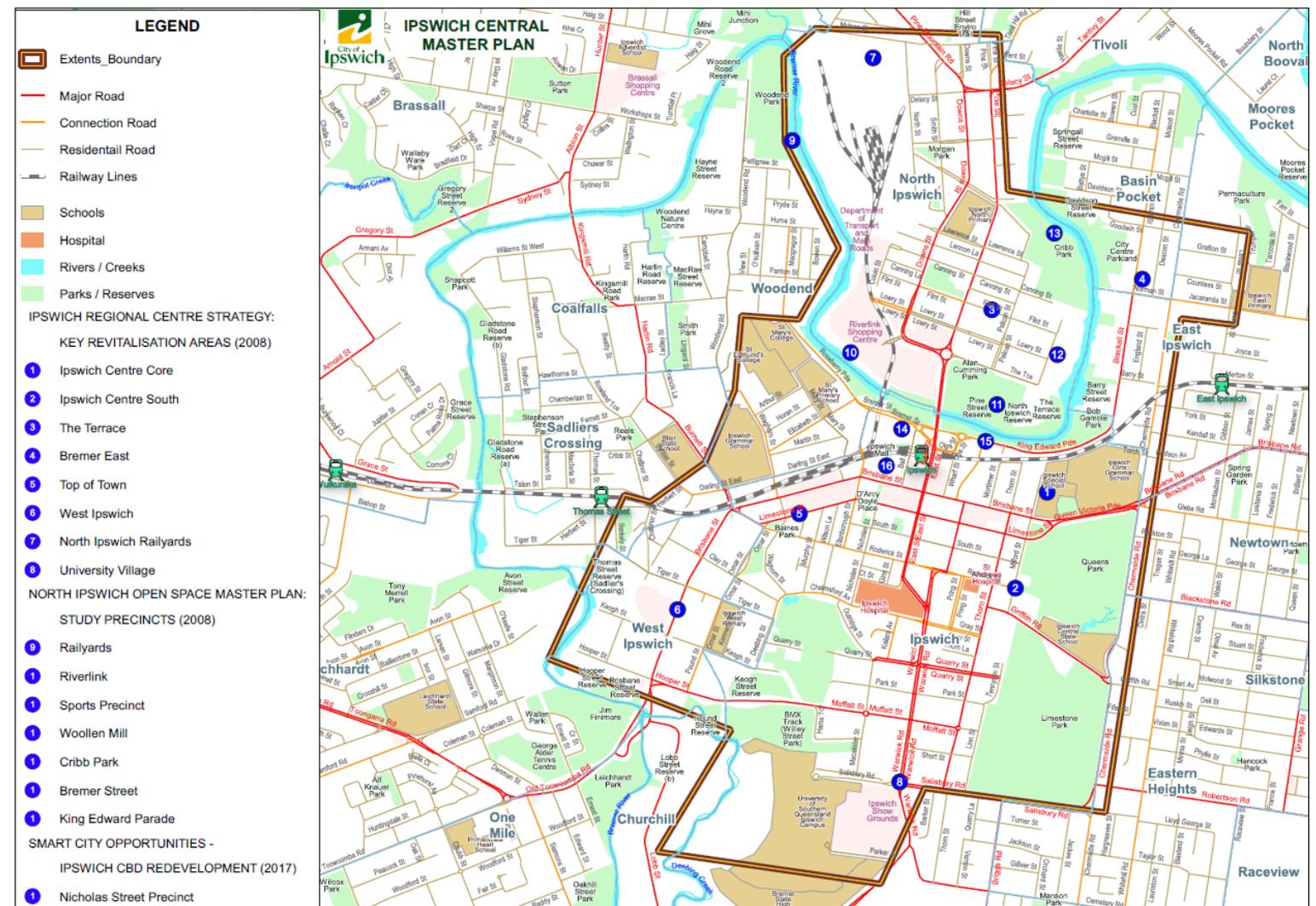


# Ipswich Central master plan workshops – a shared vision

- These workshops are part of a process to define a shared vision for Ipswich Central. We are wanting to hear your priorities and vision for the Ipswich Central area and invite you to attend these workshops facilitated by CoDesign Studios.
- Sessions are from 5.30 – 7.30 pm on:
  - Thursday 5 December 2019
  - Tuesday 10 December 2019

Registrations from 5.00pm.

- Workshops are limited to 30 people.
- We will be providing a summary of the workshop outcomes on council's [Shape your Ipswich](#) platform. We welcome your feedback on these ideas and encourage you to share anything we have missed.
- To register see the team at the registration desk tonight.



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# Pilot Façade Improvement Incentive Program

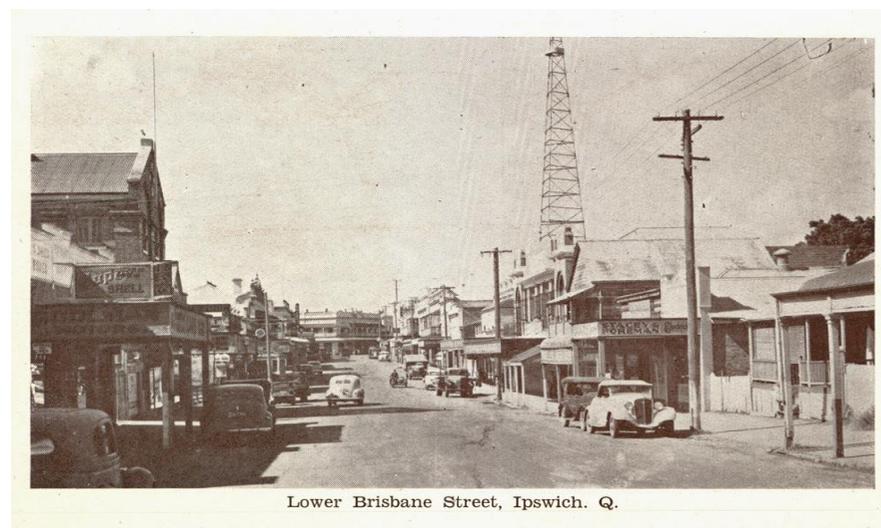
## Status

- Ipswich City Council committed \$100,000 to a pilot Façade Improvement Incentive Program aimed at sharpening up shopfronts in line with the Nicholas Street redevelopment.
- It will be a dollar for dollar matched incentive rebate up to a total of \$15,000 per applicant
- The pilot is for a targeted geographic area, as shown below:



## Update and next steps

- Draft guidelines for the pilot Façade Improvement Incentive Program have been developed
- Community engagement on the guidelines will be undertaken on [Shape your Ipswich](#)
- The program will be launched in early 2020
- Applications will be submitted through Smarty Grants
- To express your interest email [business@ipswich.qld.gov.au](mailto:business@ipswich.qld.gov.au) or sign up to [Shape your Ipswich](#)



Lower Brisbane Street, Ipswich. Q.

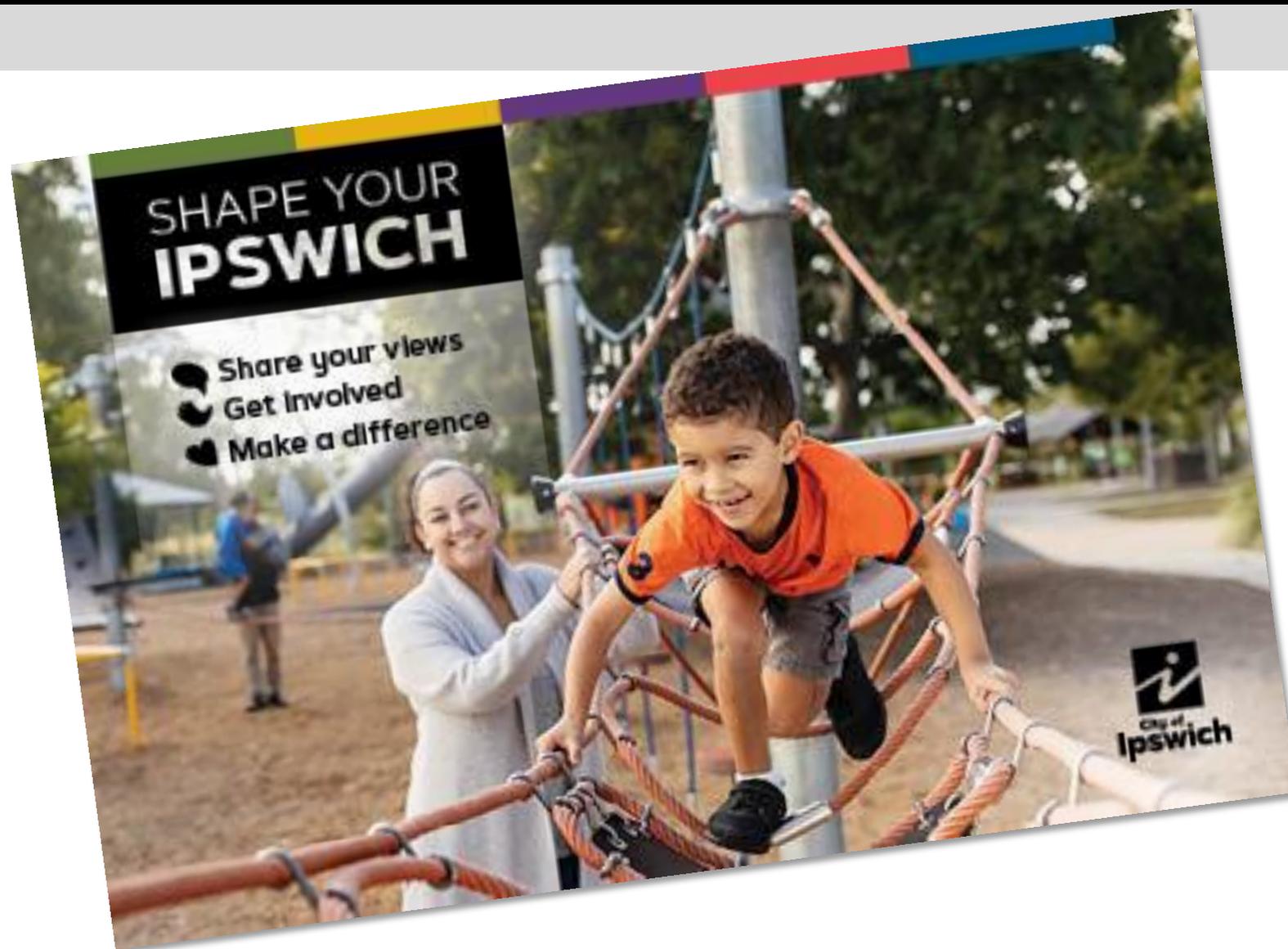
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# Shape your Ipswich



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CONVENTION AND EMERGENCY EVACUATION  
CENTRE - STAGE ONE  
PROJECT UPDATE  
2 DECEMBER 2019

Darren Zanow, Vice President.

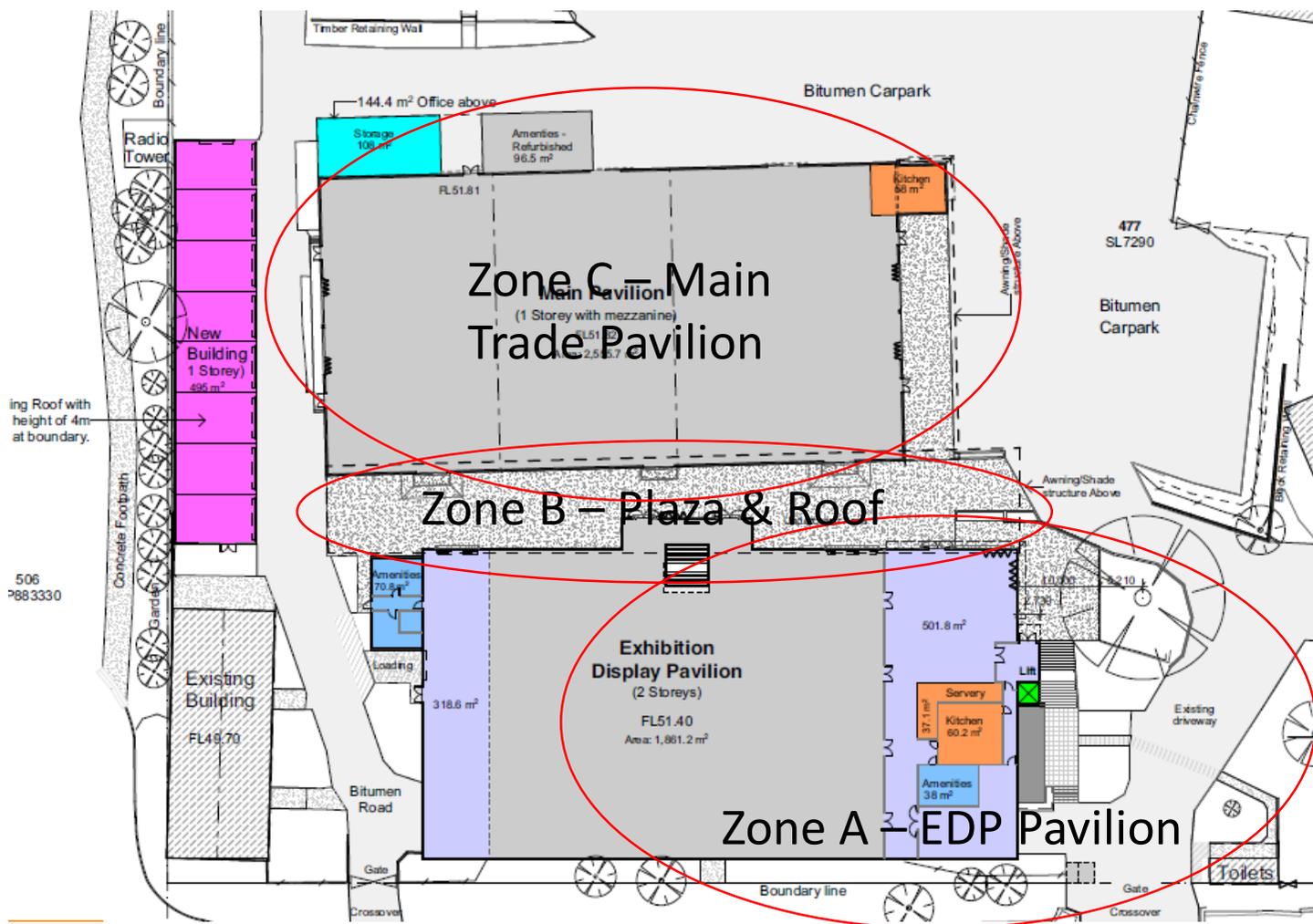
Ipswich Show Society Inc.

# Project history / background

- Federal Government Grant approved for \$8.9M to complete Stage 1 redevelopment of the Ipswich Showgrounds, phase 1 and 2
- Phase 1, Expansion and Improvement of existing Ipswich showground buildings. This will give the showgrounds;
  - improved facilities to address interim emergency evacuation needs;
  - improved facilities for the 200 plus community organisations that use the Showgrounds; and
  - negotiate with the USQ for a land acquisition.
- Phase 2, Planning and detailed design approvals to have “shovel ready” a Convention/Exhibition/Emergency Evacuation Centre for Ipswich.

# PROJECT SCOPE: PHASE 1 WORKS

# ZONE A: Exhibition and Display Pavilion



## KEY DELIVERABLES:

- Both EDP and MTP able to be used as an **emergency evacuation centre**.
- EDP able to be used for **functions and events** such as conferences, balls and graduations.
- Continued use as annual show facilities, sports centre and exhibition space.

# ZONE A: Exhibition and Display Pavilion



Ipswich Show Society Inc.

# ZONE A: Exhibition and Display Pavilion



Ipswich Show Society Inc.

# ZONE A: Exhibition Display Pavilion

## CONSTRUCTION WORKS:

- Extensions to roof and portal structure.
- Extensions to upper and lower concrete floor slabs and footings, including strengthening works (5 kPa).
- New retaining wall, stairs and ramps to facilitate pedestrian access.
- New lift recess, lift install, loading dock, and crossovers.
- New facilities to improve animal welfare outcomes
- New doors, windows and louvres.
- Fire compliant control systems, kitchens and electrics.
- Internal amenities and services upgrades.
- External painting.
- Landscaping and access upgrades to EDP from Parker Ave gate.
- Construction of new amenities block.

## KEY DELIVERABLES:

- **Improved energy efficiency** – windows and doors.
- **Improved amenity** – ablutions, access, and lift.
- **Improved facilities** – storage, office, kitchen and patio area
- **Improved Animal Welfare**
- **Compliance requirements.**

# ZONE B: Plaza Roof



## KEY DELIVERABLE:

- **Improved connectivity** – between Main Trade Pavilion and Exhibition display Pavilion.
- **Compliance Requirements.**

## CONSTRUCTION WORKS:

- New roof structure.
- Pavement modifications – leveling, grading, and new pavement.
- Stormwater run-off control and drainage.

# ZONE C: Main Trade Pavilion



## **CONSTRUCTION WORKS:**

- Over-roof insulation solution.
- New commercial kitchen off MTP.
- Awning off MTP.
- Plaza roof connecting MTP and EDP.
- New storage and office off MTP.
- Air-conditioning of offices.
- Refurbished ablution block.
- Re-alignment of doors.
- New doors and louvres to facilitate improved air flow.
- Painting of exterior surfaces.
- Fire system upgrades; detection, sprinklers, and suppression.
- Water supply, sewerage, waste water and stormwater.

Ipswich Show Society Inc.

# ZONE C: Main Trade Pavilion



## KEY DELIVERABLES:

- **Improved energy efficiency** - insulation solution, louvres, doors, awning (R rating TBC).
- **Improved amenity** – ablutions, access and awning.
- **Improved facilities** – storage, office, kitchen and awning.
- **Compliance Requirements**

# Services & Infrastructure

## KEY DELIVERABLES:

- Pavement modifications, site drainage and stormwater control.
- Fire safety infrastructure, including installation of new compliant booster pump.
- Electrical modifications and upgrades as required.
- Access and crossovers as required.



PHASE 2 WORKS: ICEC  
IPSWICH CONVENTION  
AND EXHIBITION CENTRE  
“SHOVEL READY”

# Planning & Design Team

Discipline	Company	Discipline	Company
Architecture	Blight Rayner	Aboriginal Cultural Heritage	Everick Heritage
Geotechnical	Soil Surveys	Heritage Architecture	Andrew Ladlay
Civil, Structural, Hydraulic Engineering	ADG Group	Noise Assessment	MWA Environmental
Traffic Engineering	TTM	Quantity Surveying	RLB Group
Survey	Survey 360	Economic Assessment	Capital Insight
Mechanical, Electrical, Services	NDY Group	Community Consultation	Plan C
Building Certification	McKenzie Group	Town Planning	Diane Kerr & Associates
Security/Threat Assessment	Thornton Tomasetti Group	Project Management	EXTRAXI Pty Ltd

- A substantial amount of engineering design and certification has been included in the planning for the new ICEC during Phase 2 works.
- To move the project along to the next stage of detailed design will be seamless due to the level of detail completed to date.

# ICEC Key Facts

- 5 storeys, including main exhibition level and 4 levels of basement parking, holding approx. 1,100 vehicles.
- Parking screened through use of natural topography, except for Level 1.
- Main exhibition floor with column-free area of 2,704m<sup>2</sup>, dividable into 1 to 4 noise attenuated halls.
- Capacity of up to 2,700 persons (dependent of event type).
- Impressive timber architectural structure surrounding the exhibition level.
- Mezzanine levels with meeting rooms, offices, and emergency amenities.
- 4.5m high Basement 1 carpark able to accommodate exhibitions and trade shows.
- Drop-off zone (ground level) and coach parking (upper level).
- Kitchen and back of house facilities located to the west.



# ICEC. A new Ipswich Icon is Ready





# Nicholas Street update



# NICHOLAS<sup>ST</sup>

## IPSWICH CENTRAL

**Sean Madigan**  
General Manager  
Coordination and Performance

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New 72 metre crane arrives onsite

Old travelator dismantled and removed from site

Structure of old 30 minute Woolworths' carpark demolished for future library

Reinforcement works on administration building basement underway

Basement structure of lift core in administration building underway

Paving in Nicholas Street commences

Planter boxes and seating installed

New trees moved to Nicholas Street with irrigation installed

Weight-bearing props installed in the car park ahead of concrete pouring in future library foundations

Concreting is poured for the Ipswich Library's foundation

Piling works on the foundation of the Administration Building is completed

Paving and landscaping works continue in Nicholas Street

Works on the lift core in the future Administration Building are underway

Former Ipswich City Square travelator has been removed and concrete infill is underway

Nicholas Street pedestrian access is reopened with fencing between Brisbane Street and the Union Place corner removed by 20 December

The Bell Street footpath and a portion of Union Place paving to be completed and reopened to pedestrians by 20 December

Retail design for METRO, EATS, VENUE and the Commonwealth Hotel are underway. Refurbishment works are expected to commence in March/April 2020

Design is underway on a comprehensive tenant's guide for future Nicholas Street vendors

October 2019

November 2019

December 2019



**NICHOLAS<sup>ST</sup>**  
**IPSWICH CENTRAL**

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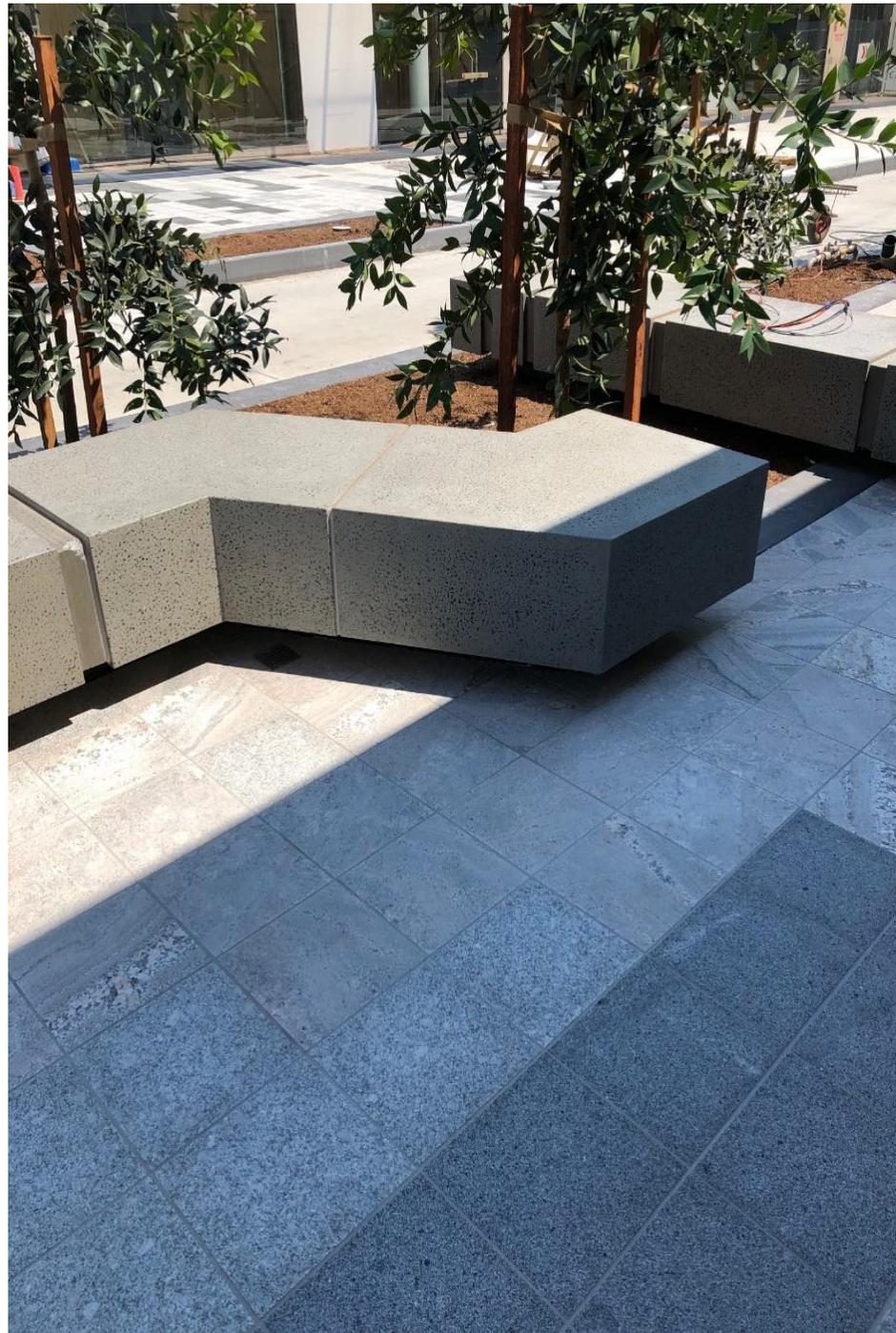


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View from Brisbane Street towards Bremer Street



Nicholas Street seating, paving and landscaping installation



Day 1 of paving



First completed section of paving



Concept image of completed precinct

Nicholas Street one-way road installation, paving, landscaping and seating. Stage one pedestrian access between Brisbane Street and the corner of Union Place will be reopened by 20 December 2019.

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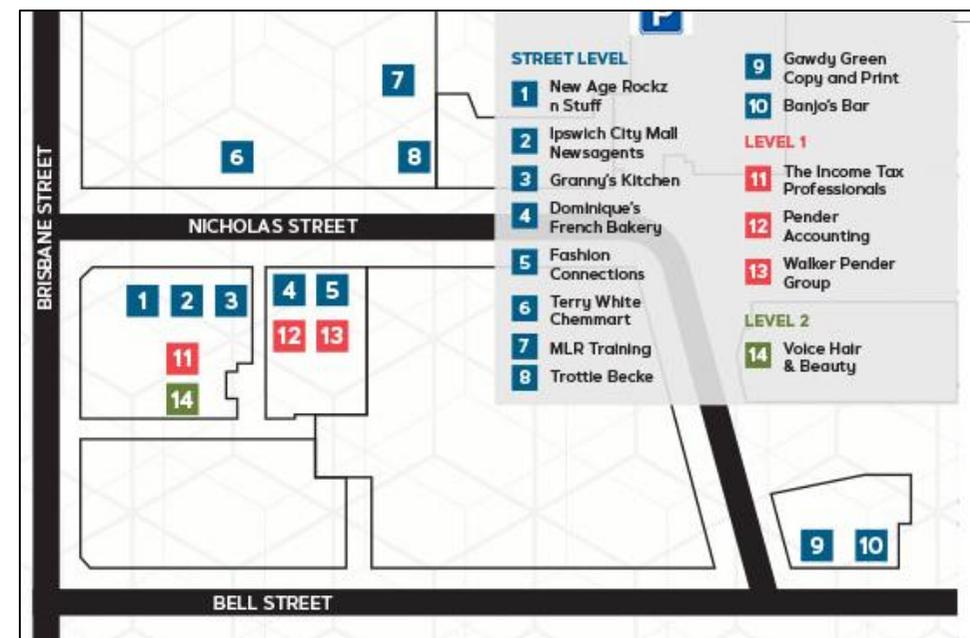


# Nicholas Street Trader Marketing Initiatives

The Stakeholder Relations team is working with each of the business owners in the redevelopment precinct to assist with marketing and promotion.

These initiatives include:

- New signage to advise customers of who's trading
- Double-sided postcards with a user-friendly map and trader listing
- Access to free after-hours social media training sessions
- Weekly email updates
- Christmas shopping signage
- Christmas shopping event held on 1 December to encourage customers and visitation, and to reinforce the 'We're Open' message



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# NICHOLAS ST

## IPSWICH CENTRAL



Demolition works on METRO, EATS and VENUE expected to commence after Jan 2020

METRO, EATS and VENUE building refurbishment commences subject to successful contract negotiations

Work on Commonwealth Hotel refurbishment commences

Works on façade refurbishment commences

### December 2019



Fence removed from current Nicholas Street roadworks and street opened to pedestrians between Brisbane Street and the start of the Civic Space construction site

Paving, landscaping and seating completed

### First half 2020

### September 2020



Handover of tenancies in EATS and the Commonwealth Hotel to new Nicholas Street vendors for shop fitting works

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Handover of tenancies in METRO and VENUE to new Nicholas Street vendors for shop fitting works

# NICHOLAS<sup>ST</sup>

## IPSWICH CENTRAL

October 2020

Jan to April 2021

Mid-2021



Ipswich Central Library opens  
 Civic Space opens  
 Refurbished car park opens  
 New public elevators open  
 Nicholas Street and Union Place open for vehicle access



METRO, EATS and VENUE opens  
 Commonwealth Hotel opens  
 Ipswich City Council Administration Building opens

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# Ipswich Central : Cost v Value Dissection

## Ipswich Central : 10 years to Dec-18

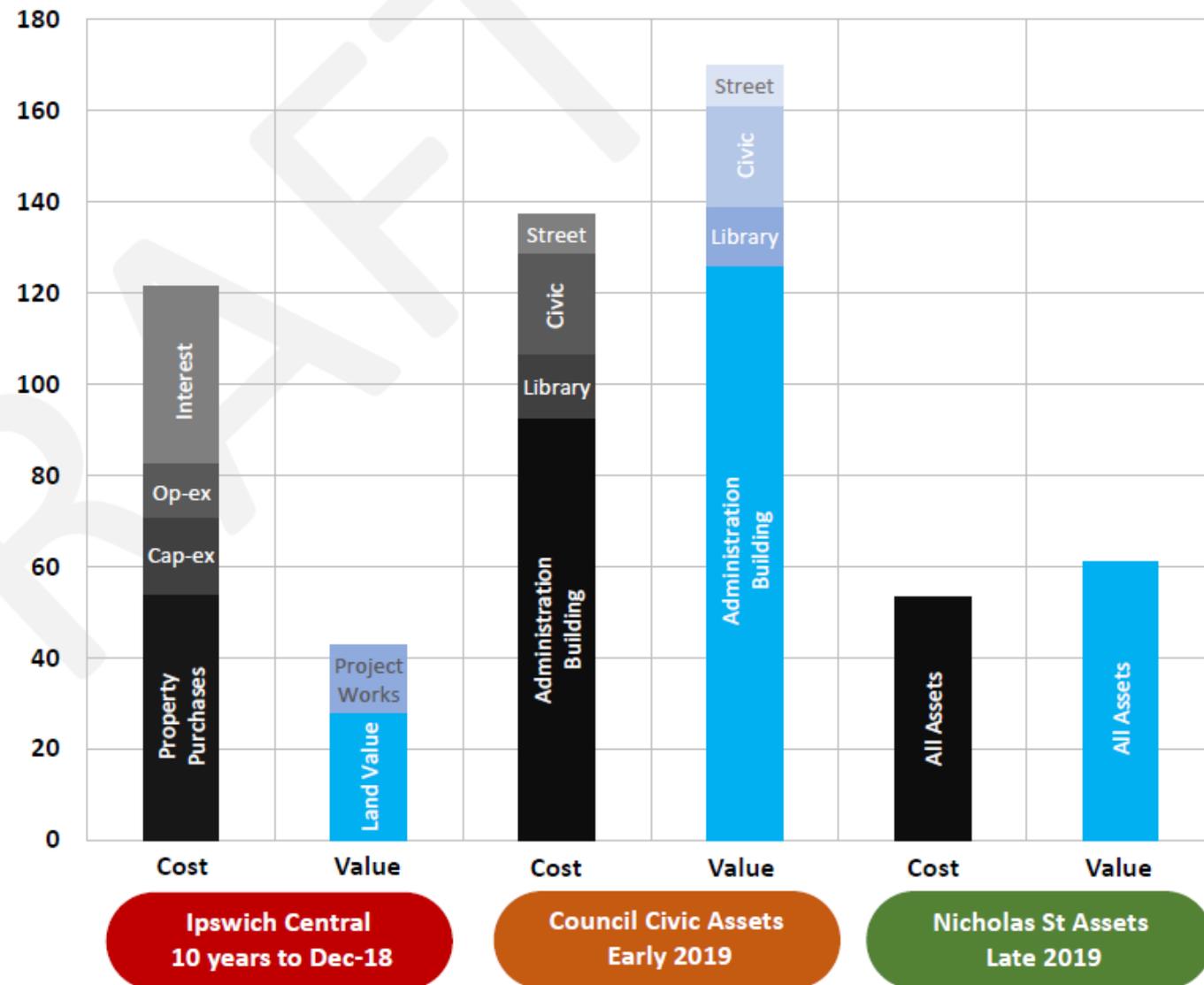
- Sunk cost of project to December 2018
- Value of assets as at December 2018

## Council Civic Assets : Early 2019

- Total development cost of project
- Forecast end value of assets

## Nicholas St Assets – Late 2019

- Total development cost per KPMG report
- Total value of assets 'As If Complete' and Fully Let per KPMG report



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# Q & A's from Tuesday 10 September 2019

## **How does the community have input to the selection of the CBD Artwork and Mural selection process?**

Ipswich City Council is working with Independent Arts Management (IAM) on a strategy for public art. We will be working with the community as different opportunities across the city arise. Sign up to Shape your Ipswich to keep up to date.

## **Why is it taking so long for the road work around Nicholas Street and Union Place to be completed?**

There are multiple parts to the roadworks in Nicholas Street and Union Place with each part having a separate program. Nicholas Street was originally let as a basic contract for roadwork that excluded street furniture and lighting. This part of the works was added on and this has extended the completion date by approximately two months (to December 2019). The corner of Nicholas Street and Union Place is part of the new Civic Plaza which will be a construction site until September 2020. The southern part of Union Place will therefore remain closed while façade refurbishment continues on the retail building.

## **The lack of the Post Office is not acceptable, what is happening?**

Jennifer Howard, MP to provide an update.

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# Q & A's from Tuesday 10 September 2019

## **We need more access to public toilets in the CBD. What is happening here?**

Public toilets will be available in both the Civic Plaza and the Ipswich Central Library, with other options currently under consideration. These will be announced in due course.

## **Please consider changing the hording / fencing to Perspex so the public can view what is happening**

The new hoarding, which will be installed in front of the Civic Space once the first stage of Nicholas Street is opened, will feature graphics designed to show the community what's coming in October 2020. The Perspex viewing panel concept is under review and quotes are being sought.

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# Q & A

This is your opportunity to ask any questions about the presentation you have seen tonight.

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## Date Claimer

Next Business Briefing

Tuesday 3 March 2020, location to be confirmed

**Don't forget!**

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