

18 August 2026 at 16:42

Ediblescapes <ediblescape.nerang@gmail.com>
To: Recreational Services <RecreationalServices@goldcoast.qld.gov.au>
Cc: complaints <complaints@goldcoast.qld.gov.au>

Ref: Request for clarification and progression of administrative action complaint

Dear Recreation Services and Complaints Team,

Thank you for your response.

Ediblescapes Inc. notes that the City's position remains unchanged. However, the response does not provide the detailed findings, evidence, dates, inspection records, relevant approval requirements or specific licence conditions relied upon in reaching the decision.

It also introduces additional grounds—including biosecurity compliance, governance, compliance history and alignment with the long-term objectives for Country Paradise Parklands—without providing particulars that would allow Ediblescapes to understand or respond to those findings.

For procedural clarity, please confirm:

1. the City reference number allocated to our administrative action complaint;
2. whether today's email constitutes an informal resolution response or the formal outcome of a preliminary review under the City's Administrative Action Complaints Procedure;
3. the position—not necessarily the personal name—of the officer who conducted the review and whether that officer was senior to, and different from, the original decision-maker;
4. whether the Complaints Team independently assessed the complaint or was copied into the Recreation Services response only; and
5. what further internal review stage is now available.

If this email is an informal resolution response, please treat this correspondence as Ediblescapes Inc.'s request for a preliminary review.

If it is intended to constitute the preliminary-review decision, please treat this correspondence as notice that Ediblescapes remains dissatisfied and wishes to request a final review by the independent Complaints Team. Please advise whether a separate form must be completed.

Ediblescapes is not seeking merely to disagree with the City's conclusion. Our concern is that serious findings have been relied upon without sufficient particulars, supporting evidence or a fair opportunity for the organisation to respond before an irreversible decision affecting a nearly ten-year-old public community garden is implemented.

We again request that implementation of the non-renewal decision, including the requirement to vacate and remove garden assets, be paused while the applicable complaint-review process is completed. We understand that lodging a complaint does not automatically create a stay, which is why we are expressly requesting one.

Please register this correspondence against the Ediblescapes Inc. licence, property and administrative-action complaint files and provide written confirmation of the applicable review stage.

Kind regards,

Jorge Cantellano
President and Coordinator
For and on behalf of the Management Committee
Ediblescapes Inc.

Ediblescapes Inc.
EdibleScapes Gardens
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