

PLANNING & DEVELOPMENT SERVICE CHARTER

MAY 2021



OUR PURPOSE

We serve the community through shaping the Cairns region, by managing development, infrastructure and services.

We are professionals who specialise in listening to the community and responding by developing strategies and designing the community in which we live, work and play.

Balancing the built and natural environment, community needs, cultural significance, and economic sustainability, we aim to improve the liveability of Cairns and create a vibrant region.

OUR OPERATING PRINCIPLES

Our operating principles should be read in conjunction with the whole of Council Service Charter. They provide specific principles relevant to the operation of Council's planning and development functions.

»» PROFESSIONAL

We have a culture that takes pride in our professionalism and expertise and we expect our industry partners and stakeholders to work with us in a professional, respectful and collaborative manner.

»» FACILITATED

We are involved and proactive in the planning and development process to facilitate outcomes appropriate to the circumstance, in the context of our role as a regulator in the planning process.

»» EFFICIENT AND EFFECTIVE

We are a team that is dynamic, agile and customer focused. We work to deliver considered and timely outcomes, in a way that is equitable to all our customers in the planning and development process.

»» CONSISTENT

We build trust through consistent decision making.

»» INTEGRATED AND FORWARD LOOKING

We maintain a contemporary policy framework that sets a clear vision for the long-term growth of the Cairns region.