

Contacting a Councillor



Cr Nev Ferrier (Mayor)

Represents Whole of Shire
Ph Work: 07 4992 7303
Ph AH: 07 4937 1717
M: 0448 011 814
E: mayor@banana.qld.gov.au

Cr Adam Burling

Represents Division 1
P: 0407 153 452
E: adam.burling@banana.qld.gov.au



Cr Ashley Jensen

Represents Division 2
P: 0418 772 357
E: ashley.jensen@banana.qld.gov.au

Cr Phillip Casey

Represents Division 3
P: 0499 043 719
E: phillip.casey@banana.qld.gov.au



Cr Kerrith Bailey

Represents Division 4
P: 0461 286 506
E: kerrith.bailey@banana.qld.gov.au

Cr Brooke Leo

Represents Division 5
P: 0438 110 325
E: brooke.leo@banana.qld.gov.au



Cr Terri Boyce (Deputy Mayor)

Represents Division 6
P: 0427 283 202
E: terri.boyce@banana.qld.gov.au

Contacting Council Offices

Ph: 07 4992 9500
Email: enquiries@banana.qld.gov.au
Post: PO Box 412, Biloela QLD 4715
Snap, Send, Solve: [download the app](#)

Biloela Administration Office

Shire Chambers
62 Valentine Plains Road, Biloela
Monday - Friday 8:00am to 5:00pm

Moura Administration Office

Moura Museum & Library
34 Gillespie Street, Moura
Monday - Friday 8:30am to 5:00pm

Taroom Administration Office

Yaldwyn Street, Taroom
Monday - Friday 8:00am to 5:00pm

Emergency After Hours Contact

Dangerous Dogs	0448 701 140
Water Sewerage	0417 641 994
Water & Sewerage (Taroom, Theodore, Cracow)	0409 376 344
Roads	0408 067 196
Stock	0427 148 783

Council Facilities Opening Hours

Visit the Council website for opening times:
www.banana.qld.gov.au



Banana Shire Council
Customer Service Charter
Our Service Promise to You

Our Mission

Our Council is committed to **promoting** and striving for **continuous improvement** in all that we do, for the **benefit** and **growth** of the whole of our Shire.

Our Values

- Advocacy for our people
- Effective and responsive leadership
- Integrity and mutual respect
- Honesty, equity and consistency in all aspects of Council's operations
- Quality service to our citizens
- Work constructively together, in the spirit of teamwork
- Sustainable growth and development



What You Can Expect

- We listen with respect and care
- We respond promptly and professionally
- We answer calls promptly, and resolve most issues at first point of contact
- We respect your rights and privacy
- We aim to meet your access and language needs
- Emails acknowledged within **1 business day**
- Letters acknowledged within **5 business days**
- Routine requests actioned within **15 business days**
- We will keep you updated until your enquiry is resolved
- Complaints are managed under our Complaints Policy

Our Customer Service Pledge

We strive to meet these standards whenever you contact us.

Timeframes in working days.



Building

Process applications
Undertake Inspections

Per Planning Act
2 Days



Health & Environment

Act on health related matters Individually assessed



Planning

Process applications
Undertake Inspections

As Per Planning Act
2 Days



Water Supply

Incident response (inc. main burst)
Install a standard new connection within water area (pending approval & payment or as agreed)

4 Hours
21 Days



Sewerage

Incident response (inc. overflows)
Install a standard new connection within sewerage area (pending approval and payment or as agreed)

2 Hours
21 Days



Waste

Process new collection service
Repair or replace bins

5 Days
5 Days



Roads & Paths

Respond to emergencies
Respond to customer requests

1 Day
14 Days



Plumbing

Process applications
Undertake Inspections

As Per Act**
2 Days



Local Laws

Act on urgent stock on roads reports
Respond to dog attacks
Action general customer requests

3 Hours
24 Hours
10 Days



Parks & Amenities

Act on emergency/safety concerns
Repairs and maintenance
Mowing and garden maintenance***

1 day
5 days

**Plumbing - As Per Plumbing & Drainage Act

***Parks & Amenities - As Per schedule

- Mowing and Garden Maintenance As Per schedule

Adopted: 31/03/26 OM-34-3/2026

